**Attachment A-1 – Questions**

In addition to submitting other items listed in Attachment A, Section II Instructions for Response, please provide a detailed response to each of the following questions:

1. ORGANIZATION HISTORY & EXPERIENCE
2. Responder should provide a comprehensive description of the Responder’s organization, outlining its experience as a 24 hour Crisis Hotline provider in the US and in Texas, depth of the organization re both infrastructure and Qualified Personnel answering Crisis Hotline calls, and what sets it apart from other similar providers.
3. Describe your experience with other like Texas Community Mental Health and Intellectual Disability Centers.
4. Describe your call center operations.
5. SERVICE DELIVERY

1. Describe the decision points the Responder’s staff work through as a call comes in.

1. Describe the level of training Responder staff has regarding suicide and Crisis Calls. Please list course work, hours of training, and any required certifications.
2. As the Single Point of Entry (SPOE), please describe your process for identifying and sharing local community resources that better meet the caller’s need when referral to CENTER services is not the appropriate need.
3. Describe the method of capturing and tracking calls from the initial call to transmitting the call log to the Center. Include in your description the fields populated.
4. The successful Responder will transmit the call log twice daily to the CENTER. In addition to these submissions, CENTER desires read only access to the Call Log in real time. Is this an option and if so how would it work?

1. What is your response time to calls? What is your current call volume and when are your heaviest periods? What system do you have in place to address your peak hours / higher call volume?
2. Is an audio recording of the encounter between caller and Respondent available to the Center on a routine basis? If audio, how long is the recording available?
3. Describe your ratio of Crisis Calls to Intake Screening calls.
4. Describe ability to serve multicultural (other language) callers
5. Describe monthly reports that you provide your clients. Will it provide breakdown by county for: Total Calls, Crisis Calls Activated, Crisis Calls referred, and SPOE call. Also data for location of the caller and whether Adult / Minor and acuity of call (emergent, urgent, and routine)
6. Describe your process for resolving issues such as inaccurate documentation, inconsistent in following defined protocol.
7. Describe the stability of system used by the Responder with regards to quality of the connection and down time of system. Please include any emergency backup systems in the event of loss of power or disaster.
8. PRICING & OTHER COSTS
9. Propose a rate structure for services rendered.
10. Identify in this section all other costs the CENTER would be responsible for in the implementation of the contract in addition to the rate structure.
11. OPERATIONAL START DATE
12. If awarded the Contract on Friday, July 29th, verify and describe that you will be operational by September 1, 2022.