



**Procurement Division**  
Public Services Building  
2051 Kaen Road  
Oregon City, OR 97045  
(503) 742-5444 (Office)

## **REQUEST FOR QUOTES (RFQ) #2017-90**

Issue Date: October 19, 2017

Project Name:	Senior Friendship Line		
Quote Due Date/Time:	November 9, 2017, 2:00 PM		
Procurement Analyst:	Kimberly Boswell	Phone:	503-742-5453
		Email:	kboswell@clackamas.us

**SUBMIT QUOTES VIA EMAIL TO [PROCUREMENT@CLACKAMAS.US](mailto:PROCUREMENT@CLACKAMAS.US)  
OR MAIL/HAND DELIVERY TO THE ABOVE ADDRESS**

**PLEASE NOTE: EMAIL SUBMISSIONS SHOULD HAVE  
“RFQ #2017-90 SENIOR FRIENDSHIP LINE” IN THE SUBJECT LINE**

### **1. ANNOUNCEMENT AND SPECIAL INFORMATION**

Quoters are required to read, understand, and comply with all information contained within this Request for Quotes (“RFQ”). All quotes are binding upon Quoter for sixty (60) days from the Quote Due Date/Time. Quotes received after the Quote Due Date/Time may not be considered. If authorized in the RFQ and resulting contract, travel and other expense reimbursement will only be reimbursed in accordance with the Clackamas County Travel Reimbursement Policy in effect at the time the expense is incurred. The Policy may be found at [www.clackamas.us/bids/terms.html](http://www.clackamas.us/bids/terms.html).

It will be the responsibility of potential Quoters to refer daily to the Bids and Contract Information Page ([www.clackamas.us/bids/index.html](http://www.clackamas.us/bids/index.html)) to check for any available addenda, response to clarifying questions, cancellations or other information pertaining to this RFQ.

All questions regarding this RFQ are to be directed to the Procurement Analyst named above. Quoters may not communicate with County employees or representatives about the RFQ during the procurement process until the Procurement office has notified Quoters of the selected Quoter. Communication in violation of this restriction may result in rejection of a Quoter.

### **2. SCOPE**

The purpose of this RFQ is for the Contractor to perform the following scope of work to County as described below, for a period of two years beginning December 1, 2017.

1. **“Services”** includes all services to be performed by Contractor under this Section 1.
- a. Operate a suicide and mental wellness telephone line twenty-four (24) hours per day, (7) days per week during the term of this Contract specifically for older adults in a manner satisfactory to the Agency. Contractor must provide staffing for the suicide crisis line that is responsive to older adults and that provides informal on-line counseling, screening, assessment, and referral to community mental health and other appropriate resources
  - i. Provide scheduled check-ins with older adults via phone, Skype or other similar mechanisms.
  - ii. Create and publicize a single telephone number specific to older adults.
  - iii. Maintain accreditation with American Association of Suicidology (AAS) or a similar nationally recognized accrediting body (approved by the Agency).
  - iv. Have a contractual affiliation with the National Suicide Prevention Line.
  - v. Require all crisis line workers to be trained in Applied Suicide Intervention Skills Training (ASIST), international evidence based protocols used by suicide crisis line workers to competently handle calls from individuals with suicidal ideation or intent. Suicide crisis line worker training shall be no

less than the minimum standard of training set by AAS or a similar nationally recognized accrediting body.

- vi. Develop and maintain a list of referral resources for Clackamas County so that suicide crisis line workers have the latest information on referral resources.
- vii. Assist Clackamas County in the development of public awareness campaigns targeted at older adults.
- viii. Establish and maintain interpretive services for individuals who do not speak English or prefer to speak another language.
- ix. Develop and implement a system for tracking calls on the specific telephone numbers created and publicized for older adults, including: the number of calls/contacts, frequency of repeat calls/contacts, demographics of callers/contacts (gender, age, location, etc.), types of calls/contacts (stated problems or needs), referrals to service (including type of service and location; if no referral is made, why not), follow-up to calls/contacts by crisis line workers (if caller agrees to follow-up – what, when, and results). Tracking shall also include documentation of known gaps and coordination of services issues in local areas.
- x. Work with the local entities responsible for delivering suicide crisis intervention services to county and tribal residents to ensure coordination of services locally. Coordination of services includes keeping current with all crisis services provided locally and understanding how to inform callers of the availability of such services.
- xi. Prepare and submit quarterly and annual written summary reports on Contract activities no later than fifteen (30) calendar days after the end of each fiscal quarter and fiscal year.
- xii. Quarterly reports should include the number of calls/contacts, frequency of repeat calls/contacts, demographics of callers/contacts (gender, age, location, etc.), types of calls/contacts (stated problems or needs), referrals to service (including type of service and location; if no referral is made, why not), follow-up to calls/contacts by crisis line workers (if caller agrees to follow-up – what, when, and results). Tracking shall also include documentation of known gaps and coordination of services issues in local areas.
- xiii. Ability to make outbound calls, and to sustain ongoing relationships with clients, as needed
- xiv. Clackamas County's intention is for this line to be answered by people with lived experience as older adults (age 55 and older).
- xv. Staff answering the line will have access to on-site clinical support at all times.
- b. Maintenance of Client Confidentiality. Contractor, throughout the term of this Contract and in a manner satisfactory to the Agency, shall:
  - i. Maintain the confidentiality of all client information, including but not limited to all information about callers and persons referenced in calls to the suicide crisis telephone line or otherwise obtained or received by Contractor.
  - ii. Treat as privileged all information as to personal facts and circumstances obtained by the Contractor with respect to clients and related persons. All such information shall be held confidential, and shall not be divulged without the written consent of the client. Nothing prohibits disclosure of information in summaries, statistical, or other form, which does not identify particular individuals or allow for obvious discovery of particular individuals.
  - iii. Limit the use or disclosure of information concerning clients to persons directly connected with the administration of this Contract. Confidentiality policies shall be applied to all requests from outside sources.
  - iv. Share information with the Agency as necessary to effectively serve clients.

## **2. Coordination of Care**

- a. Contractor will coordinate with ADRC, Alzheimers Association, Older Adult Peer Support Specialist (through MHA Oregon), Clackamas County Social Services, and other partners as approved by the Agency.
- b. Contractor will work with Clackamas County Behavioral Health Division Riverstone staff to coordinate any necessary follow up, as determined by either party.

### **3. Sample Contract**

Submission of a Quote in response to this RFQ indicates Quoter's willingness to enter into a contract containing substantially the same terms of the attached Professional Services Contract. No action or response to the sample contract is required under this RFQ.

### **4. Quote**

Quotes should be short and concise with the following information:

- A. Company experience in these types of projects;
- B. Experience of staff that will work on the project;
- C. Using the Scope of Work in Section 2, outline proposed services. Also specifically address:
  - a. What's your turnaround time for a service outage?
  - b. How do you ensure HIPAA compliance?
  - c. How would you ensure services are right for our targeted population?
- D. Provide a fee schedule with a not to exceed price for the services. Also specifically address:
  - a. What services are included in the pricing?
  - b. Provide your startup costs and ongoing costs.
- E. References;
- F. Any additional information that Clackamas County should take into consideration for the project or qualifications.

### **5. Evaluation**

Quotes will be evaluated based on subjective factors including, but not limited to: Firm experience, staff experience, project approach, fees, and references, and proposal to complete the services.

**CLACKAMAS COUNTY CERTIFICATIONS**  
**RFQ #2017-90**

Each Quoter must read, complete and submit a copy of this Clackamas County Certification with their Quote. Failure to do so may result in rejection of Quote. By signature on this Certification the undersigned certifies that they are authorized to act on behalf of the Quoter and that under penalty of perjury the undersigned will comply with the following:

**SECTION I. OREGON TAX LAWS**

As required in ORS 279B.110(2)(3), the undersigned hereby certifies that, to the best of the undersigned's knowledge, the Quoter is not in violation of any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means a state tax imposed by ORS 320.005 to 320.150 and 403.200 to 403.250 and ORS chapters 118, 314, 316, 317, 318, 321, 323, and elderly rental assistance program under ORS 310.630 to 310.706, and local taxes administered by the Department of Revenue under ORS 305.620, all as applicable. If a contract is executed, this information will be reported to the Internal Revenue Service. Information not matching IRS records could subject Quoter to 28% backup withholding.

**SECTION II. NON-DISCRIMINATION**

The undersigned hereby certifies that the Quoter has not and will not discriminate in its employment practices with regard to race, creed, age, religious affiliation, sex, disability, sexual orientation, national origin, or any other protected class. Nor has Quoter or will Quoter discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a disadvantaged business enterprise, a minority-owned business, a woman-owned business, a business that a service-disabled veteran owns or an emergency small business that is certified under ORS 200.055.

**SECTION III. CONFLICT OF INTEREST**

The undersigned hereby certifies that no elected official, officer, agency or employee of Clackamas County is personally interested, directly or indirectly, in any resulting contract from this RFQ, or the compensation to be paid under such contract, and that no representation, statements (oral or in writing), of the County, its Commissioners, officers, agents, or employees had induced Quoter to submit this Quote. In addition, the undersigned hereby certifies that this proposal is made without connection with any person, firm, or corporation submitting a quote for the same material, and is in all respects fair and without collusion or fraud.

**SECTION IV. COMPLIANCE WITH SOLICITATION**

The undersigned further agrees and certifies that they:

1. Have read, understand and agree to be bound by and comply with all requirements, instructions, specifications, terms and conditions of the RFQ (including any attachments); and
2. Are an authorized representative of the Quoter, that the information provided is true and accurate, and that providing incorrect or incomplete information may be cause for rejection of the Quote or contract termination; and
3. Will furnish the designated item(s) and/or service(s) in accordance with the RFQ and Quote; and
4. Will use recyclable products to the maximum extend economically feasible in the performance of the contract work set forth in this RFQ.

Firm Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email: \_\_\_\_\_ OR CCB # (if applicable): \_\_\_\_\_

Business Designation (check one):

☐ Corporation ☐ Partnership ☐ Sole Proprietorship ☐ Non-Profit ☐ Limited Liability Company

☐ Resident Quoter, as defined in ORS 279A.120

☐ Non-Resident Quote. Resident State: \_\_\_\_\_

Oregon Business Registry Number: \_\_\_\_\_

## CLACKAMAS COUNTY INSTRUCTIONS TO QUOTERS

Quotes are subject to the applicable provisions and requirements of the Clackamas County Local Contract Review Board Rule C-047-0270 (Intermediate Procurements) and Oregon Revised Statutes.

### QUOTE PREPARATION

1. **QUOTE FORMAT:** Quotes must be submitted as indicated in the RFQ. Quotes may be submitted in writing to Clackamas County via e-mail, mail or in person.
2. **CONFORMANCE TO RFQ REQUIREMENTS:** Quotes must conform to the requirements of the RFQ. Unless otherwise specified, all items quoted are to be new, unused and not remanufactured in any way. Any requested attachments must be submitted with the quote and in the required format. Quote prices must be for the unit indicated on the quote. Failure to comply with all requirements may result in quote rejection.
3. **ADDENDA:** Only documents issued as addenda by Clackamas County serve to change the RFQ in any way. No other directions received by the Quoter, written or verbal, serve to change the RFQ document. NOTE: IF YOU HAVE RECEIVED A COPY OF THE RFQ, YOU SHOULD CONSULT THE CLACKAMAS COUNTY BIDS AND CONTRACT INFORMATION WEBSITE ([www.clackamas.us/bids/index.html](http://www.clackamas.us/bids/index.html)) TO ENSURE THAT YOU HAVE NOT MISSED ANY ADDENDA OR ANNOUNCEMENTS. QUOTERS ARE NOT REQUIRED TO RETURN ADDENDUMS WITH THEIR QUOTE. HOWEVER, QUOTERS ARE RESPONSIBLE TO MAKE THEMSELVES AWARE OF, OBTAIN AND INCORPORATE ANY CHANGES MADE IN ANY ADDENDA ISSUED, AND TO INCORPORATE ANY CHANGES MADE BY ADDENDUM INTO THEIR FINAL QUOTE. FAILURE TO DO SO MAY, IN EFFECT, MAKE THE QUOTER'S QUOTE NON-RESPONSIVE, WHICH MAY CAUSE THE QUOTE TO BE REJECTED.
4. **USE of BRAND or TRADE NAMES:** Any brand or trade names used by Clackamas County in the specifications are for the purpose of describing and establishing the standard of quality, performance and characteristics desired and are not intended to limit or restrict competition. Quoters may submit quotes for substantially equivalent products to those designated unless the RFQ provides that a specific brand is necessary because of compatibility requirements, etc. All such brand substitutions shall be subject to approval by Clackamas County.
5. **PRODUCT IDENTIFICATION:** Quoters must clearly identify all products quoted. Brand name and model or number must be shown. Clackamas County reserves the right to reject any quote when the product information submitted with the quote is incomplete.
6. **FOB DESTINATION:** Unless specifically allowed in the RFQ, ***QUOTE PRICE MUST BE F.O.B. DESTINATION with all transportation and handling charges included in the Quote.***
7. **DELIVERY:** Delivery time must be shown in number of calendar days after receipt of purchase order.
8. **EXCEPTIONS:** Any deviation from quote specifications, or the form of sample contract referenced in this RFQ, may result in quote rejection at County's sole discretion.
9. **SIGNATURE ON QUOTE:** Quotes must be signed by an authorized representative of the Quoter. Signature on a quote certifies that the quote is made without connection with any person, firm or corporation making a quote for the same goods and/or services and is in all respects fair and without collusion or fraud. Signature on a quote also certifies that the Quoter has read and fully understands all quote specifications, and the sample contract referenced in this RFQ (including insurance requirements). No consideration will be given to any claim resulting from quoting without comprehending all requirements of the RFQ.
10. **QUOTE MODIFICATION:** Quotes, once submitted, may be modified in writing before the time and date set for quote closing. Any modifications should be signed by an authorized representative, and state that the new document supersedes or modifies the prior quote. Quoters may not modify quotes after quote closing time.
11. **QUOTE WITHDRAWALS:** Quotes may be withdrawn by request in writing signed by an authorized representative and received by Clackamas County prior to the Quote Due Date/Time. Quotes may also be withdrawn in person before the Quote Due Date/Time upon presentation of appropriate identification.

- 12. QUOTE SUBMISSION:** Quotes may be submitted by returning to Clackamas County Procurement Division in the location designated in the introduction of the RFQ via email, mail or in person; however, no oral or telephone quotes will be accepted. Envelopes, or e-mails containing Quotes should contain the RFQ Number and RFQ Title.

#### **QUOTE EVALUATION AND AWARD**

- 1. PRIOR ACCEPTANCE OF DEFECTIVE PROPOSALS:** Due to limited resources, Clackamas County generally will not completely review or analyze quotes which fail to comply with the requirements of the RFQ or which clearly are not the best quotes, nor will Clackamas County generally investigate the references or qualifications of those who submit such quotes. Therefore, neither the return of a quote, nor acknowledgment that the selection is complete shall operate as a representation by Clackamas County that an unsuccessful quote was complete, sufficient, or lawful in any respect.
- 2. DELIVERY:** Significant delays in delivery may be considered in determining award if early delivery is required.
- 3. CASH DISCOUNTS:** Cash discounts will not be considered for award purposes unless stated in the RFQ.
- 4. PAYMENT:** Quotes which require payment in less than 30 days after receipt of invoice or delivery of goods, whichever is later, may be rejected.
- 5. INVESTIGATION OF REFERENCES:** Clackamas County reserves the right to investigate references and or the past performance of any Quoter with respect to its successful performance of similar services, compliance with specifications and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers. Clackamas County may postpone the award or execution of the contract after the announcement of the apparent successful Quoter in order to complete its investigation. Clackamas County reserves the right to reject any quote or to reject all quotes at any time prior to Clackamas County's execution of a contract if it is determined to be in the best interest of Clackamas County to do so.
- 6. METHOD OF AWARD:** Clackamas County reserves the right to make the award by item, groups of items or entire quote, whichever is in the best interest of Clackamas County.
- 7. QUOTE REJECTION:** Clackamas County reserves the right to reject any and all quotes.
- 8. QUOTE RESULTS:** Quoters who submit a quote will be notified of the RFQ results. Awarded quote files are public records and available for review by submitting a public records request or by appointment.