



**THE CITY OF PHILADELPHIA  
DEPARTMENT OF BEHAVIORAL HEALTH AND INTELLECTUAL DISABILITY**

**REQUEST FOR INFORMATION  
for  
Behavioral Health Administration Services Organization (ASO)**

**DATE: August 6, 2021**

**Deadline for Responses**

**Date and Time**

August 20, 2021 by 5pm  
(Local Philadelphia Time)

**Point of Contact:**

Gina M. Harley  
Special Advisor for Administration  
and Finance: Deputy  
Commissioner's Office

**Email:**

Gina.M.Harley@phila.gov

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James F. Kenney, Mayor  
Jill Bowen, PhD  
Commissioner, DBHIDS

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## I. RESPONSE CALENDAR

Post Request for Information  
Deadline for Responses  
Point of Contact  
Point of Contact Email

Date: August 6, 2021  
Date: August 20, 2021, by 5pm  
Gina M. Harley  
Gina M.Harley@phila.gov

## II. PURPOSE OF REQUEST FOR INFORMATION

### Overview and Purpose

The Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) is seeking applicants to provide information about managing support services necessary for the provision of behavioral health services. This Request for Information (RFI) is issued to gain a broader understanding of the opportunities, factors, feasibility, interest, and challenges involved in implementing a community organization to support the needs of behavioral health providers in Philadelphia, Pennsylvania. Development input is sought from a range of community leaders, which may include: community-based organizations, faith-based organizations, primary health organizations, cultural competence coalitions, and behavioral healthcare providers. Stakeholders may share their knowledge and expertise in implementing the unaddressed support services necessary for the provision of behavioral health services in their shared communities. These support services permit behavioral health providers to benefit from relationships that these stakeholders have developed through years of working in targeted neighborhoods. The Department envisions such support to include operational and quality improvement functions.

### Background

Currently, there are over 200 agencies in the DBHIDS and CBH provider network. Of these agencies, over half are considered small to mid-size, employing between 5 and 100 staff members. The success of any behavioral health agency is a result of many factors including: the quality of the service delivery model, the implementation of effective clinical models whose best practices meet the needs of the targeted population; the hiring of skilled and experienced staff members, the monitoring of efficient billing processes, the development of sound infrastructure, and capacity to facilitate the achievement of desired outcomes.

Several smaller and midsize organizations are in the midst of developing these organizational characteristics and setting the standard for best clinical practices simultaneously, as they create and deepen their identity within their communities as a service provider. Inevitably, without the proper infrastructure, staff may perform multiple roles. Conflicting duties make it difficult to ensure role clarification as well as checks/balances for quality assurance. Daily operations, clinical practices, and fiscal health of the agency, as well as ability to maximize opportunities and achieve best outcomes, may be impacted. In such situations, there may be benefit from ongoing supports and technical assistance across various operational domains.

However, effective supports and technical assistance within this context can be a challenge. The same foundational capacity that is critical to successful work in a larger system – such as greater capacity for staff development, cross system communications, administrative structures – all need to be present, but are limited when the organizational capacity is not there to run all systems

concurrently and effectively. For these reasons, we are seeking input on the value of external supports that would be beneficial to those in the behavioral health provider network, who, while deeply connected to the communities they serve and bringing that expertise and knowledge to the wellness and treatment for those they serve, may be facing such foundational capacity challenges.

### III. OVERVIEW OF DBHIDS

#### Department Overview

DBHIDS is a Department under the City of Philadelphia Health and Human Services cabinet that oversees behavioral healthcare, intellectual disability supports, and early intervention services in one integrated system. Through a network of providers, partners, and community members, DBHIDS delivers treatment and services that promote recovery, resilience, and self-determination. By empowering the entire community to take charge of their health and wellness, DBHIDS helps to create a Philadelphia where every resident can thrive. DBHIDS functions as a single payer for the public behavioral health and intellectual disability service system utilizing federal, state, and local funding, including Medicaid. DBHIDS is comprised of seven divisions that oversee services for children, adults and families:

#### **Administrative Divisions**

- **Administration, Finance, and Quality** supports the services in a fiscally responsible manner to ensure the sustainability of programs and ability to continually improve.
- **Chief Medical Officer** oversees and directs clinical strategies and policies while serving as a liaison to Philadelphia's provider community.
- **Planning Innovation** develops and implements strategies to sustain the transformation of Philadelphia's behavioral health system to a recovery-oriented system of care.

#### **Operational Divisions**

- **Behavioral Health** includes the Office of Mental Health and the Office of Addiction Services and, through an extensive network, provides services to people requiring medical, social, and educational services.
- **Intellectual disAbility Services** is responsible for the oversight, planning, administering and coordinating of the Infant Toddler Early Intervention Program and Intellectual disAbility and Autism supports and services.
- **Community Behavioral Health** is a not-for-profit 501c(3) corporation contracted by the City of Philadelphia to provide mental health and substance use services for Philadelphia County residents.
- **Behavioral Health & Justice Division** is responsible for providing behavioral health forensic services and resources.

The mission of DBHIDS is to educate, strengthen, and serve individuals and the communities so that all Philadelphians can thrive. DBHIDS envisions a Philadelphia where every individual can achieve health, wellbeing, and self-determination. Working with an extensive network of providers, DBHIDS provides services to persons recovering from mental health and/or substance use disorders, individuals with intellectual disabilities, and families to ensure that they receive

high quality services which are accessible, effective, and appropriate. The Department has a long history of providing innovative and groundbreaking services in Philadelphia for people in recovery, family members, providers and communities, and has become a national model for delivering behavioral health care services in the public sector.

This program will be administered by and receive oversight from the Administration, Finance, and Quality Division of DBHIDS. The Administration and Finance Division is committed to offering services to all Philadelphians. The Administration, Finance, and Quality Division coordinates and ensures the availability of state-mandated services to both insured and uninsured residents of Philadelphia.

#### **IV. RFI CONTACT INFORMATION FOR RESPONSES**

All questions concerning the RFI must be submitted via email no later than 5pm, local Philadelphia time, on Wednesday, August 20, 2021, to Gina M. Harley, Special Advisor to the Office of Deputy Commissioner at [gina.m.harley@phila.gov](mailto:gina.m.harley@phila.gov)

Responses to questions and requests for additional information shall be at the sole discretion of the City. Any additional information and/or responses to questions will be posted only on the City's website at <http://www.phila.gov/rfp> ("Additional Opportunities"). No additional information and/or responses to questions will be sent by email. Nothing in this RFI shall create an obligation on the City to respond to a Respondent submitting a response.

The City may, in its sole discretion, issue addenda to this RFI containing responses to questions, clarifications of the RFI, revisions to the RFI or any other matters that the City deems appropriate. Addenda, if any, will be posted on the City's website at <http://www.phila.gov/rfp> ("Additional Opportunities"). It is the Respondent's responsibility to monitor the Additional Opportunities site for Addenda and to comply with any new information.

Oral responses made by any City employee or agent of the City in response to questions or requests for information or clarification related to this RFI are not binding and shall not in any way be considered as a commitment by the City.

If a Respondent finds any inconsistency or ambiguity in the RFI or an addendum to the RFI issued by the City, the Respondent is requested to notify the City in writing by the above deadline for questions and requests for information or clarification.

#### **V. SUBMISSION GUIDELINES**

DBHIDS expects each Respondent to include in their response to this RFI the following items in the order listed:

Organizational background:

- a) Number of years in operation
- b) Primary mission and philosophy

- c) Other relevant information about the organization related to ASO services that is pertinent to this RFI (i.e. experience related to the behavioral health industry and ASO functions)

What type of service(s) does the Applicant provide, including levels of care (i.e. Mental Health Outpatient and Substance Use Treatment Services)?

- a) Identify the name of the agency
- b) Indicate the type(s) of service(s) offered by the agency
- c) Indicate the level(s) of care offered by the agency

Which of the following ASO services are you interested in providing?

- a) Revenue and Billing Services (cashflow, payroll, billing, and grant writing)
  - The ability to assist smaller providers with revenue and billing assistance. Including but not limited to cashflow assistance, payroll, and grant writing if necessary.
- b) Human Resources (recruitment, on-boarding, retention, benefits, and reporting)
  - The ability to assist with recruitment, on-boarding, and retention.
- c) Quality Improvement (technical assistance)
  - The ability to assist with internet technology.
- d) Enterprise Data Warehouse (data collection, tracking data, data management, and developing outcomes & outputs)
  - The ability to assist with developing and tracking data, assist with developing mechanisms for data collection etc.

## **VI. USE OF RESPONSES**

Responses to this RFI may be used by DBHIDS to select a Respondent for the Behavioral Health ASO. Responses may also be used to assist DBHIDS in gathering information for planning purposes, and for purposes of identifying sufficient resources for an implementation initiative.

The City does not intend to announce any further actions taken pursuant to this RFI. If any such announcements are made, at the sole discretion of the City, those announcements will be posted with the original RFI. In some cases, at the City's sole discretion, the City may issue an RFP. The City will notify Respondents to this RFI once the RFP has been posted on the City's website.

The City will notify you if additional information is required in order to evaluate your response to this RFI. Absent such follow up from the City, we respectfully request that respondents refrain from requesting additional information on the status of this RFI. In order to protect the integrity of the City procurement process, City personnel will not respond to requests for additional information on the status or outcome of this RFI, other than as described above.

## **VII. HOW TO SUBMIT RESPONSES**

Respondents should email their responses electronically (hard copies are unacceptable) in MS Word or Adobe PDF format, as a single document to **GINA M. HARLEY AT** [GINA.M.HARLEY@PHILA.GOV](mailto:GINA.M.HARLEY@PHILA.GOV)

## **VIII. CONFIDENTIALITY AND PUBLIC DISCLOSURE**

Respondents shall treat all information obtained from the City, which is not generally available to the public, as confidential and/or proprietary to the City. Respondents shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. No other party, including any Respondent, is intended to be granted any rights hereunder.

## **IX. RIGHTS AND OPTIONS RESERVED**

In addition to the rights reserved elsewhere in this RFI, the City reserves and may, in its sole discretion, exercise any or more of the following rights and options with respect to this RFI if the City determines that doing so is in the best interest of the City:

1. Decline to consider any response to this RFI (“response”); cancel the RFI at any time; elect to proceed or not to proceed with discussions or presentations regarding its subject matter with any Respondent and with firms that do not respond to the RFI; to reissue the RFI or to issue a new RFI (with the same, similar or different terms);
2. Select an application from a vendor that does not respond to this RFI, or elect not to proceed with any procurement;
3. Waive, for any response, any defect, deficiency or failure to comply with the RFI if, in the City’s sole judgment, such defect is not material to the response;
4. Extend the Submission Date/Time and/or to supplement, amend, substitute or otherwise modify the RFI at any time prior to the Submission Date/Time, by posting notice thereof on the City web page(s) where the RFI is posted;
5. Require, permit or reject amendments (including, without limitation, submitting information omitted), modifications, clarifying information, and/or corrections to responses by some or all Respondents at any time before or after the Submission Date/Time;

6. Require, request or permit, in discussion with any Respondent, any information relating to the subject matter of this RFI that the City deems appropriate, whether it was described in the response to this RFI;
7. Discontinue, at any time determined by the City, discussions with any Respondent or all Respondents regarding the subject matter of this RFI, and/or initiate discussions with any other Respondent or with vendors that did not respond to the RFI;
8. To conduct such investigations with respect to the financial, technical, and other qualifications of the Respondent as the City, in its sole discretion, deems necessary or appropriate;
9. Do any of the foregoing without notice to Respondents or others, except such notice as the City, in its sole discretion, may elect to post on the City web page(s) where this RFI is posted.

This RFI and the process described are proprietary to the City and are for exclusive benefit of the City. Upon submission, responses to this RFI shall become the property of the City, which shall have unrestricted use thereof.

## **X. PUBLIC DISCLOSURE**

By submitting a response to this RFI, Respondent acknowledges and agrees i) that the City is a “local agency” under and subject to the Pennsylvania Right-to-Know Law (the “Act”), 65 P.S. §§ 67.101-67.3104, as the Act may be amended from time to time; and ii) responses may be subject to public disclosure under the Act. In the event the City receives a request under the Act for information that a Respondent has marked as confidential, the City will use reasonable efforts to consult with Respondent regarding the response and, to the extent reasonably practicable, will give Respondent the opportunity to identify information that Respondent believes to be confidential proprietary information, a trade secret, or otherwise exempt from access under Section 708 of the Act.

Notwithstanding anything to the contrary contained in this RFI, nothing in this RFI shall supersede, modify, or diminish in any respect whatsoever any of the City’s rights, obligations, and defenses under the Act, nor will the City be held liable for any disclosure of records, including information that the City determines in its sole discretion is a public record and/or information required to be disclosed under the Act.