Denver Department of Public Health and Environment  
Office of Behavioral Health Strategies  
Request for Proposal  
RFP #WW02 – Wellness Winnie Behavioral Health Care Team

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<th>June 23, 2023</th>
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<td>Information Session</td>
<td>June 29th from 12:00-1:30 pm MST</td>
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<td>July 6th, 2023 at 11:59 pm MST</td>
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**Information Session**
An information session will be held at the date and time listed above remotely via video conferencing. Attendance is optional.  
**Please use this link to access the live information session:** [https://denvergov.org.zoom.us/meeting/register/tZYqcO-srTMshNE7xDjvEqGPBA0DP3DsgFdy](https://denvergov.org.zoom.us/meeting/register/tZYqcO-srTMshNE7xDjvEqGPBA0DP3DsgFdy)  
The session will be recorded and posted to Bidnet as well.

**Instructions for Submission**
Completed proposals must be submitted electronically through BidNet (bidnetdirect.com) on or before the proposal due date. There is no cost to register on BidNet. If you are unfamiliar with how to use BidNet, you may refer to this [instructional PDF document](https://example.com) for help on how to create an account and submit your proposal in BidNet. Extra help for registering will be provided as needed and only upon request.

Any questions regarding this RFP are encouraged and should be submitted in writing by email to Kathy Houston at Kathleen.houston@denvergov.org.

Questions will be accepted only up to the above listed deadline. Answers to questions from any Vendor will be provided to all Vendors. Questions will be answered in writing and posted on Bidnet per the deadline listed above.

All communications regarding this proposal shall only be through the City’s Procurement facilitator listed above. **No communication should be directed to any other City personnel.**
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A. BACKGROUND AND OVERVIEW

Scope of Work Overview and Requirements

GENERAL OVERVIEW

The City, through the Denver Department of Public Health & Environment (DDPHE), is seeking a qualified entity, with a local presence to provide accessible and culturally responsive, integrated behavioral healthcare services in a safe space for people with behavioral health concerns through an expansion of the Wellness Winnie (WW) project. The WW project aims to increase equitable access to integrated behavioral healthcare and peer support services to people in underserved areas of Denver.

Funds are available to add a second behavioral healthcare team to provide physical and behavioral health screenings and assessments, health education, substance use disorder treatment, including medications for opioid use disorder and supportive services (not currently available on the smaller recreational vehicle (RV), WW 1). The second behavioral health care team will work in tandem with the existing WW 1 team.

B. ORGANIZATIONAL ELIGIBILITY

Eligible applicants are:

- A nonprofit community-based organization (CBO) with a 501(c)3 tax status
- A public or private university
- A public or private hospital or clinic
- A substance use treatment center
- A mental health center

C. SCOPE OF WORK

INTRODUCTION

In a May 2018 Needs Assessment on Opioid Use, respondents indicated that while services were generally good, getting to these services was generally difficult and time consuming. Further, people who use substances may avoid healthcare, behavioral healthcare, substance use treatment, and support services due to stigma, the complexity of the healthcare and support service systems, past negative experiences, lack of transportation, and fear of arrest or detention. Mobile services units have been shown to overcome barriers to service delivery by operationalizing the following strategies:

1) Use of community health workers and diverse staff;
2) Client-centered care focusing on education and empowerment;
3) Culturally responsive training for staff; and
4) Stability and consistency of service provision within communities.

Wellness Winnie (WW) is a mobile unit offering support, assistance, and resources to those in need, where they are. Each week, WW, a "fun size" RV, travels a scheduled route through Denver to provide behavioral health services, peer navigation, case management, and other support services. WW exists to support all people in Denver to live their healthiest life and to increase equitable access to resources, helping the community to thrive.

Consistency is a key component of successful mobile services. WW has a set schedule and route. The schedule is posted on DDPHE’s website at www.wellnesswinnie.com and shared with partner organizations. When visiting a new location, WW staff walk the neighborhoods a few days before a visit to inform residents of the schedule and distribute postcards with information on the WW program. After a visit, participants receive appointment cards for follow-up visits. If available by phone, staff can call to follow up and talk, but staff focus on working with people to resolve their issue(s) during their initial visit.

WW launched in February 2020, and serves approximately 400 people per month with the following menu of services:

- Peer navigation and support
- Syringe disposal
- Behavioral health screening and assessment with crisis stabilization
- Triage and linkage to mental health, substance use treatment, health care and other support services
- Clinical case management
- Assistance obtaining vital records and enrollment in benefits as identified by the participant
- Distribution of food, survival, hygiene, and harm reduction supplies
- Overdose education and Narcan distribution

**Project Goals**

The project goals are consistent with the Opioid Response Strategic Plan 2018-2023 and include

- Reducing the number of non-fatal and fatal overdoses.
- Increasing skills and awareness for addressing mental health and substance use issues.
- Increasing resilience and ability to cope with challenges.

**Scope of work**

The populations to be served are people with or put at greater risk for a mental health or substance use conditions. Examples include people at risk for substance use, suicidal ideation or another mental health condition; people with mental health conditions; people with
substance use disorders or who use substances without a diagnosis; people who have attempted suicide and/or have experienced suicidal ideation.

Comprehensive and integrated services will be provided on a mobile medical vehicle or at community-based host locations by a psychiatric/mental health registered nurse (RN) and a licensed advanced practitioner (nurse practitioner or physician) who is able to prescribe and oversee medication-assisted treatment (MAT) for select individuals. Services shall be delivered using harm reduction principles and a trauma-informed care model.

The RN will conduct behavioral health assessments, crisis stabilization, triage and referral to mental health and substance use treatment, and other support services; conduct brief physical assessments and health screening; provide motivational interviewing and health education based on the findings from the physical assessments and health screenings, provide wound care and education to prevent further complications; provide immunizations; conduct tests and provide treatment, as prescribed.

The advanced practitioner (NP or physician) will assess, diagnose, and treat conditions associated with substance use, or mental health conditions; assess need for and provide substance use treatment, prescribe medications, and monitor dose, impact, and side effects. This position will triage clients for need for emergency care or need for ongoing treatment.

Both roles will also work alongside a peer support navigator and/or outreach case coordinator employed full-time by DDPHE as scheduling for the mobile medical vehicle and the current WW RV allows. Individuals receiving care from the WW 2 vehicle and team should be eligible to receive the same services as those given by the WW 1 vehicle and team along with the added medical and behavioral health services specific to the WW 2 team. Both teams will coordinate their schedules, activities, partnerships, and ongoing care and services. In the event an individual first receives support from one of the WW teams, that person should be able to receive additional / follow-up support from the other WW team with their services and support coordinated across the greater WW team.

The City has additional funding available to purchase/lease the new mobile medical vehicle required to support service delivery in an inviting atmosphere that preserves the confidentiality of participants. The mobile medical vehicle, to be procured by City and County of Denver staff, will be branded as WW 2 and DDPHE staff may consult with the successful vendor on the vehicle design and layout, as able and depending on the timing of the City’s vehicle purchase. The vehicle will include: a private exam room, a private counseling room, a waiting area, and a bathroom.

**Coordination:** The WW 1 and WW 2 teams may operate during traditional work hours, evenings, and weekends at locations across the City and County of Denver. The two teams will coordinate schedules and locations and provide backup for one another to allow vehicles to be taken offline for maintenance, and for team staff to complete administrative tasks, self-care, personal leave, and participate in educational opportunities. Both teams will be under the
direction of the City’s DDPHE Substance Use and Prevention Program Manager or their designee. The WW 2 team will assist WW 1 team in program development, determining service locations and hours, outreach and the development of partnership relationships, revisions to existing tools, and attendance at community advisory board meetings. See the Community Engagement and Partnerships section below for more detailed information.

WW policies, procedures, and tools exist to cover a range of operational and environmental situations, such as, but not limited to staff training requirements, handling and disposal of biohazardous waste, confidentiality and the data protection, safety plan, evacuation plan, community advisory board, community outreach and partnership development, program evaluation, etc. The WW 2 team will follow the existing WW policies and procedures. The WW 1 team, which is comprised of City DDPHE employees, will assist the new WW 2 team to develop policies, procedures, and tools for the new service lines outlined in this RFP to ensure alignment between the policies, procedures, and tools used by both teams. The successful vendor is encouraged to allot time in the service delivery plan for the development of new policies, procedures, and tools and receiving orientation on the City’s databases.

**Staffing:** Due to space limitations, WW 2 staff will need to fulfill multiple roles and have current professional licensure, certifications, and waivers to provide the services outlined in the RFP. Staff shall have experience working with people with behavioral health conditions, working with diverse racial and ethnic groups in a culturally responsive manner, and cross-trained in their respective fields. Staffing can be available via encrypted telehealth connections at fixed sites and use interpretation services, if indicated. For example, a psychiatrist or psychiatric nurse practitioner may not be on the mobile medical vehicle but could provide services remotely via encrypted video conferencing technology. Staffing includes a Driver for WW 2.

**Data and Confidentiality:** WW is intended to be low barrier with limited data collection. Any protected health information resulting from service delivery must be secured according to applicable federal, state, and local law and rules, with robust policies and procedures in place to maintain the confidentiality of protected health information. Telehealth may only be delivered via encrypted technology compliant with Health Insurance Portability and Accountability Act. All staff must have signed and dated confidentiality agreement on file with the City and County of Denver’s Department of Public Health and Environment (DDPHE).

**Community Engagement and Partnerships:** Welcoming outreach to people with behavioral health conditions, community members in neighborhoods visited by WW, and local businesses are critical to the success of mobile services. Some of these approaches to be operationalized are described below.

The WW project will explore additional means for community input such as existing community meetings hosted by partners or new convenings like quarterly or biannual town hall-type meetings. Community members, business owners, people who use WW services, and other interested parties should all be involved to provide their input and feedback on WW operations and focuses. The WW 2 team is encouraged to attend and participate in community meetings.
coordinated by the WW 1 team.

Neighborhood outreach is conducted one to two days prior to a WW visit in new locations to alert residents to the upcoming visit, where and when WW will be in the area. Incentives such as food, water, water bottles, etc. may be distributed to encourage people to visit. The WW 2 team is encouraged to participate in neighborhood or community outreach and events.

The WW locations, schedules and service cancellations for both teams will be posted on the Denver Department of Public Health & Environment’s website (www.wellnesswinnie.com).

Community partnerships are critically important to ensure that the needs of WW participants are met. Community partners deliver services complementary to those offered on WW and formal letters of agreement are developed to outline these mutual arrangements. Examples include:

- Mobile laundry and shower services
- Denver Public Library peer navigators and technology services teams
- Denver Human Services Gives Team
- Early Intervention Team to help with housing
- Syringe service programs
- DDPHE Food Team and other food banks

The Substance Use and Prevention Program Manager is the designated liaison with the public and registered neighborhood associations in locations visited by the WW teams. They are responsible for receiving and responding to concerns expressed by external parties. The WW 2 team will provide information to the Program Manager as needed, to respond to concerns raised by WW participants, the public, or registered neighborhood associations.

**Program Evaluation:** WW services are low barrier and data collection is generally limited to those items necessary to fulfill regulatory requirements and ensure adequate follow up services to participants. Standard data collection tools are available for the existing service mix. Allow time in the service delivery workplan to develop an evaluation plan, protocols, and tools to support the expanded service lines outlined in this RFP. The City currently uses the Nintex database for process data and contact notes and can be modified to support the service lines outlined in this RFP. Additional key performance indicators may be necessary to comply with funding requirements.

**Facility and Staff Licensure:** The WW 2 team must obtain and maintain all required licensure, permits, and/or waivers to provide the services outlined in this RFP, including the provision of medications for substance use disorder treatment. The WW 2 team must have formal agreements with an opioid treatment program licensed in the State of Colorado, to provide a range of medications for substance use disorder treatment. All reasonable efforts shall be made to reduce barriers to medications for substance use disorders. The vendor must obtain and maintain all required permits and zoning to operate WW 2.
**Driver/Driver’s License:** A commercial driver license (CDL) may be required to operate the mobile medical vehicle, if the vehicle has a gross vehicle weight rating of 26,001 pounds, or more, and if it is designed to transport 16 or more passengers, including the driver. If the vehicle is transporting hazardous materials, it shall be required to be placarded in accordance with 49 CFR Part 172, Subpart F. See: [https://www.colorado.gov/pacific/dmv/cdl-general-information](https://www.colorado.gov/pacific/dmv/cdl-general-information). Given that the mobile vehicle will be traveling in city neighborhoods, the vendor may consider having their driver obtain a CDL even if the vehicle is less than 26,001 pounds to ensure their ability to navigate tight city streets and reduce potential for accidents.

**Insurance Requirements:** Additional insurance may be needed for medical or professional malpractice. The applicant is encouraged to discuss their insurance coverage needs with their broker prior to proposal submittal.

**Vehicle Appearance:** As the Wellness Winnie vehicle represents the City and County of Denver, the awarded vendor will be required to ensure that the vehicle is always neat and presentable. Regular washing and maintenance schedules are expected to be followed as well as any repairs needed due to accidents, graffiti, or other criminal mischief.

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**D. FUNDING AND AWARD TERM**

**Program Funding**

This project has multiple funding sources available through the City:

1) **Caring for Denver** funds are the primary funding source for the contract that will result from this RFP.

2) **Public Health and Wellness Special Revenue** funds are available to support additional staff time, supplies, and indirect costs.

3) **American Recovery Plan Act (ARPA)** funds are available to assist in the one-time purchase or lease of a mobile medical vehicle, to be completed by City and County of Denver staff. These funds may also cover maintenance and additional supplies, if allowable under the ARPA grant. Additional stipulations may result with this federally funded grant and certain compliance criteria must be met for assistance.

**Term**

The project term is anticipated to begin in the fall of 2023 and run for a three-year period (example: September 2023-August 2026). Subsequent contract renewals will be based on the continued need for service, successful progress on the scope of work, and the continued appropriation and availability of funding. The scope of work and budget may be adjusted during the contract renewal period.

**End of Award Term**

All data and reporting generated from the funded organizations for the proposed program activities will become shared data between the awardee and the City. At the end of the award term, or at any other time during the duration of the award period, as requested by the City,
the funded organizations shall make available to the City, within seventy-two (72) hours of request, all co-owned data.

Funded organizations shall preserve City access to web-based tools, if applicable, for searching, filtering, and viewing all City owned data for 24 months after the end date of the term. Note that because program data will be co-owned, funded organizations also have full autonomy to use the data as they see fit.

E. PROPOSAL RESPONSE

The applicant is required to fill out:
- Application Questions titled “2. WW02_Application Questions”
  - Includes a link to a General Information Webform
- Budget Spreadsheet titled “3. WW02_Budget Request”

**Applicants should leave the documents in the original Word and Excel file formats. Do NOT convert them to PDFs or other file types.** No other modifications to the Application Questions or Budget document should be made.

When submitting the documents, the files do not need to be combined into one. Proposer may upload multiple files.

F. SELECTION AND SCORING

Selection Process

The criteria to be used for scoring applications includes but is not limited to:
- Application Question Responses
- Budget
- Other documents, including but not limited to:
  - Copy of a Letter of Good Standing from Secretary of State (for non-profit organizations)
  - Annual Operating Budget(s) for the previous and current year
  - Financial Disclosure Statement and/or IRS Form 990 (for all organizations)
- Responses to the City’s proposed Sample Grant Agreement provisions
- Applications with subcontractors receiving over $50,000 may require additional information

The award will be made to the Applicant whose proposal meets the requirements of the RFP and is determined to be most responsive, responsible and best value to the City and County of Denver, in accordance with the provided scoring criteria, community needs, and the Denver Revised Municipal Code (D.R.M.C.).

The City may request oral presentations as part of the review process. Additionally, the City reserves the right to conduct negotiations with one or more Applicants.
G. ATTACHMENTS

Attachments are included as follows:

- **Document 1**: Main RFP (this document)
- **Document 2**: Application Questions (must be submitted with proposal)
- **Document 3**: Budget (must be submitted with proposal)
- **Document 4**: Sample Contract & HIPPA Forms (for your review)
- **Document 5**: Wellness Winnie Vehicle Specs and Drawings (for additional context)
APPENDIX B: REQUEST FOR PROPOSAL STANDARD TERMS AND CONDITIONS

1. Notification of Open Records Act: All material submitted regarding this application becomes the property of the City and County of Denver and is subject to the Colorado Public (Open) Records Act (“CORA”). If the applicant believes that any material in its proposal constitutes trade secrets, privileged information, or confidential commercial or financial data, then the applicant should mark those items as confidential or proprietary. The City is not bound by the applicant’s determination as to whether materials are subject to disclosure under CORA; and reserves the right to independently determine whether the materials are required to be made available for inspection or otherwise produced under CORA. If the City receives a request for such information marked as confidential, it will notify the applicant. If a suit is filed to compel disclosure of such information, the City will notify the applicant, and the applicant shall be responsible for taking appropriate action to defend against disclosure of its confidential information. The City and County of Denver has the right to use any or all information/material presented in the proposal, subject to limitations for proprietary or confidential information. Disqualifications or denial of the application does not eliminate this right. The contents of the proposal may become contractual obligations if the project is funded, subject to mutual modifications in the contracting process.

2. Notification of RFP Modification or Cancellation: The City and County of Denver reserves the right to postpone, cancel, modify, or suspend any or all parts of the RFP process and can reject any or all proposals at its sole discretion, and to waive informalities and minor irregularities in proposals received and to accept any portion or all items proposed if deemed in the best interest of the City and County of Denver. As the City determines appropriate, it may issue additional requirements to this RFP.

3. The Statement of Work and/or Technical Requirements shall form the basis of a Contractual Agreement covering the subject matter of this RFP. Exceptions or deviations to this proposal must not be added to the proposal pages but must be on Proposer’s letterhead and accompany proposal. Any exceptions to this documentation will be taken into consideration when evaluating proposals submitted. The City reserves the right to reject any or all of your proposed modifications. The City welcomes cost saving proposals which still satisfy all technical and business objectives.

4. The successful Applicant shall follow all of the specifications, terms and conditions of this proposal as outlined above. The City shall have the right to inspect the facilities and equipment of the successful Proposer to ensure such compliance.

5. Expenses for developing a proposal are entirely the responsibility of the proposer, and the City shall not be liable in any manner for any costs incurred in connection with preparation, submittal, or subsequent negotiation.
6. It shall be a breach of ethical standards for any person to offer, give, or agree to give any employee or former employee (within six months of termination from City employment), or for any employee or former employee (within six months of termination from City employment) to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding of application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefore.

7. By the submission of this proposal, the Applicant certifies that:

- The proposal has been arrived at by the Applicant independently and has been submitted without collusion with any other Applicant.

- The contents of the proposal have not been communicated by the Applicant, nor, to its best knowledge and belief, by any of its employees or agents, to any person not an employee or agent of the Applicant or its surety on any bond furnished herewith and will not be communicated to any such person prior to the official opening of the proposal.

8. Successful Applicants that are corporations or limited liability companies will be required to furnish a Certificate of Good Standing from the Colorado Secretary of State’s Office, as proof that they are properly registered to do business in the State of Colorado, prior to finalization of award and contracting.

9. The City shall not be bound by and the Applicant shall not request or rely on any oral interpretation or clarification of this RFP. Questions and Answers will be provided to all Applicants.

10. All communications regarding this proposal shall only be through the RFP main contact, listed on page 1 of this RFP. No communication is to be directed to any other City personnel.

11. Any award because of this proposal shall be contingent upon the execution of an appropriate contract. The Sample Contract in this proposal contains our proposed terms and conditions. These terms and conditions shall form the basis of a Contract covering the subject matter of this proposal. If there is contention(s) with the Terms and Conditions, a brief explanation and alternative language, if any, should be included in your response to the Sample Contract. Any exceptions to the Terms and Conditions will be taken into consideration when evaluating proposals submitted. The City reserves the right to reject any or all of your proposed modifications.