

# **City of Cleveland Department of Public Safety**

## **Request for Proposal for Professional Services to Provide Crisis Social Workers for the City's Police and Mental Health Co-Responder Program for the Division of Police, Department of Public Safety**



### **Schedule of Critical Dates:**

1. RFP Published on City's Website	Wednesday, July 12, 2023
2. Last Day to Submit Provider Questions	3:00 PM Friday, July 28, 2023
3. Addenda to RFP Published on City's Website (if applicable)	Monday, July 31, 2023
4. Proposal Submission Deadline	5:00 PM Friday, August 4, 2023

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## **Introduction and Background**

The City of Cleveland (City), Department of Public Safety, through its Director of Public Safety, is soliciting proposals for professional services to provide crisis social workers for the City's Police and Mental Health Co-Responder Program. The Cleveland Police Department's (CPD) Crisis Intervention Team includes licensed social workers as co-responders to assist the CPD with the safety, understanding and service to individuals in crisis and to assist with individuals with mental and/ or behavioral health issues and their families.

It is preferred that the consultant have previous experience providing similar services to other police departments or to other similar law enforcement agencies.

Separate proposals and fee proposals should be sent via email by 5:00 PM Friday, August 4, 2023 to Michael Gehlmann, Department of Public Safety, [mgehlmann@clevelandohio.gov](mailto:mgehlmann@clevelandohio.gov). Fee proposals shall be submitted in a separate electronic file that is clearly labeled.

This RFP does not obligate the City to complete the selection and contract award process. The City reserves the right to accept or reject any and all proposals or portions of them; to waive irregularities, informalities, and technicalities; to re-issue or to proceed to obtain the services desired otherwise at any time or in any manner considered in the City's best interest; to request additional information from any or all consultants to assist the City in its evaluation process; and to amend or withdraw this RFP prior to the announcement of the selected consultant. In the event there is an amendment to the RFP, all Proposers will be provided with a copy of any such amendment(s) and be afforded the opportunity to revise their Proposals in response to the RFP amendment.

Should you have any questions regarding this Request for Proposal, please contact Michael Gehlmann, Department of Public Safety, by email at [mgehlmann@clevelandohio.gov](mailto:mgehlmann@clevelandohio.gov) or by telephone at 216-664-3740.

## Scope of Services

The City is issuing this Request for Proposal (RFP) soliciting proposals for professional services to provide crisis social workers for the City's Police and Mental Health Co-Responder Program.

The following areas are essential for inclusion in the recruitment marketing services; however, this is not a complete listing of all services that may be required or desired:

Provide ten (10) crisis workers for the current Police and Mental Health Co-Responder Program for a period of three (3) years, with two one-year options to renew exercisable by the Director of Public Safety. The crisis workers will assist with the coordination and training Cleveland Police officers in Crisis Intervention Team (CIT) training. The crisis workers should be licensed social workers, social workers or other similar professionals.

- Hire or contract for 10 (ten) mental health crisis workers including the continued employment of any crisis workers currently on staff. These crisis workers will be members of the City's Police and Mental Health Co-Responder Program.
- Assist with providing Crisis Intervention Team (CIT) training for Cleveland Police Officers.
- Track program activity and data and provide statistics to the Cleveland Division of Police and the researchers working on the program.
- Assist with the coordination of the City's Police and Mental Health Co-Responder Program.
- Agency must be a current member of the Cleveland Law Enforcement/ Mental Health Co-Responder Advisory Committee.
- Agency must be able to deliver the program in 12-hour shifts.
- Agency must be certified to deliver Crisis Intervention Team (CIT) training to police officers in Cuyahoga County.
- Agency will be reimbursed on a quarterly basis for approved expenses.

### **I. Professional Services Requirements:**

Listed below are the requirements the Proposer is expected to possess and address in their Proposal. The Proposal should provide information about your ability to address these areas or related areas as part of your engagement.

1. The organization or consultant shall provide information, membership(s) and certification(s), as applicable, describing their credentials and experience in providing similar services to police departments or to other similar law enforcement agencies.

2. Provide detailed information describing your prior experience and expertise in providing crisis worker services and training to police departments or other similar law enforcement agencies.
3. Provide professional references.
4. Possess effective oral and written communication skills along with highly effective organizational and planning skills.
5. Demonstrate the ability to track program activity and data and provide statistical analysis of the program.
6. Demonstrate the ability to provide the level of services required.

If requested, the Proposer will be prepared to present their proposal before a committee selected by the Department of Public Safety. To effectively verify all proposals, the Department of Public Safety reserves the right to conduct follow-up on references.

### **Rights to Materials (data)**

All materials (data) generated under this RFP is work made for hire. The Proposer shall inform the City in writing of any scheduled deletion of files and shall not delete files without prior written consent from the City.

## **II. Project Team**

The following project team information is required:

1. Proposers shall provide the names of the project team and include the roles and responsibilities they will be assigned on this project.
2. Proposers shall provide resumes for each of the team members planned for this project.



## Proposal Requirements

### Submission of Proposal

Each Proposer shall submit its proposal(s) in the, form, manner, and by the date and time required in the section, **Introduction and Background**, above.

- i. Each Proposer shall provide all information requested in this RFP. The Proposer must organize its proposal package to address each of the elements in this RFP in order listed. The Proposer should carefully read all instructions and requirements and furnish all information requested. If a proposal does not comply with all terms, conditions, and requirements for submittal, the City may consider it unacceptable and may reject it without further consideration.
- ii. If you find discrepancies or omissions in this RFP or if the intended meaning of any part of this RFP is unclear or in doubt, send an email request for clarification or interpretation not later than 3:00 PM Friday, July 28, 2023 via e-mail to:  

**Michael Gehlmann, Fiscal Manager**  
**Department of Public Safety**  
**[mgehlmann@clevelandohio.gov](mailto:mgehlmann@clevelandohio.gov)**
- iii. The Director of Public Safety at his/her sole discretion, may require any Proposer to augment or supplement its proposal or to meet with the City's designated representatives for interview or presentation to further describe the Proposer's qualifications and capabilities. The requested information, interview, meeting, or presentation shall be submitted or conducted, as appropriate, at a time and place specified by the Director of Public Safety.
- iv. The City reserves the right, at its sole discretion, to reject any proposal that is incomplete or unresponsive to the requests or requirements of this RFP. The City reserves the right to reject any or all proposals and to waive and accept any informality or discrepancy in the proposal or the process as may be in the City's best interest.

v. Proposal as a Public Record

Under the laws of the State of Ohio, all parts of a proposal, other than trade secret or proprietary information and the fee proposal may be considered a public record which, if properly requested, the City must make available to the requester for inspection and copying. Therefore, to protect trade secret or proprietary information, the Proposer should clearly mark each page - but only that page - of its proposal that contains that information. The City will notify the Proposer if such information in its proposal is requested, but cannot, however, guarantee the confidentiality of any proprietary or otherwise sensitive information in or with the proposal. Blanket marking of the entire proposal as “proprietary” or “trade secret” will not protect an entire proposal and is not acceptable.

vi. Term of Proposal’s Effectiveness

By submission of a proposal, the Proposer agrees that its proposal will remain effective and eligible for acceptance by the City until the earlier of the execution of a final contract or 270 calendar days after the proposal submission deadline (the “Proposal Expiration Date”).

vii. Execution of a Contract

The successful Proposer shall, within ten (10) business days after receipt of a contract prepared by the City Director of Law, exclusive of Saturdays, Sundays and holidays, execute and return the contract to the City together with evidence of proper insurance and intent to conform to all requirements of the contract. Attached hereto or which are a part hereof and all applicable federal, state and local laws and ordinances prior to or at the time of execution of the contract.

viii. Short-listing

The City reserves the right to select a limited number (a “short list”) of Proposers to receive supplemental questions and/or to make an oral or presentation of their qualifications, proposed services, and capabilities. The City will notify the Proposers selected for oral presentations in writing.

ix. Proposer's Familiarity with RFP; Responsibility for Proposal

By submission of a proposal, the Proposer acknowledges that it is aware of and understands all requirements, provisions, and conditions in and of this RFP and that its failure to become familiar with all the requirements, provisions, conditions, and information either in this RFP or disseminated either at a pre-proposal conference or by addendum issued prior to the proposal submission deadline, and all circumstances and conditions affecting performance of the services to be rendered by the successful Proposer will not relieve it from responsibility for all parts of its Proposal and, if selected for contract, its complete performance of the contract in compliance with its terms. Proposer acknowledges that the City has no responsibility for any conclusions or interpretations made by Proposer on the basis of information made available by the City. The City does not guarantee the accuracy of any information provided and Proposer expressly waives any right to a claim against the City arising from or based upon any incorrect, inaccurate, or incomplete information or information not otherwise conforming to represented or actual conditions.

x. Interpretation

The City is not responsible for any explanation, clarification, interpretation, representation or approval made concerning this RFP or a Proposal or given in any manner, except by written addendum. The City will mail, e-mail, or otherwise deliver one copy of each addendum issued, if any, to each individual or firm that requested and received a RFP. Any addendum is a part of and incorporated in this RFP as fully as if originally written herein.

xi. Confidentiality

The Proposer cannot make use of any information obtained through this RFP for any activity outside the scope of this project. Proposer will utilize its "best efforts" to protect all information gathered and records developed during the course of this RFP from examination by unauthorized agencies or persons. Such records include all collected data, forms, provided/developed configuration and topology data, computer files, program listings, manuals, documentation, correspondence files, contract records, and reports. The Proposer shall retain all copies in a secure manner until the project is closed



and all documents will be returned to the Director of Public Safety. No information, materials or any summary of these materials shall be released to any individual or organization (verbally or in writing) without prior written permission from the Director of Public Safety.

No work involving information furnished under this RFP will be subcontracted without the specific approval of the Director of Public Safety.

In performance of the services contained in their proposal, the Proposer agrees to comply with and assume responsibility for compliance by employees or contractual licensed social workers, social workers or other similar professionals with the following requirements:

- All work will be performed under the supervision of the Proposer or the Proposer's responsible employees.
- Any information provided to the Proposer, in any format, will be used only for the purpose of carrying out the provisions of this contract. This information will be treated as confidential and will not be made known in any manner to any person except as may be necessary in the performance of the services requested by this RFP.
- All information provided to the Proposer shall be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output shall be given the same level of protection as required for the source material.

**xii. Anticipated Proposal Processing**

The Director of Public Safety anticipates - but neither promises nor is obligated to - process proposals received according to the following schedule:

Event	Dates/Deadlines
1. RFP Published on City's Website	Wednesday, July 12, 2023
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*The City reserves the right to modify the scope of services at any time before execution of a contract to add, delete, or otherwise amend any item(s), as it deems necessary, in its sole judgment, and in the best interest of the City.*

**III. Qualification for Proposal**

Each Proposer, regardless of the form of its business entity, must meet the following requirements. Failure to meet all requirements may cause for rejection of a proposal. If Proposer is a partnership or a joint venture, at least one general partner or constituent member must meet the requirements. Each Proposer must:

- Confirm that the background, qualifications, and experience of the Proposer meets the requirements specified under the Section, **Introduction and Background**, above.
- Submit with its proposal at least three (3) written, verifiable, references dated within the last five years from clients for which the Proposer has rendered services substantially similar to those sought by this RFP. Proposer is required to provide the names, contact information, and a brief project scope for each of the references provided.

**Insurance:** The successful Proposer, at its expense, shall at all times during the term of the contract resulting from this RFP, maintain the following insurance coverage. The insurance company (ies) providing the required insurance shall be authorized by the Ohio Department of Insurance to do business in Ohio and rated “A” or above by A. M. Best Company or equivalent. The Successful Proposer, as contractor, shall provide a copy of the policy or policies and any necessary endorsements, or a substitute for them satisfactory to and approved by the Director of Law, evidencing the required insurances upon execution of the contract.

- i. Professional liability insurance (including errors and omissions coverage) with limits of not less than \$1,000,000.00 for each occurrence and subject to a deductible for each occurrence of not more than \$50,000.00 per occurrence and in the aggregate, and if not written on an occurrence basis, shall be maintained for not less than two (2) years after satisfactory completion and written acceptance of the services under the contract.
- ii. Workers’ compensation and employer’s liability insurance as provided under the

laws of the State of Ohio.

- iii. Statutory unemployment insurance protection for all of its employees.
- iv. Such other insurance coverage(s) as the City may reasonably require.

## **Proposal Content**

Each proposal shall include the following parts in the below order. Each proposal should be organized to facilitate its evaluation.

### **A: Cover Letter**

The cover letter shall identify and introduce the Proposer and provide other general information about Proposer's business organization including, at least, in one or more attachments or in the Proposal, Proposer's name, principal address, federal ID number, telephone and facsimile numbers, and e-mail address.

If a corporation, provide the state of incorporation, and the full name, title, and experience of each high level corporate officer.

If the Proposer is not an Ohio corporation, please state whether or not the Proposer is qualified to do business in the State of Ohio as a foreign corporation. A foreign corporation must provide evidence, prior to execution of a contract, that is qualified to do business in the State of Ohio or it must register with the Ohio Secretary of State.

If the Proposer is a sole proprietorship, state the name of the proprietor doing business.

If a partnership, state the full name, address and other occupation, if any, of each partner; whether the partner is a general or limited partner, and whether active or passive; state each partner's experience and the proportionate share of the business owned by each partner.

If a joint venture, state the name of each firm participating in the joint venture and each principal officer of each firm; each officer's experience and the proportionate share of the joint venture owned by each joint venture partner.

### **B. Executive Summary:**

The Executive Summary should provide a complete and concise summary of Proposer's background, area(s) and level(s) of expertise, relevant experience and ability to meet the requirements of this RFP. The Executive Summary should briefly state why Proposer is the best candidate for the engagement. The summary should be organized so it can serve as a stand-alone summary apart from the remainder of the proposal.

### C. Exceptions:

Proposer shall itemize any exceptions it has to the RFP. If it has no exceptions to or deviations from any part of this RFP, it shall so state on an "Exceptions" page. If no deviations or exceptions are identified, the proposer understands that if the City accepts the Proposer's proposal, it must comply with and conform to all of the requirements of the RFP.

### D. Profile

The Proposer will provide a profile of its consulting services or firm and all other sub-consultants who will be providing services. At a minimum, the Proposer will provide the following information:

- Number of years in business
- Number of years involved with services as proposed
- Total number of employees, if applicable

### E. Qualifications

Each Proposer should state in detail its qualifications, and experience, and how its services are unique and best suited to meet the requirements and intent of this RFP. This should include the qualifications of sub-consultants included in the proposal. Proposer may include as much information as needed to differentiate its company, team members and proposed services and product(s) from other Proposers.

### F. Response to Scope of Services

Proposer shall describe in detail how Proposer's management and operating plan for delivery of the services for the engagement or project will achieve the intent and goal(s) of the RFP. The Proposer should use this section to clearly identify its approach to delivering the following scope of services, including but not limited to: required phases, methodology, process, team responsibilities, tasks and schedule. Time is of the essence. Proposer should clearly identify the timeline for delivering available options for the City to review at the date of engagement.

### G. List of Representative Projects

Provide a list of at least three similar projects that the Proposer has successfully completed within the last five years.

Provide at least three client references (verified name and telephone number) of someone closely familiar with each project and your firm's performance.



Each project description shall be presented in the format consistent with the table below:

<b>PROJECT NAME AND DESCRIPTION</b>
Agency & Department:
Address:
Point of Contact
Verified Telephone Number for Contact
Date of Contract

H. Project Management Approach/ Project Methodologies

Define the approach and document project deliverables to address the requirements outlined in the scope of services.

I. Fee Proposal

Proposer should submit its fee proposal for all its services in a separately identified file (electronic submissions) or in a sealed envelope clearly marked on the outside (hard copy submissions). Itemize the fee by project phase or other divisible unit completed, in dollars and percentage, or by deliverable. Proposer shall provide its best estimate of expenses including, but not limited to, travel and associated expenses. No qualification of the financial offer will be accepted. The fee proposal shall be a firm and final amount including the costs and expenses for all anticipated services.

J. Financial Statements

Any financial statements that would be required will be requested only from those Proposers that are "short-listed".

K. Required City Forms

Proposer shall complete, execute, and return with its fee proposal the following documents:

- Federal Form W-9 including Taxpayer Identification Number;
- Non-Competitive Bid Contract Statement for Calendar Year 2022;
- Northern Ireland Fair Employment Practices Disclosure.

All the required City forms can be located at the link below:

<https://www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/Finance/PurchasesSupplies/VendorInformation>



## **Proposal Evaluation**

### **Basis for Award**

Proposals received in response to this request will be reviewed and evaluated by a team. The final selection will be based on the evaluation team's assessment of the respondents per the following evaluation criteria:

- I. Quality, thoroughness and clarity of proposal
- II. How well the submitted package meets the City's needs
- III. Qualifications, capabilities, and experience of the firm and staff
- IV. Proposed services
- V. Advantages and disadvantages to the City, which could result from the proposal.
- VI. Implementation strategy, project management, and commitment to a successful project
- VII. Equal opportunity, MBE/FBE factor
- VIII. Proposer references
- IX. Price.

The ratings are not intended or to be interpreted as a reflection of a Proposer's professional abilities. Instead, they reflect the City's best attempt to quantify each Proposer's ability to provide the services sought by the City and to meet the specific requirements of this RFP, for comparison purposes.

**Disqualification of a Proposer/Proposal:** The City does not intend by this RFP to prohibit or discourage submission of a proposal that is based upon a Proposer's trade experience in relation to the nature or scope of work, services, or product(s) described in this RFP or to prescribe the manner in which its services are to be performed or rendered.

The City will not be obligated to accept, however, significant deviations from the work or services sought by this RFP, including terms inconsistent with or substantially varying from the services or the financial and operational requirements of the RFP, as determined solely by the City. The City reserves the right to reject any proposal that does not furnish or is unresponsive to the information required or requested herein. The City reserves the right to reject any proposal or to waive or to accept any deviation from this RFP or in any step of the proposal submission or evaluation process so as to approve the award of the contract considered in the City's best interest, as determined in the City's sole discretion.

Although the City prefers that each Proposer submit only one proposal including all alternatives to the proposal that the Proposer desires the City to consider, it will accept proposals from different business entities or combinations having one or more members in interest in common with another Proposer. The City may reject one or more proposals if it has reason to believe that Proposers have colluded to conceal the interest of one or more parties in a proposal, and will not consider a future proposal from a participant in the collusion. In addition, the City will not accept a proposal from or approve a contract to any Proposer that is in default as surety or otherwise upon an obligation to the City or has failed to perform faithfully any previous agreement with the City, or is currently in default under any agreement with the City.

The City reserves the right to reject any or all proposals. Failure by a Proposer to respond thoroughly and completely to all information and document requests in this RFP may result in rejection of its proposal. Further, the City reserves the right to independently investigate the financial status, qualifications, experience, and performance history of a Proposer.

The City reserves the right to cancel the approval or authorization of a contract award, with or without cause, at any time before its execution of a contract.

## **Appendix: Proposal Checklist**

Proposers should be sure to address all of the following areas in their proposal.

### **A. Proposal Submission:**

- Section 1: Cover Letter and Executive Summary
- Section 2: Profile
- Section 3: Qualifications
- Section 4: Response to Scope of Services
- Section 5: List of Representative Projects
- Section 6: Project Management Approach/Project Methodologies
- Section 7: Financial Statements (for shortlisted candidate only)
- Section 8: Required City Forms.