



## THERAPEUTIC SERVICES PROVIDERS APPLICATION INFORMATION PACKET

City of Phoenix  
Human Services  
200 W. Washington Street, 18<sup>th</sup> Floor  
Phoenix, AZ 85003

## **1. Introduction**

### **1.1. Background**

The Victim Services Division (VSD) of the Human Services Department serves victims of violent crime and other community members by providing immediate assistance in times of crisis. Clients served may be the victims of domestic violence, sexual assault, survivors of homicide, families of a community member killed during a police interaction, survivors of fatal traffic collisions and human trafficking survivors.

### **1.2. Contact Information**

Contract Specialist II  
200 W. Washington Street, 18<sup>th</sup> Floor  
Phoenix, AZ 85003  
Email: [hsdprocurement@phoenix.gov](mailto:hsdprocurement@phoenix.gov)  
Department: Human Services

1.3. This is a continuous application process, applicants will be notified of receipt and contacted if accepted for contract award.

## **2. Instructions**

### **2.1. Description - Statement of Need**

The City of Phoenix invites applications for Therapeutic Services.

The Victim Services Division delivers quality victim advocacy services that positively impact primary and secondary victims of these crimes and circumstances. Services may include emergency housing, assistance with groceries, immediate meals, replacement clothing, safety planning, and assistance navigating the legal processes related to their criminal case. This proposal would create a qualified vendor list of mental health professionals to provide short-term mental health services to VSD clients and family members impacted by violence.

The Victim Services Division seeks to establish a Qualified Vendor List (QVL) of licensed therapists from which clients may select a provider. It is desirable that providers are located in all parts of the city of Phoenix, to provide the widest possible options for clients based on the location of their home, work, or school.

### **2.2. Fees and Payment**

Contractors will be compensated at the rates set forth in each contractor's Contract. Advance payments are not possible. The City of Phoenix will not withhold money for social security or federal income tax. It is the Contractor's responsibility to satisfy any taxes owed by the Contractor in an appropriate manner.

### **2.3. City's Vendor Self-Registration and Notification**

Vendors must be registered in the City's procurePHX Self-Registration System at <https://www.phoenix.gov/procure> to respond to solicitations and access procurement information. The City may, at its sole discretion, reject any offer from an Offeror who has not registered.

#### **2.4. Application Submittal**

All forms provided in application must be completed and submitted with the application. The completed application should consist of the following:

- Completed and Signed Application
- Attachment A – Contractor Information
- Attachment B - Affidavit of Lawful Presence
- Attachment C - Cost and Payments Form
- Attachment D – Scope of Services
- Attachment E - Years in Business and References
- Attachment F – Offer Form
- Attachment G - Conflict of Interest and Transparency
- Attachment H - Confidential Information Form
- Attachment I - Emergency 24 Hour Contact

It is permissible to copy application forms if necessary. Erasures, interlineations, or other modifications of the application must be initialed in original ink by the authorized person signing the application. No application will be altered, amended, or withdrawn after the specified application due date and time. The City is not responsible for applicant errors or omissions. All time periods stated as a number of days will be calendar days.

#### **2.5. Fixed Offer Price Period**

All offers shall be firm and fixed for a period of 180 calendar days from the application submittal date.

#### **2.6. Exceptions**

Applicants must not take any exceptions to any terms, conditions, or material requirements of this application. Applications submitted with exceptions may be deemed non-responsive and disqualified from further consideration in the City's sole discretion. Applicants must conform to all the requirements specified in the application. The City encourages applicants to send inquiries to the Procurement officer rather than including exceptions in their application.

#### **2.7. Inquires**

All questions that arise relating to this application should be directed, in writing, via email to the Procurement Officer at [hsdprocurement@phoenix.gov](mailto:hsdprocurement@phoenix.gov).

#### **2.8. Business in Arizona**

The City will not enter into contracts with business organizations not granted authority to transact business, or not in good standing, in the state of Arizona Corporation

Commission, unless the applicant asserts a statutory exception prior to entering a contract with the City.

## **2.9. Licenses**

If required by law for the operation of the business or work related to this Application, the Applicant must possess all valid certifications and/or licenses as required by federal, state, or local laws at the time of submittal.

## **2.10. Certifications**

By signature on the application and Acceptance page(s). Applicant certifies:

- The submission of the Applicant did not involve collusion or other anti-competitive practices.
- The Applicant will not discriminate against any employee or applicant for employment in violation of Federal or State Law
- The Applicant has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted application.

## **2.11. Submission of Application**

Applications must be submitted electronically by email to [fac.victim.services@phoenix.gov](mailto:fac.victim.services@phoenix.gov) and the following information should be noted in the email:

1. Applicants Name
2. Application Title

## **2.12. Transparency Policy**

Commencing on the date and time the application is due, potential or actual Applicants shall only discuss matters associated with the application with the Mayor, any members of City Council, the City Manager, and Deputy City Manager, or any department director directly associated with the application (including in each case their assigned staff, except for the designated Procurement Officer) at a public meeting, posted under Arizona Statutes, until the resulting contract(s) are awarded to all applicants.

As long as the application is not discussed, Applicants may continue to conduct business with the City and discuss business that is unrelated to the application with the City staff. Applicants may not discuss the application with any City employees.

Applicants may discuss their application with the Mayor or one or more members of the Phoenix City Council, provided such meetings are scheduled through the Procurement Officer, and are posted as open meetings with the City Clerk at least 24 hours prior to the scheduled meetings. The City Clerk will be responsible for posting the meetings. The posted notice shall identify the participants and the subject matter, as well as invite the public to participate.

With respect to the selection of the successful Applicants, the City Manager and/or City Manager's Office will continue the past practice of exerting no undue influence on the process. Any direction on the selection from the City Manager and/or City Manager's Office and Department Head (or representative) to the application review panel or selecting authority must be provided in writing to all prospective Applicants.

This policy is intended to create a level playing field for all Applicants, ensure that contracts are awarded in public, and protect the integrity of the selection process. APPLICANTS THAT VIOLATE THIS POLICY SHALL BE DISQUALIFIED.

"To discuss" means any contact by the Applicant, regardless of whether the City responds to the contact. Applicants that violate this policy will be disqualified until the resulting contract(s) are awarded, or all offers or responses are rejected, and the solicitation is cancelled without any announcement by the Procurement Officer of the City's intent to reissue the same or a similar solicitation. The City interprets the policy as continuing through a cancellation of a solicitation until the award of the contract, as long as the City cancels with a statement that the City will rebid the solicitation.

### **2.13. Public Record**

All applications submitted will become the property of the City and become a matter of public record available for review pursuant to Arizona State law. If an applicant believes that a specific section of its application is confidential, the applicant will isolate the pages marked confidential in a specific and clearly labeled section of its application. An applicant may request specific information contained within its application is treated by the Procurement Officer as confidential provided the applicant clearly labels the information "confidential." To the extent necessary for the evaluation process, information marked as "confidential" will not be treated as confidential. Once the procurement file becomes available for public inspection, the Procurement Officer will not make any information identified by applicants as "confidential" available to the public unless necessary to support the evaluation process or if specifically requested in accordance with applicable public records law. When a public records request for such information is received, the Procurement Officer will notify the applicant in writing of any request to view any portion of its application marked "confidential." The applicant will have the time set forth in the notice to obtain a court order enjoining such disclosure. If the applicant does not provide the Procurement Officer with a court order enjoining release of the information during the designated time, the Procurement Officer will make the information requested available for inspection.

### **2.14. Right to Disqualify**

The City reserves the right to disqualify any applicant who fails to provide information or data requested or who provides materially inaccurate or misleading information or data. The City further reserves the right to disqualify any applicant on the basis of any real or apparent conflict of interest that is disclosed by the application submitted or any other information available to the City. This disqualification is at the sole discretion of the City. By submission of a solicitation response, the applicant waives any right to object now or at any future time, before any agency or body including, but not limited to, the City Council of the City or any court as to the exercise by the City of such right to disqualify or as to

any disqualification by reason of real or apparent conflict of interest determined by the City. The City reserves the right to replace the disqualified applicant.

#### **2.15. Contract Award**

The City reserves the right to award a contract by individual line items, by group, all or none, or any other combination most advantageous to the City.

### **3. Indemnification and Insurance**

See **EXHIBIT A** for indemnification and insurance requirements.

### **4. Scope of Work**

4.1.1 The Human Services Department, Victim Services Division (VSD) seeks access to qualified mental health professionals to provide grief counseling and general therapy to VSD clients or referrals (secondary victims of police interaction, homicide, vehicular fatalities, and deaths unknown). Through the open contract process the City will add providers to a Qualified Vendors list based on the qualifications listed in the scope of work. Applicants must provide:

- a. One-on-one, time-limited, short-term, individual counseling to clients performed in-person at the provider's office or clinic, or virtually via internet conferencing application(s), addressing:
  - i. Grief and Loss
  - ii. Traumatic Grief
  - iii. Bereavement
  - iv. Depression and Anxiety
  - v. Feelings of guilt
- b. When appropriate, group counseling, time-limited, short-term counseling may be provided as an alternative.
- c. Emergency phone consultation once per calendar week between the hours of 8 am and 5 pm Monday through Friday, for up to one-half hour.

4.1.2 Applicants must identify their willingness to accept clients who are adults only, minor children only, or both.

4.1.3 Clients will be accepted on a referral basis from the Phoenix Family Advocacy Center (FAC).

4.1.4 Applicant to offer scheduled appointments Monday through Friday during normal business hours. Saturday appointments are desirable.

4.1.5 Applicant will schedule an appointment with clients within 7 days of receipt of referral from FAC staff for an initial client session.

4.1.6 Subsequent appointments will be scheduled at times and frequency as agreed by the provider and client.

4.1.7 The City will provide payment for no more than 12 one-hour sessions. Reauthorization is required to continue services beyond 12 visits and must be approved by the FAC prior to scheduling.

4.1.8 Applicants services must be provided by a practitioner licensed by the state of Arizona as a Licensed Professional Counselor (LPC) or Licensed Clinical Social Worker (LCSW) or Licensed Psychologist, with a physical office located in Maricopa County.

4.1.9 Applicants must be in good standing with the Arizona Board of Behavior Health Examiners or the Arizona Board of Psychological Examiners, as applicable.

4.1.10 Applicants shall bill at a flat, per-hour rate as listed in the table which follows. No fees, surcharges, or co-pays will be charged. No insurance claims will be processed, or payment made by clients. Invoices for payments will be addressed to the City of Phoenix.

	Length	Rate
Interpreter Services <sup>1</sup>		\$50 per hour
Therapy Sessions	1 hour	\$150
Group Counseling	1 hour	\$100 per individual

## 4.2 Tasks

4.2.1 Applicant will provide individual invoices for all services, specifying the client (by client ID number), date, time, and duration of appointment. Applicant will specify if appointment was in-person, by phone or by video conference. The name of the provider shall be included.

4.2.2 Invoices will be submitted by the 15<sup>th</sup> of each month for the previous month. Invoices will be submitted only for those sessions scheduled and held. Invoices for sessions canceled by the client with less than twenty-four hours' notice will be paid. No invoices for sessions canceled by the applicant will be submitted or paid.

4.2.3 Clients will be provided with the list of qualified providers and will be able to select the provider of their choosing. Provider will confirm client's status with the Family.

## 4.3 Contract Term

Contract term to be three (3) years, with two (2) one-year options to extend for a, total contact period of five (5) years.

## 4.4 Deliverables

Applicants will provide any other program reports required by a possible grant funding source, using a form provided.

## 4.5 Standards

All service providers must be licensed by the State of Arizona as either a Licensed

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<sup>1</sup> Interpreter charges require the use of an interpreter certified by either the National Board of Certification for Medical Interpreters or Certification Commission for Healthcare Interpreters.

Professional Counselor, Licensed Clinical Social Worker, or Licensed Psychologist. Providers will remain in good standing with the Arizona Board of Behavioral Health examiners of the Arizona Board of Psychologist Examiners, as appropriate.

#### **4.6 Criteria of Acceptance**

Applicants may be accepted based upon

- a. Applicants' office or clinic location must be within the boundaries of Maricopa County.
- b. Applicants must be licensed by the State of Arizona to provide therapeutic services.
- c. Applicants must be in good standing with the Arizona Board of Behavioral Health Examiners or the Arizona Board of Psychologist Examiners, as appropriate.
- d. Ability to meet the service requirements noted in the Scope of Work.

#### **4.7 Applicants' Requirements and Qualifications**

- a. Office is located within Maricopa County boundaries.
- b. Licensed by the Arizona State Board of Behavioral Health Examiners or the Arizona Board of Psychologist Examiners, as appropriate.

#### **4.8 Applicants' Responsibilities**

- a. Applicant will return all phone messages from the FAC and clients seeking help within one (1) business day. Business days are defined as Monday through Friday except city holidays.
- b. The first appointment with referred clients will be scheduled within seven (7) calendar days of referral.
- c. Applicant will provide emergency counseling by telephone or video conferencing Monday through Friday from 8 am to 5 pm with a call back time of two hours or less.
- d. Applicant will submit invoices for each month where services are provided by the 15<sup>th</sup> day of the following month using the form provided.
- e. Services to be provided by licensed service providers as defined by the Arizona Board of Behavioral Health Examiners or the Arizona Board of Psychologist Examiners, as appropriate.

#### **4.9 Reporting Requirements**

Applicants will provide any other program reports required by a possible grant funding source, using a form provided.

#### **4.10 City's Responsibilities**

- a. City will provide client referrals to the applicant including the Client ID number and contact information.
- b. City will review monthly billing and process for payment promptly.