nbhcch (988) – SCOPE OF WORK.

Bureau of Behavioral Health Wellness and Prevention and Office of Information Technology Project Management Office

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# BACKGROUND INFORMATION

## Purpose

Under this Request For Proposal (RFP), the Division of Public and Behavioral Health (DPBH) is soliciting proposals from vendors for the establishment, physical infrastructure, workforce, technology, and administration of a centralized Nevada 988 Suicide and Crisis Lifeline call center(s) that are operated 24/7/365 days to answer calls, texts, and chats routed to Nevada (NV) from National 988 Suicide and Crisis Lifeline, pursuant to NRS 433.702 through NRS 433.706.

The awarded vendor shall provide and maintain the technical infrastructure. This infrastructure encompasses telephony systems, case management systems, care traffic control system, and associated infrastructure (hereinafter referred to as Nevada’s Behavioral Health Crisis Care Hub (NBHCCH) or “hub”. The awarded vendor will provide and maintain technology for Designated Mobile Teams to interact with the hub.

The awarded vendor will also provide value-added services such as collocating workforce in Public Safety Answering Point (PSAPs/911). Furthermore, the awarded vendor will also provide onsite workforce to speak with persons who are experiencing a crisis via public emergency such as active shooter, natural disaster, and similar events.

The DPBH intent is to award a contract to a single vendor. The awarded vendor shall be responsible for all multi-vendor and sub-contractor coordination, management, and communications if the awarded vendor chooses to use other vendors and sub-contractors. Any subcontractors must be named in the Respondent’s response and will be subject to the same background check and requirements as the primary Respondent.

Any contract resulting from this solicitation will be on a fixed price per deliverable basis. There will be no opportunity for Best and Final Offers (BAFO). Vendors must prepare cost proposals reflecting the best available pricing to meet the requested scope of services.

Respondents must submit one (1) proposal for the complete implementation and ongoing NV 988 Suicide and Crisis Lifeline call center(s) operations.

## Current State

Nevada currently has one statewide crisis call center that participates in the national 988 Suicide and Crisis Lifeline that is administered by Crisis Support Services of Nevada operating 24/7/365 days answering calls, texts, and chats. It is located in Northern Nevada. There is a National Alliance on Mental Illness (NAMI) warmline that coordinates with the statewide crisis call center but does not operate 24/7. The state also operates a hotline for children and adults and the Lifeline refers to the hotline currently. In addition, NRS 232.359 requires the Nevada Department of Health and Human Services to maintain a 211 system. Nevada 211 operates 24/7/365 and provides information and referrals concerning health, welfare, human and social services via calls, texts, chats, and a website. Nevada 211 currently shares an internal Resource Directory via API on a reoccurring basis to Crisis Support Services of Nevada to ensure 988 callers are given up-to-date resource information.

## Facts And Figures

The following tables provide information about the past call volume provided by Vibrant for respondent’s reference to understand the workload to respond to this RFP. Vibrant Emotional Health (“Vibrant”), as the Administrator of the National Suicide Prevention Lifeline (“Lifeline”) under a Cooperative Agreement with the US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (“SAMHSA”), maintains this data to enhance public access to the Lifeline’s information.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| August 2023 | September 2023 | October 2023 | November 2023 | December 2023 |
| 3,529 | 3,360 | 3,696 | 3,303 | 3,012 |

Table 1 - Calls Routed to Nevada, as reported by Vibrant.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| August 2023 | September 2023 | October 2023 | November 2023 | December 2023 |
| 838 | 843 | 819 | 841 | 793 |

Table 2 - Texts: State Demand, as reported by Vibrant.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| August 2023 | September 2023 | October 2023 | November 2023 | December 2023 |
| 345 | 394 | 306 | 346 | 280 |

Table 3 - Chats: State Demand, as reported by Vibrant.

# PROJECT OVERVIEW

The State of Nevada, Division of Public and Behavioral Health is building a program referred to as Crisis Response System (CRS), a comprehensive program designed to address behavioral health crises for individuals and families in Nevada. The primary objective of CRS is to deliver timely and effective behavioral health services in accordance with SAMHSA best practices to those experiencing a mental health crisis. This initiative is an integral part of DPBH's broader Behavioral Health system, encompassing the 988 Suicide and Crisis Lifeline call centers (call centers), Designated Mobile Crisis teams (DMCT), Crisis Stabilization Centers (CSC), and collaboration with Community Partners.

The awarded vendor must establish two call centers to handle calls, texts, and chats (contacts) routed from the National 988 Suicide and Crisis Lifeline. These call centers will operate 24/7/365 and coordinate responses for persons accessing 988 Suicide and Crisis Lifeline. The awarded vendor, acting as the Administrative Services Organization (ASO), is responsible for providing physical and technical infrastructure, including hardware, telephony, case management software, real-time Designated Mobile Crisis Teams (DMCT) dispatch, DMCT technology, and GPS tracking, and workforce management (hire, train, and retain) resources for the call centers. One call center must be physically located in the Northern Nevada and another one must be physically located in Southern Nevada. All contacts to the call centers will be answered locally, be well-trained by awarded vendor's staff and capable of responding to a diverse range of mental health, substance use, and suicidal crises. Nonresidents of Nevada call takers are not preferred. At minimum, each physical call center must adhere to the base standards for crisis contact centers established by Vibrant Emotional Health.

The awarded vendor will also provide mobile technology to Designated Mobile Crisis Teams (DMCT). The features of the solution must have the capability to integrate with Designated Mobile Crisis Teams (DMCT), Crisis Stabilization Centers (CSC), and Bed Registry system. Any ancillary platforms, toolset, and licenses that are required to implement and support the proposed services must be clearly identified and outlined in the response. The vendor must have working relationships with sub-grantees, Community Partners, and mental/public health providers as identified and directed by DPBH. The state may request the working relationship to be in the form of MOA/MOU/interlocal agreements or subcontract whichever is deemed in the best interest of the state.

In addition to call center services, the awarded vendor must provide following value-added services:

* On-site mental health personnel during emergencies, including but not limited to active shootings, natural disasters, pandemics, and similar events.
* Continuous quality improvement (CQI) measures must be implemented to consistently meet or exceed Key Performance Indicators (KPIs) included in Attachment-02\_988NBHCCH\_RTM\_Functional.
* Personnel to colocate with PSAPs across the state of Nevada as needed.
* Vendor assigned staff to collaborate with 988 task force regional liaison initiative. (FR12.24, FR12.25, FR12.26)

The awarded vendor must always include the guiding principles of recovery orientation, trauma-informed care, significant use of peer staff, a commitment to zero suicide/suicide safer care, strong commitment to safety for persons and staff, and collaboration with Community Partners such as law enforcement, state, county, etc.

## Goals And Objectives

1. Establish, staff, and operate Nevada’s 988 Suicide and Crisis Lifeline Center(s) 24/7/365 pursuant to NRS 433.702 and NRS 433.704.
2. Work towards and achieve SAMHSA Best Practice standards via SAMHSA National Guidelines for Behavioral Health Crisis Care – Best Practice Toolkit – Attachment - *01e\_988NBHCCH\_SAMHSA\_Best\_Practices\_Toolkit*.
3. Maintain National 988 Suicide and Crisis Lifeline accreditation standards, requirements and duties for call center as established in, and pursuant to NRS 433.706.
4. Provide software solution to support the operation of a call center pursuant to NRS 433.706 to include case management software with multi-user access and consumer repository. Interoperability between community partner systems is established in accordance with NRS 433.706 subsection 1(b) (1-3).
5. Setup and implement a software solution to include the ability to dispatch, locate (GPS), and communicate with Designated Mobile Crisis Teams, Community providers, Crisis Stabilization Centers, Bed Registry as well as other identified system interfaces such as webservices, and Application Programming Interfacing (API).
6. Provide internal dashboards that depict accomplishment of SAMSHA’s Best Practice standards and requirements.
7. Establish memorandums of understanding (MOUs) with appropriate Community Partners for the service provision of DMCTs, CSCs, and follow up care.

## Project Organization

The Bureau of Behavioral Health wellness partnered with Office of Information Technology (OIT) Project Management Office (PMO) for project management services. The vendor must work with the assigned OIT PMO’s project manager. The project team is comprised of functional team members from the Bureau of Behavioral Health Wellness and Prevention and non-functional team members from OIT. A project steering committee has been established to provide oversight, guidance, and support.

### Project Steering Committee

The Project Steering Committee is the top-level project governing body. The committee is chaired by Bureau chief (Project Sponsor). The primary purpose is to provide governance, direction, and decision-making support to ensure that the project aligns with the project objectives and is executed effectively. The Project Steering Committee monitors project status, advises, or acts on project manager recommendations, and offers guidance and approval on mitigation strategies for project issues or risks.

### Project Sponsor

The Bureau Chief of Behavioral Health Wellness and Prevention is the project sponsor. The project sponsor is the visible champion and is the ultimate decision-maker. The project sponsor is responsible for providing strategic direction, oversight, securing resources, and ensuring the successful implementation of the project. The project sponsor is responsible for selecting individuals for the project steering committee, serving as a chair of the project steering committee, and collaborating closely with the project team.

### Project Manager

A project manager (PM) from OIT PMO office has been designated to coordinate the activities of the project, collaborate with project team members, and work closely with the awarded vendor. The PM will provide on-going daily direction; manage scope, schedule, and budget; execute change management; and mitigate project issues and risks. The PM will monitor the status of the project and provide the status reports to designated teams and committees. The PM will work with the project steering committee to set priorities when choices of alternatives are requested and serve as a Point of Contact between DPBH staff and vendor.

### OIT Project Management Office

The Project Management Office (PMO) within the Office of Information Technology plays an integral role. Its primary objective is to furnish a comprehensive project management framework, along with associated standards and guidelines, applicable across all project phases.

### Crisis Response Team

The Crisis Response Team (CRT) consists of project sponsor, RFP development lead, project director, and other subject matter experts. The CRT works closely with the project manager and the project manager will act as a liaison to vendor. The CRT will be responsible for testing and validating the requirements. Once the project is implemented, a designated vendor manager will coordinate and collaborate with the vendor to monitor the Key Performance Indicators and Service Level Agreements. A designated vendor manager will act as a facilitator between the Community Partners and vendor.

### Technical Team

The technical team consists of a chief IT sponsor, solution architect, OIT PMO manager, and DPBH information security officer.

### Community Partners

This project carries significant implications, both direct and indirect, for a wide array of Community Partners within the crisis care continuum. The awarded vendor must collaborate closely with the Community Partners identified by the Division of Public and Behavioral Health to establish Memoranda of Understandings (MOUs) and offer comprehensive support, encompassing both technical and programmatic assistance. Among the prominent Community Partners are Public Safety Answering Points, the 911 system, Nevada 211, Designated Mobile Crisis Teams, Crisis Stabilization Centers, the Nevada Division of Child and Family Services (DCFS), Counties, Cities, Health Districts, and additional relevant partners. Nevada 211 services are required in Nevada Revised Statutes 232.359. The Awarded vendor will continue to work with Nevada 211 to provide effective services for the person in Crisis.

# VENDOR QUALIFICATIONS

The Vendor must respond to the vendor qualifications by providing a written response in the Attachment - 01a\_988NBHCCH\_Vendor\_Minimum\_Qualifications\_Form.

## Mandatory Qualifications

1. The vendor must meet the eligibility criteria mentioned in Vibrant’s minimum standards for Crisis Contact Centers. *(Attachment - 01b\_ 988NBHCCH\_Minimum\_Standards\_for\_Crisis\_Contact\_Centers)*
2. The vendors’ solution must meet the minimum lifeline Telephony requirements. *(Attachment - 01c\_ 988NBHCCH\_Lifeline Telephony Requirements)*
3. The vendor must at least have three (3) years of experience within the last five (5) years providing crisis contact center services similar in scope and complexity to that outlined in this Scope of Work (SOW).
4. The vendor solution must have been implemented within the United States providing 988 Suicide and Crisis Lifelines.
5. The vendor must at least have one (1) year of Medicaid billing experience within the last five (5) years.

## Desired Qualifications

1. The vendor shall have knowledge of 911- computer-aid dispatch systems.
2. The vendor shall have experience working with 211 systems.
3. The vendor shall have experience working with national 988 Suicide and Crisis Lifeline administered Vibrant Emotional Health

# REQUIREMENTS MATRIX

The vendor must explain in sufficient detail how the vendor shall satisfy the project requirements described in the Requirements Matrix. If subcontractors shall be used for any of the tasks, vendors shall indicate what tasks and the percentage of time subcontractor(s) shall spend on those tasks.

Review Requirements Matrix attachments carefully to ensure proposed offering addresses all requirements. There are three requirements matrix:

1. Functional requirements – Attachment 02\_988NBHCCH\_RTM\_Functional.xlsx provides requirements for call center services for an ASO model.
2. Security requirements – Attachment 03\_988NBHCCH\_RTM\_Security.xlsx provides technology, IT governance and Security requirements.
3. Office of Information Technology Operations Standard – Attachment

04\_988NBHCCH\_RTM\_OIT\_Operations\_Standard.xlsx provides Office of Information Technology standard operations requirements.

Reference each data element/function to vendor project plan by task number.

Respond to all requirements by properly coding and indicating how requirement is satisfied. Proposed costs and project plan must reflect the effort needed to satisfy requirements.

For each requirement in Requirements Matrix, identify whether it is in “condition (Vendor Response)” column:

| **CONDITION** | **DESCRIPTION** |
| --- | --- |
| S – Standard Function | The proposed system/service fully satisfies the requirement as stated. The vendor must explain how the requirement is satisfied by the system. |
| M – Modification Required | The proposed system/service requires a modification to existing functionality to meet this requirement which requires a source code modification. The system will be modified to satisfy the requirements as stated or in a different format. The vendor must explain the modifications and include the cost of all modifications above and beyond the base cost in *Cost Schedule* |
| F – Planned for Future Release | This functionality is planned for a future release. The vendor must explain how the requirement will be satisfied by the system/service and when the release will be available. |
| C – Custom Design and Development | The proposed system requires new functionality to meet this requirement which requires a source code addition. The vendor must explain the feature and its value, and include any cost above and beyond the base cost in *Cost Schedule* |
| N – Cannot Meet Requirement | The proposed system will not satisfy the requirement. The vendor must explain why the requirement cannot be satisfied. |
| O – Other Software | If the requirement is to be satisfied through the use of a separate software package(s), vendors must identify those package(s) and describe how the functionality is integrated into the base system. |

For each requirement Condition, vendor shall explain how the requirement is satisfied or not satisfied in “Condition Description (Vendor Response)” column.

# VENDOR RESPONSE TO SCOPE OF WORK

Within the proposal, vendors shall provide information regarding their approach to meeting the requirements described herein.

Vendor shall include in response what tasks are not included in this SOW. It is important because it helps ensure that the project team does not assume something is included that is known to not be reasonable or feasible at this time.

|  |  |
| --- | --- |
| Out of Scope | Reason for Exclusion |
|  |  |
|  |  |
|  |  |

If subcontractors shall be used for any of the tasks, vendors shall indicate what tasks and the percentage of time subcontractor(s) shall spend on those tasks.

# SCOPE OF WORK

The scope of work is broken down into tasks, activities, and deliverables. The tasks and activities within this section are not necessarily listed in the order that they shall be completed. Vendors shall reflect within their proposal and preliminary project plan their recommended approach to scheduling and accomplishing all tasks and activities identified within this RFP. The vendor’s submitted proposal shall demonstrate their capabilities. Some of the activities might be a repeat from Requirements Traceability Matrix. Those activities are intended to provide a summary of the Requirements Traceability Matrix (RTM) and do not supersede the RTM. Vendors should describe their project approach/methodology in their proposal. For each activity, the corresponding RTM sub section ID is referenced in parenthesis (SEC for Security RTM, SR for standard RTM, FR for Functional RTM). The activities and deliverables presented below are general and not inclusive of all possible requirements.

## Pre-Planning Phase

In the RFP response, the Vendor must have provided a Vendor project team roster that aligns with the assignments in this section.

### Objective

The objective of this phase is to assign and receive approval from the State on the Vendor project team (Key Personnel).

### Activities

Vendor Must:

#### Provide a project team roster that discloses, separation of duties and qualifications (including number of years with vendor) for each team member. Include a validation that no Key Personnel have changed from the RFP response. (SRO1.10)

#### Assign, at a minimum, one full time, Project Manager with the following qualifications:

#### Certified by the Project Management Institute (PMI) with a Project Management Professional (PMP) certificate.

#### A minimum of 10 years of experience with complex enterprise implementations; and

#### A minimum of 5 years of experience of managing vendor’s solution and associated implementations. (Key Personnel) (SR01.11)

#### Assign for the life of the project a certified Organizational Change Management Lead to manage change within the enterprise. (Key Personnel) (SR01.12)

#### Assign a Test Lead during the Testing phase to manage the testing effort including, but not limited to, unit test, system test, integration testing and user acceptance testing (UAT). (Key Personnel) (SR01.13)

#### Assign a Trainer Lead during the Testing and Training phase to manage the training efforts including, but not limited to, UAT training, training material development, System Administration Training, Train the Trainer, and End User Training. (Key Personnel) (SR01.14)

#### Submit a request and approval for any Vendor Key Personnel change (i.e., resignation) from what was submitted in the RFP response. The State must have approval authority on replacements and have 10 business days for evaluation of replacements, which may include interviews. (Key Personnel) (SR01.15)

#### Agree to have the project team available during the work hours of 7 AM – 5 PM Pacific Standard Time (PST). (SR01.16)

#### Utilize the State's document repository of choice for all project collaboration and communication (i.e., Teams, SharePoint, etc.). (SR01.17)

#### Agree to follow the DPBH OIT Project Management methodology which aligns with the Project Management Book of Knowledge (PMBOK) and System Development Lifecycle (SDLC). (SR01.18)

#### Agree to follow the DPBH OIT Change Control Management, Contract and Deliverable management as mentioned in the Attachment - 04a\_988NBHCCH\_Change\_Contract\_Deliverable\_Management.docx (SR01.23)

### Deliverables

| Deliverable Number | Description of Deliverable | Corresponding Activity Number(s) |
| --- | --- | --- |
|  | Assignment of Key Personnel with validation from RFP response | 6.1.2.1, 6.1.2.2, 6.1.2.3, 6.1.2.4, 6.1.2.5 |

Table 4 Pre-Planning Phase Deliverables

## Planning Phase

### Objective

The objective of this phase is to ensure that adequate planning and project management are dedicated to this project. These tasks must be completed by the assigned Vendor Project Manager. In some cases, as noted, the State Project Manager shall complete the deliverable in collaboration with the Vendor Project Manager.

### Activities

Vendor Must:

#### Collaborate on the Project Management Plan (PMP) that must be developed in accordance with the Division of Public and Behavioral Health Project Management Office guidelines. This plan will be the guiding document on how the project will be managed. If the Vendor chooses to use a hybrid methodology (including Agile and Waterfall), all project processes included in this plan must be translated and approved by the State and DPBH Point of Contact. Topics addressed in this PMP are:

* Roles and Responsibilities (including Project Organization)
* Change Control Management
* Communication Management
* Contract and Deliverable Management
* Cost Management
* Governance Management
* Human Resource Management
* Implementation Management
* Issue Management
* Risk Management
* Schedule Management
* Scope Management
* Stakeholder Management

The Vendor must provide input to this plan for a collaborative effort on project management processes. All governing project documentation will be mutually agreed on between the State and Vendor, outside of the standardized processes that are included in the Attachments of this Contract. (SR02.01)

#### Deliver and receive approval from the State and DPBH Point of Contact a Solution/System Project Schedule including, but not limited to, the following:

#### Project schedule shall use a waterfall methodology. If Vendor uses an agile methodology, incorporate, and use a hybrid project schedule.

#### Project schedule will be duration based not effort based.

#### Baseline the project schedule once it is an approved final project schedule. Show baseline start and finish dates on master project schedule and include variance columns.

#### All tasks, except for summary tasks, must have predecessors linking dependent tasks. No hard coding of dates is acceptable. The critical path must be shown on the schedule.

#### DPBH’s tasks must be included in the project schedule.

#### All Vendor and DPBH tasks must be resourced with assigned staff names.

#### Include DPBH’s review cycles for deliverables. These deliverables will be further defined in project planning. Review cycles for DPBH must be at a minimum 5 days for draft and 3 days for final reviews.

#### Include all milestones and deliverables.

#### A Draft Project Schedule with all tasks and durations must be delivered to DPBH Point of Contact within 60 days of contract start date.

#### Project Schedule must be baselined within 90 days of contract start date. If requested and approved by DPBH Point of Contact, re-baselining may occur if a major change in scope, schedule and/or budget happens. (SR02.02)

#### Provide to the State and DPBH Point of Contact the following items weekly during the implementation phase of the project:

#### Weekly Status Reporting that includes but is not limited to: project current and next period activities, risks and issues.

#### Weekly Project schedule status updates with percent complete for each task and milestone.

#### Accomplishments during the period.

#### Problems encountered and proposed/actual resolution.

#### Planned accomplishments during the next reporting period.

#### Risks and issues that need to be addressed, including contractual.

#### Updated MS Project timeline showing percentage completed, tasks assigned, completed, and remaining.

#### Identification of schedule slippage and strategy for resolution.

#### State resources required for activities during the next time period.

#### Meetings to be scheduled for the following reporting period.

#### Schedules, facilitates, attends, and completes note taking of all project meetings unless DPBH Point of Contact takes responsibility.

#### If requested, the Vendor must attend Executive Steering Committee meetings and/or provide input to presentations or reports with the lead for this effort coming from DPBH Point of Contact. (SR02.03)

#### Must deliver and receive approval from the State and DPBH Point of Contact in creating a plan to identify and finalize a physical site location. Plan should include:

#### Physical site selection

#### Call center equipment

#### Technology

#### Workforce management (SR02.04) (FR01.01)

#### Deliver and receive approval from the State and DPBH Point of Contact a Solution/System Release Management Plan inclusive of quality assurance processes and applies to code management across all environments. (SR02.05)

#### Deliver and receive approval from the State and DPBH Point of Contact a Solution/System a Product Breakdown Structure (PBS). (SR02.06)

#### Deliver and receive approval from the State and DPBH Point of Contact a Solution/System Project Resource Plan that identifies workstreams with the appropriate skill set for "Key" State resources (Workstream Leads). (SR02.07)

#### Deliver and receive approval from the State and DPBH Point of Contact a Solution/System Organizational Change Management Plan including internal and external communication/outreach to include Vendor and "Key" State resources. (SR02.08)

#### Provide to the State and DPBH Point of Contact prior to the Project Kick-off meeting 'Lessons Learned' documents/artifacts from at least 2 prior Client Project/Implementations. (SR02.09)

#### Attend and participate in all project related meetings requested by the State. These meetings shall follow an agenda mutually developed by the Vendor and the State. The State Project Manager shall prepare materials or briefings for these meetings unless required by contract that the agenda be provided by the Vendor. Minutes shall be taken and distributed by either State or Vendor staff within ten 48 hours after the meeting. Minutes may be distributed via email and be saved in the DPBH approved Project Repository.

#### Provide employee mapping/ staffing structure proposed for call center(s). (FR12.02)

#### Collaborate with the state and receive approval in developing and implementing call handling triage plan. (FR01.030, FR12.18)

#### Collaborate with the state and receive approval in developing a colocation plan for collocating 988 staff within 911 law enforcement locations identified by the state. (FR01.31)

#### Provide career advancement plan for call center staff to develop and promote clear career pathways. (FR03.19)

#### Assign a staff for the duration of the contract to participate in 988 task force meetings 1 (facilitated by state appointed entity), timely resolution of issues related to call center, and related duties. (FR12.25)

### Deliverables

| Deliverable Number | Description of Deliverable | Activity |
| --- | --- | --- |
|  | Project Management Plan | 6.2.2.1 |
|  | Project Schedule | 6.2.2.2 |
|  | Weekly Activities (costed on a monthly basis) | 6.2.2.3 |
|  | Physical site location plan | 6.2.2.4 |
|  | Release Management Plan | 6.2.2.5 |
|  | Product Breakdown Structure (PBS) | 6.2.2.6 |
|  | Project Resource Plan | 6.2.2.7 |
|  | Organizational Change Management Plan | 6.2.2.8 |
|  | Lessons Learned | 6.2.2.9 |
|  | Employee Mapping/ Staffing structure | 6.2.2.11, 6.2.2.15 |
|  | Call Handling Triage Plan | 6.2.2.12 |
|  | Colocation Plan | 6.2.2.13 |
|  | Career Advancement Plan | 6.2.2.14 |

Table 5 Planning Phase Deliverables

## Discovery Phase

During this phase, the requirements identified in the RFP and RFP Response will be evaluated on how the Vendor’s solution will satisfy each of them. The following Contract attachments will be evaluated in this phase:

* 988NBHCCH\_RTM\_Functionality (Attachment 02\_988NBHCCH\_RTM\_Functional.xlsx)
* 988NBHCCH\_RTM\_ Security (Attachment 03\_988NBHCCH\_RTM\_Security.xlsx)
* 988NBHCCH\_RTM\_OIT\_Operations\_Standard (Attachment 04\_988NBHCCH\_RTM\_OIT\_Operations\_Standard.xlsx)

### Objective

The objective of this is to align the expectations from the State with the solution that is being proposed by the Vendor.

### Activities

Vendor Must:

#### Collaborate with the State and DPBH Point of Contact to update RTMs where further information and clarification is needed.

#### Deliver and receive approval from the State and DPBH Point of Contact on the evaluation of requirement fulfillment by demonstrating functionality and completing the Requirement Traceability Matrices for approvals on design concepts. (SR03.01)

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Updated Functionality Requirements Traceability matrix | 6.3.2.2 |
|  | Updated Security Requirements Traceability matrix | 6.3.2.2 |
|  | Updated OIT standard operations RTM | 6.3.2.2 |

Table 6 Discovery Phase Deliverables

## Project Kick Off Meeting

A Project Kickoff meeting must be held with representatives from the State and Vendor after contract approval contract approval. This meeting must be conducted in person in Carson City at DPBH office or virtual setting. Project Kickoff meeting materials will be a collaborative effort between the State and Vendor. The materials must be delivered to the state project manager five (5) business days prior to the Kickoff meeting.

### Objective

The objective of this task is to conduct a Project Kickoff meeting during the planning phase. These meetings will introduce the Vendor team to DPBH Crisis Response team, Office of Information Technology, Fiscal, Community Partners, and all other stakeholders.

### Activities

Vendor must:

#### In collaboration with State Project Manager, prepare and deliver presentation:

* Project Overview.
* Project Teams and Organization.
* Roles and Responsibilities.
* Project Scope – Functional and Technical.
* High level project schedule with milestones and deliverable dates.
* Providing format and protocol for project status meetings.
* Setting the schedule for meetings between representatives from the State and Vendor.
* Project Control – Review change management process and deliverable management process, risk, and Issue resolution process, and OCM.
* Stakeholder communication process - Define lines of communication and reporting relationships.
* Pinpointing high-risk or problem areas.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Project Kick off | 6.4.2.1 |

Table 7 Project Kick off Deliverables

## Design, Build, And Configuration Phase

### Objective

The objective is to design, configure and build core components of the system that includes physical site design, software systems - call center software, case management system and other associated systems. The design must include all the functional, operational and security requirements identified in the three (3) requirement traceability matrices. Major components include, but not limited to:

* Physical site(s)
* Technology (Software, Hardware, Telephony, networking, cyber security etc.,)
* DMCT Dispatch
* Bed Registry interface

### Activities

Vendor must:

#### Must collaborate with the DPBH team to design the software to meet or exceed the functional requirements and technical requirements.

#### Provide the State and DPBH Point of Contact the Software Design Document (SR04.01)

#### Provide the State and DPBH Point of Contact the Systems Design Document (SDD) (SR04.02)

#### Provide the State and DPBH Point of Contact the Database Design Document (SR04.03)

#### Provide database configurable stored procedures, with instructions, to export system/solution data for reporting or data warehousing. (SR04.04)

#### Provide database configurable stored procedures, with instructions, to aid the State to import, export, and migrate system/solution data. (SR04.05)

#### Provide a robust ‘canned’ Reporting Menu of pre-formatted application reports with multiple logical sort capabilities that will report the contents of every data field collected in the application. (SR04.06)

#### Provide user-role based dashboard reporting with ad hoc capabilities. (SR04.07, SR04.08, SR04.09)

#### Provide report data that must be exportable to an Excel or CSV format. (SR04.10)

#### Allow for import capability in Excel or CSV formats. (SR04.11)

#### Provide a near-real time copy of the production database tuned for reporting. (SR04.12)

#### Provide a reporting tool configured to execute Ad Hoc reporting by State resources. (SR04.13)

#### Provide a Data Element Dictionary for the reporting database. (SR04.14)

#### Provide an API to push daily database updates to the State’s Data Warehouse and/or Data Lake. (SR04.15)

#### Provide a reporting tool configured to execute Ad Hoc reporting by State resources. (SR04.13)

#### Provide the capability to develop interfaces for internal and external systems using technology such as but not limited to Webservices SOA, XML, SOAP, REST, EDI, etc. (SR04.16)

#### Provide the capability to develop interfaces for internal and external systems using HL 7 v2.x and/or v3.x as deployed on the system/solution. (SR04.17)

#### Provide the capability to develop interfaces for internal and external systems using FHIR HL 7 v4.x and/or v5.x as deployed on the system/solution. (SR04.18)

#### Provide and receive approval from the State and DPBH Point of Contact an Interface Design Specifications for all internal and external interfaces. (SR04.19)

#### Provide and receive approval from the State and DPBH Point of Contact an Interface Design Specifications for HL7 (vX.x) and FHIR HL7 based Web Services and APIs that may be consumed by a partner or consume by a partner’s web services, Health Information Exchange, or authorized solution. (SR04.20)

#### Provide an inventory of implemented, or proposed, FHIR HL7 version 4.x and version 5.x interfaces. (SR04.21)

#### Provide each FHIR resource implemented with each FHIR interface. (SR04.22)

#### Provide a list of FHIR resources, including custom resources, they consume. (SR04.23)

#### Provide a list of FHIR resources, including custom resources, being consumed. (SR04.24)

#### Provide a list of systems where a FHIR interface is either implemented or in the process of being implemented. (SR04.25)

#### Implement the authentication and access methodology to all available Application Program Interfaces (APIs). (SR04.26)

#### Implement an authentication and access methodology to all available Web Services whether consuming or being consumed. (SR04.27)

#### Implement an authentication and access methodology to all available FHIR Web Services whether consuming or being consumed. (SR04.28)

#### Complete the Vibrant’ s application process to join the 988 National Network and provide required documents or information in a timely manner without any delays. (FR01.04)

#### Provide a copy of proof of accreditation/certification to DPBH Point of Contact that meets the Vibrant's 988 Suicide and Crisis Lifeline minimum standards for Crisis Contact center (January 2022, v2)(FR01.05)

#### Provide the directory of resources to the DPBH Point of Contact in a mutually agreeable format upon any update or change to the directory (FR01.19).

#### Provide evidence to DPBH Point of Contact that self-care practices are included in the employee manual. (FR01.27)

#### Provide a copy of the following work documents that are tailored specific to each call center to DPBH Point of Contact and seek State of Nevada approval on all documents:

#### Standard operating procedure manual

#### Call taker desk manual

#### Workflow/ business process for call routing and handling including follow up.

#### Staff training schedules and all training material referenced including but not limited to: cultural competency, compassion fatigue, and self-care

#### New employee training and schedule (FR12.17)

#### Collaborate with DMCT Community Partners and DPBH Point of Contact to design and deliver the workflow for DMCT dispatch. (FR08.03)

#### Collaborate with CSC Community Partners and DPBH Point of Contact to design and deliver the workflow design for CSC referral services. (FR09.04)

#### Deliver and seek approval for recruitment standards for all staff positions for current and future. (FR03.02)

#### Deliver a Performance Tool for reporting and tracking consumer survey score ratings satisfaction. (FR02.04)

#### Provide resumes or other documentation to DPBH Point of Contact that all staff meet minimum requirements for employment on an agreed upon schedule. (FR03.11)

#### Provide an attestation to the DPBH Point of Contact that the telephony meets or exceeds the Vibrant's 988 Suicide and Crisis Lifeline Telephony requirements per Attachment-01c\_ 988NBHCCH\_Lifeline Telephony Requirements. (FR05.01)

#### Provide an attestation to the DPBH Point of Contact that the phone system meets 125% of maximum call, text, and chat volume. (FR05.21)

#### Provide built in redundancy that has the capability to have continuous services in the event of a service outage. (FR05.25)

#### Provide public facing dashboard reports per the Attachment - 02a\_988NBHCCH\_Public\_Dashboard\_Report Specifications.docx (FR10.12)

#### Provide public facing dashboard reports as consumable stateful REST webservices per the Attachment - 02a\_988NBHCCH\_Public\_Dashboard\_Report Specifications.docx (FR10.13)

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Software Design Document | 6.5.2.1 |
|  | Systems Design Document | 6.5.2.3 |
|  | Database Design Document | 6.5.2.4, 6.5.2.5 |
|  | Database Configurable Stored Procedures | 6.5.2.5 |
|  | Pre-formatted Application Reports | 6.5.2.7, 6.5.2.8 |
|  | User-friendly Ad Hoc Reports with Dashboard Capabilities based on user role | 6.5.2.8 |
|  | Import and export of data | 6.5.2.9, 6.5.2.10 |
|  | Near-real time copy of database | 6.5.2.11 |
|  | Ad Hoc Reporting Tool | 6.5.2.12, 6.5.2.15 |
|  | Data Element Dictionary | 6.5.2.13 |
|  | API for daily database updates | 6.5.2.14 |
|  | Develop interfaces for internal and external systems and Interface Design Specifications | 6.5.2.16, 6.5.2.17, 6.5.2.18, 6.5.2.19 |
|  | Provide inventory, list of resources and list of systems (FHIR) | 6.5.2.21, 6.5.2.22, 6.5.2.23, 6.5.2.24, 6.5.2.25 |
|  | Implement authentication and access methodology (APIs, Web Services and FHIR Web Services) | 6.5.2.26, 6.5.2.27, 6.5.2.28 |
|  | Vibrant’s Application Process complete | 6.5.2.29 |
|  | Proof of Accreditation | 6.5.2.30 |
|  | 1st Directory of community resources | 6.5.2.31 |
|  | Evidence of self-care practice | 6.5.2.32 |
|  | A copy of work documents | 6.5.2.33 |
|  | Workflow design document – Call triage, DMCT dispatch, CSC referral services | 6.5.2.34, 6.5.2.35 |
|  | Recruitment standards | 6.5.2.36 |
|  | Customer Survey Performance tool | 6.5.2.37 |
|  | Staff minimum requirements for employment | 6.5.2.38 |
|  | Attestation to meet or exceed Telephony requirements | 6.5.2.39 |
|  | Attestation to meet contact volume | 6.5.2.40 |
|  | Telephony redundancy | 6.5.2.41 |
|  | Public dashboard reports | 6.5.2.42, 6.5.2.43 |

Table 8 Design, Build, and Configure Phase Deliverables

## Testing Phase

### Objective

All call center services, system components, and associated functionality are tested successfully, and pass User Acceptance Testing (UAT) based on the approved UAT plan.

### Activities

Vendor Must:

#### Deliver and receive approval for the State and DPBH Point of Contact a Solution/System User Acceptance Test (UAT) Plan. (SR05.01)

#### Deliver and receive approval from the State and DPBH Point of Contact a Solution/System User Acceptance Test scripts for use by the State's UAT team that will include testing all functionality, workforce management practices, interfaces, reporting, internal dashboard, and user roles/access. (SR05.02)

#### Offer complete support during the User Acceptance Testing phase by participating in daily UAT status meetings or a frequency determined by the State. (SR05.03)

#### Follow the following criteria for prioritization of testing issues/tickets/bugs:

1. Critical = An error that causes a mission critical application to terminate abnormally and there is no temporary or acceptable workaround.
2. High = An error that causes an incorrect value or an incorrect update of the database and/or adversely affects the accomplishment of operational or mission critical function(s) and there is no temporary or acceptable workaround.
3. Medium = An error that adversely affects the accomplishment of operational or mission critical function(s) but there is a temporary or acceptable workaround which allows continuation or processes in the interim.
4. Low = An error that is an operator/user inconvenience and has little or no effect on operational or mission critical function(s). This includes cosmetic issues. (SR05.04)

#### Deliver and receive approval from the State and DPBH Point of Contact an executed UAT System Acceptance sign off at the conclusion of the User Acceptance Testing phase. (SR05.05)

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | UAT Plan | 6..6.2.1 |
|  | UAT Scripts (all solution services and system components) | 6.6.2.2 |
|  | UAT Support | 6.6.2.3 |
|  | UAT Sign Off | 6.6.2.5 |

Table 9 Testing Phase Deliverables

## Training Phase

### Objective

The objective of this phase is to ensure that all Vendor staff and state staff are trained before GoLive according to the approved Training Plan.

### Activities

Vendor must:

#### Deliver and receive approval from the State and DPBH Point of Contact a Solution/System Training Plan. (SR06.01)

#### Provide system/solution/product user guides, instructions, and training materials (training videos, recordings etc.) DPBH version of software and associated configurations for:

#### Train the Trainers

#### End Users (SR06.03)

#### Ensure all Call Center staff satisfactorily complete evidence-based Crisis Competency training to minimally include call center crisis screening and response protocol to include suicide risk assessment, crisis intervention, motivational interviewing, safety planning, trauma-informed care, and person-centered language. (FR03.07)

#### Provide OnDemand training for a minimum of 15 state Crisis Response System staff at all levels that shall include Applied Suicide Intervention Skills Training (ASIST), Peer Recovery and Support Specialist (PRSS) Certification, Crisis Support Services, and National Alliance on Mental Illness Cares. (FR04.05)

### Deliverables

| Deliverable Number | Description of Deliverable | Activity |
| --- | --- | --- |
|  | Training Plan | 6.7.2.1. |
|  | Develop and Deliver Training material | 6.7.2.2 |
|  | Call Center staff training completion | 6.7.2.3 |
|  | OnDemand Training | 6.7.2.4 |

Table 10 Training Phase Deliverables

## Golive Phase

### Objective

The objective of this task is to transition to the Nevada's Behavioral Health Cris Care Hub for both North and South Nevada locations successfully according to the State approved Production Readiness Checklist, Cutover Plan and Go Live Plan. During the transition there should not be any disruptions to existing NV 988 call center services.

### Activities

Vendor must:

#### Deliver and receive approval from the State and DPBH Point of Contact 60 days before Go Live a Production Readiness Checklist and Cutover Plan. (SR07.01)

#### Collaborate with the State and DPBH Point of Contact a Solution/System for the development and approval of the Go Live/Implementation Plan. (SR07.02)

#### Facilitate with the DPBH Point of Contact a Go/NoGo meeting with stakeholders and receive approval to move forward with Go Live at least 5 business days before the planned Go Live date. (SR07.03)

#### Deliver and receive approval from the State and DPBH Point of Contact an executed Notice of Completion sign off, prior to Go Live at least 5 business days before the planned Go Live date. (SR07.04)

#### Provide the state with a Continuous Quality Improvement Plan to the DPBH Point of Contact and receive approval from the state. (FR11.01, FR11.03)

#### Provide an attestation to DPBH Point of Contact that the Call Center(s) has policies and procedures that are minimally compliant with the Health Insurance Portability and Accountability Act (HIPAA) regulations, 42 C.F.R. Part 2, Nevada State and Local laws, including addressing retention of records:

#### a. Calls may be recorded.

#### b. All client case management records

#### c. All client case management and follow up (FR12.05)

### Deliverables

| Deliverable Number | Description of Deliverable | Activity |
| --- | --- | --- |
|  | Production Readiness Checklist and Cutover Plan | 6.8.2.1. |
|  | Go Live/Implementation Plan | 6.8.2.2 |
|  | Go/NoGo Meeting | 6.8.2.3 |
|  | Notice of Completion | 6.8.2.4 |
|  | Continuous Quality Improvement Plan | 6.8.2.5 |
|  | Attestation that polices are compliant with HIPAA, state, and local laws | 6.8.2.6 |

Table 11 GoLive Phase Deliverables

## Post Golive Phase

### Objective

The objective of this phase is to ensure all services are in place without any issues.

### Activities

Vendor Must:

#### Provide 90 days (60 business days) of post-Go Live support (Stabilization Period) for system/solution stabilization and issue remediation. (SR08.01)

#### Accept of a 10% hold back of implementation costs until the 'Stabilization Period' is complete and the Production System Acceptance sign off has been completed by all parties. (SR08.02)

#### Resolve bugs, issues, and problems identified during the 'Stabilization Period’ which occurs up to the Production System Acceptance sign off. (SR08.03)

#### Implement Continuous Quality Improvement Plan within 90 days of GoLive/Operation. (FR11.02)

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | 90 days of post-Go Live support and resolution to bugs, issues, and problems | 6.9.2.1. |
|  | Production System Acceptance and 10% hold back distribution | 6.9.2.2, 6.9.2.3 |
|  | Implement Continuous Quality Improvement Plan | 6.9.2.4 |

Table 12 Post Implementation Phase Deliverables

## Service Levels

### Objective

The objective of this is to have the awarded vendor operate successfully to meet or exceed both technical service levels mentioned in Attachment - 04\_988NBHCCH\_RTM\_OIT\_Operations\_Standard, Sheet: SR09 SLA sheet and functional service levels mentioned in Attachment - 988NBHCCH\_RTM\_ASO\_Functional, Sheet:FR13 Performance KPI sheet.

### Activities

Vendor must:

#### Meet or exceed all requirements listed in the Attachment - 02\_988NBHCCH\_RTM\_Functional, Sheet: FR13 Performance KPI

#### Meet or exceed all requirements listed in the Attachment 04\_988NBHCCH\_RTM\_OIT\_Operations\_Standard, sheet: SR09 SLA

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Functional Service Level Agreement | 6.10.2.1 |
|  | Technical Service Level Agreement | 6.10.2.2 |

Table 13 Service Level Deliverables

## Maintenance And Operations

### Objective

The objective is for the awarded vendor to maintain the system/solution and quality of service successfully in accordance with the State-approved Maintenance and Operations Plan.

### Activities

Vendor must:

#### Meet or exceed all requirements listed in the Attachment 988NBHCCH\_RTM\_OIT\_Operations\_Standard, sheet: SR10 M&O

#### Establish and maintain MOA/MOU/interlocal agreements/subcontracts. (FR12.07, FR12.08, FR12.09, FR12.10, FR12.11, FR12.12, FR12.13, FR12.14)

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | M&O Plan | 6.11.2.2 (SR10.01, SR10.02) |
|  | Initial set of MOA/MOU/Interlocal agreements/subcontracts | 6.11.2.2 |

Table 14 Maintenance and Operations Deliverables

## Transition And Decommission

### Objective

The objective is to have a State approved executable plan to transition and decommission the system on contract expiration or termination.

### Activities

Vendor must:

#### Agree to execute a decommission process on contract expiration or contract termination. (SR11.01)

#### Develop and receive approval from the State and DPBH Point of Contact a Transition and Decommission Plan that identifies the process for transition and decommissioning the vendor provided solution. Plan content will be agreed upon by Vendor and State and will include the details in this section of the SOW. (SR11.02)

#### Agree to a one hundred and twenty (120) days transition period prior to contract expiration. (SR11.03)

#### Deliver securely to the State all data in the format and transport method determined by the State weekly data incremental back-ups or on an agreed upon schedule between the parties. (SR11.04)

#### Agree to provide additional back-ups at no charge if the State cannot restore the data incremental back-ups. (SR11.05)

#### Agree within 5 days of the end of the transition period, contract expiration or termination, whichever is applicable, the State must receive all data in the format determined by the State. (SR11.06)

#### Agree without divulging Vendor's proprietary information, share all documentation including data dictionary, data schema, configurations, etc. with the State that may not have already been submitted to the State as a deliverable. (SR11.07)

#### Agree in collaboration with the State, to submit proper notification to the stakeholders that a transition or decommission process is occurring. Transition or decommission details regarding system access, data retention and data destruction are items to be shared with stakeholders once approved by the State. (SR11.08)

#### Agree upon the State written request or within five (5) days of contract expiration or contract termination, to permanently destroy or render inaccessible any portion of the data in Vendor's and subcontractor's possession or control. (SR11.09)

#### Agree to store data backups with the ability to destroy data on written request or within five (5) days of contract expiration or contract termination, including any subcontractor's possession or control. (SR11.10)

#### Agree to remove or destroy all data in all external interfaced applications outside of the database. External interfaces must be identified in the Transition and Decommission Plan. (SR11.11)

#### Agree to destroy the following data types, but not limited to: (SR11.12)

a. Email with potential PHI/PII data information

b. PDF files (includes all attachments)

c. Back up files

d. System files

e. External interfaced applications outside of the database

f. Any information relating to the State network or systems

g. Any storage, backups, or copies of Personal Health Information (PHI) or Personally Identifiable Information (PII) originating from the State of Nevada agencies or related providers, including information being stored within ticketing systems.

h. Any reports or data extracted while working in the State systems

i. Any data owned by the 'State of Nevada' or providers working in cooperation with the State.

j. Unstructured data (i.e. images, lab reports, etc.)

#### Agree to submit and receive approval from the DPBH ISO an attestation of data destruction using the DPBH Certificate of Data Destruction within 5 days of contract expiration or contract termination. (SR11.13)

#### Agree to allow DPBH a 15-day data validation period post contract expiration or contract termination to confirm all data has been received as expected. If not, the Vendor must work with the State to provide a revised format. (SR11.14)

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Transition and Decommission Plan | 6.12.2.1, 6.12.2.2 |
|  | Deliver all State data in format requested by State | 6.12.2.4, 6.12.2.5, 6.12.2.6, 6.12.2.14 |
|  | Transition and Decommission Documentation | 6.12.2.7 |
|  | Submit an executed DPBH Certificate of Data Destruction | 6.12.2.9, 6.12.2.10, 6.12.2.12, 6.12.2.13 |

Table 15 Transition and Decommission Deliverables

## Reports

### Objective

The objective of this is to verify and validate that all reports are delivered to the state.

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Functionality Requirements Traceability Matrix (RTM) – FR10 Reports.

#### Provide a copy of a Continuous Quality Improvement Plan to DPBH Point of Contact at least once a year or as directed by the state. (FR11.03)

#### Provide a report to the DPBH Point of Contact on the effectiveness of the Continuous Quality Improvement Plan. (FR11.04)

#### Provide a quarterly report to a DPBH Point of Contact on the MOAs/MOUs/interlocal Agreement status.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | All reports listed to be delivered as stated frequency and stated format. | 6.13.2.1 (All FR10 Reports except FR10.12 and FR10.13) |
|  | Continuous Quality Improvement Plan | 6.13.2.2 |
|  | A report on effectiveness of Continuous Quality Improvement Plan | 6.13.2.3 |
|  | MOAs/MOUs/interlocal Agreement status. | 6.13.2.4 |

Table 16 Reports Deliverables

# Security

The following Security section refers to the 988NBHCCH Security Requirements Traceability Matrix (RTM) that lists all the subsections within security that have associated requirements and deliverables. Please refer to the Attachment - 03\_988NBHCCH\_RTM\_Security.

The following are the subsections that are included in this section:

* Federal, State and DPBH Security Guidelines
* Staffing
* Cloud Provider
* Infrastructure
* Authentication
* User Access
* Auditing
* Data
* Environments
* Production Readiness
* Business Continuity
* Cyber and Annual Requirements

## Federal, State and DPBH Security Guidelines

### Objective

The objective is to meet all the Federal, State and DPBH guidelines and to attest that the Vendor’s solution complies with stated security requirements.

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix – SEC01 Federal, State, and DPBH)

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Self-attestation of Security Compliance | 7.1.2.1 (SEC01.01) |

Table 17 Security: Federal, State, and DPBH Security Guidelines Deliverables

## Staffing

### Objective

The objective is to confirm vendor staff have been trained in cyber security and HIPAA regulatory standards.

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix (RTM) – SEC02 Staffing

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Self-attestation of HIPAA and Cybersecurity Training | 7.2.2.1 (SEC02.04) |

Table 18 Security: Staffing Deliverables

## Cloud Provider

### Objective

The objective is to address Cloud Service Providers (CSPs) and their obligations in delivering Software as a Service (SaaS).

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix (RTM) – SEC03 Cloud Provider.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Proof of Controls for CIS | 7.3.2.1 (SEC03.03) |
|  | Proof of Controls for Local, State and Federal requirements | 7.3.2.1 (SEC03.04) |

Table 19 Security: Cloud Provider Deliverables

## Infrastructure

### Objective

The objective is to design and deploy a secure, scalable, segmented, and production ready environment that allows for no performance degradation and minimize potential security threats.

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix (RTM) – SEC04 Infrastructure.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Preliminary System/Solution Production Environment Design | 7.4.2.1 (SEC04.02, SEC04.04, SEC04.05) |
|  | Segmentation Strategy Document | 7.4.2.1 (SEC04.06, SEC04.24, SEC04.25) |
|  | Deployment of Segmented System/Solution Production Environment | 7.4.2.1(SEC04.07, SEC04.24, SEC04.25) |
|  | Network/Cloud System/Solution Infrastructure Schematic for each environment | 7.4.2.1(SEC04.12, SEC04.14, SEC04.15, SEC04.16) |
|  | Network/Cloud System/Solution Data Flow Diagram for each environment | 7.4.2.1(SEC04.13, SEC04.14, SEC04.15, SEC04.16) |
|  | Deployment of Intrusion Detection Systems (IDS) | 7.4.2.1(SEC04.17) |
|  | Deployment of Intrusion Prevention Systems (IPS) | 7.4.2.1(SEC04.18) |
|  | Network Security Design Documentation | 7.4.2.1(SEC04.21) |
|  | Security Plan | 7.4.2.1(SEC04.26, SEC04.27) |

Table 20 Security: Infrastructure Deliverables

## Authentication

### Objective

The objective is to meet requirements around user authentication, Single Sign On (SSO), Federated Identity Management (FIM), Multi-factor Authentication (MFA), and user credential encryption.

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix (RTM) – SEC05 Authentication.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | SSO, FIM and Encryption As-Built Security Design | 7.5.2.1 (SEC05.04, SEC05.06) |

Table 21 Security: Authentication Deliverables

## User Access

### Objective

The objective is to document the Vendor’s System Administrators who need access to install, configure, operate, and administer the system. It sets the expectations on authentication and access methodology for APIs and Webservices

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix (RTM) – SEC06 User Access.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | List of Vendor’s System Administrators and Responsibilities | 7.6.2.1 (SEC05.06, SEC05.09) |

Table 22 Security: User Access Deliverables

## Auditing

### Objective

The objective is to identify the audit logging and reporting requirements for the system.

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix (RTM) – SEC07 Auditing.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | 1st monthly Audit Log Report | 7.7.2.1 (SEC07.04) |

Table 23 Security: Auditing

## Data

### Objective

The objective is to meet all of the data requirements for the division.

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix (RTM) – SEC08 Data.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Proof of encryption documentation | 7.8.2.1 (SEC08.01) |
|  | Data Element Dictionary | 7.8.2.1 (SEC08.04) |
|  | Sensitivity Document | 7.8.2.1 (SEC08.09, SEC08.10, SEC08.11, SEC08.12, SEC08.13, SEC08.14, SEC08.15, SEC08.16, SEC08.17) |

Table 24 Security: Data Deliverables

## Environments

### Objective

The objective is to meet and review environmental requirements.

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix (RTM) – SEC09 Environments.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Schematics and Implementation of Environments | 7.9.2.1 (SEC09.01, SEC09.02, SEC09.03, SEC09.04, SEC09.05) |
|  | Self-attestation Environment Compliance | 7.9.2.1 (SEC09.09) |
|  | List of Threat Detection | 7.9.2.1 (SEC09.10, SEC09.11) |
|  | Self-attestation Infrastructure System Administration and DevOps is configured | 7.9.2.1 (SEC09.12) |
|  | List of Vendor resources who have access | 7.9.2.1 (SEC09.13) |

Table 25 Security: Environments Deliverables

## Production Readiness

### Objective

The objective is to review all the requirements to move into production and to determine if the environments are ready from an infrastructure and security perspective.

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix (RTM) – SEC10 Prod Readiness.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Security Assessment Document | 7.10.2.1 (SEC10.01, SEC10.02) |
|  | Disaster Recovery/Failover Test Plan and Test Results | 7.10.2.1 (SEC10.03, SEC10.04, SEC10.05) |
|  | List of Threat Detection | 7.10.2.1 (SEC09.10, SEC09.11) |
|  | Vulnerability Scans in Production | 7.10.2.1 (SEC10.09, SEC10.10, SEC10.11, SEC10.12) |
|  | Most Recent (within 12 months) SOC 2 Type 2 Report | 7.10.2.1 (SEC10.13) |
|  | Updated Information Security Policy documentation | 7.10.2.1 (SEC10.14, SEC10.15) |
|  | Security Risk Assessment | 7.10.2.1 (SEC10.16) |

Table 26 Security: Production Readiness Deliverables

## Business Continuity

### Objective

The objective is to confirm the Vendor has an executable Business Continuity and Disaster Recovery plans to guarantee that there will be minimal system outages that impact usability and there is no data loss after an outage.

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix (RTM) – SEC11 Bus Continuity.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | Business Continuity Plan and Disaster Recovery Plan | 7.11.2.1 (SEC11.01, SEC11.02, SEC11.03) |
|  | Failover System Strategy Documentation and Test Results | 7.11.2.1 (SEC11.04, SEC11.06) |
|  | Annual Back-up Test Plan and Test Results | 7.11.2.1 (SEC11.09) |

Table 27 Security: Business Continuity Deliverables

## Cyber and Annual Security

### Objective

The objective is to ensure that necessary information security governance and security are in place and provide stated reports to prove those controls are in place.

### Activities

Vendor must:

#### Meet all requirements listed in the 988NBHCCH Security Requirements Traceability Matrix (RTM) – SEC12 Cyber and Annual.

### Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description of Deliverable | Activity |
|  | All deliverables listed to be delivered either annually or as frequent as stated. | 7.12.2.1 (All Sec12 Cyber and Annual requirements) |

Table 28 Security: Cyber and Annual Deliverables

# IMPLEMENTATION AND TIMELINES

This section describes the high-level preferences, requirements, and constraints for implementing this project. If the vendor is unable to meet the proposed timeline constraint, then the vendor is welcome to propose a new timeline and provide justification for change in the timeline.

|  |  |  |
| --- | --- | --- |
| Implementation  Phase | High level functional Capability | Timeline Constraint |
| Phase I | 1. Establish and administer Southern Nevada Crisis Call Center    1. Hire and train key personnel.    2. Acquire required accreditations.    3. Acquire, setup, and configure technology (Hardware, Software, telephony)    4. Join 988 National network. 2. Integrate Bed Registry to the hub. 3. Operate call center services to respond to calls, texts, and chats. 4. Implement continuous quality improvement. 5. Provide internal data dashboards. 6. Provide data for public data dashboards. | Proposals must be based on implementing Phase 1, no later than Jan 2025 |
| Phase II | 1. Provide technology to DMCT including dispatch capabilities. 2. Integrate DMCT with the Crisis Call Center hub. 3. Establish and administer Northern Nevada Crisis Call Center    1. Hire and train key personnel.    2. Acquire required accreditations.    3. Acquire, setup, and configure technology (Hardware, Software, telephony) 4. Provide annual deliverables both functional and technical. 5. Collaborate with Community Partners to establish and maintain MOU/MOA/Interlocal agreements. | Proposals must be based on implementing Phase 1, no later than Jun 2025 |

# REFERENCE LIBRARY

For reference please be sure to read the following materials:

|  |  |
| --- | --- |
| Relevant Content or  Document Title | Link to Document |
| Best practices for training individuals | https://www.samhsa.gov/sites/default/files/TrainingDoc-052820-508.pdf |
| Columbia Suicide Severity Rating Scale (C-SSRS) | https://www.samhsa.gov/resource/dbhis/columbia-suicide-severity-rating-scale-c-ssrs |
| Crisis Now Calculator | https://calculator.crisisnow.com/#/ |
| Nevada Behavioral Health Region | https://nvbh.org/rural-behavioral-health-region/ |
| Mental Health & Suicide Prevention Glossary | https://988lifeline.org/mental-health-suicide-prevention-glossary/ |
| National CLAS Standards | https://thinkculturalhealth.hhs.gov/clas/standards |
| National Guidelines for Behavioral Health Crisis Care  Best Practice Toolkit | https://www.samhsa.gov/sites/default/files/national-guidelines-for-behavioral-health-crisis-care-02242020.pdf |
| Nevada Crisis Response System | https://dpbh.nv.gov/Programs/CRS/CrisisResponseSystemHome/ |
| Search For Treatment | https://findtreatment.gov/locator |

Table 29 - Reference Library

# ACRONYMS

|  |  |
| --- | --- |
| Acronym | Meaning |
| BBHWP | Bureau of Behavioral Health Wellness and Prevention |
| CCBHC | Certified Community Behavioral Health Clinic |
| CIS | Center for Internet Security |
| CQI | Continuous Quality Improvement |
| CSC | Crisis Stabilization Center |
| CRS | Crisis Response System |
| DMCT | Designated Mobile Crisis Team |
| DPBH | Division of Public and Behavioral Health |
| GPS | Global Positioning System |
| KPI | Key Performance Indicators |
| M&O | Maintenance and Operations |
| MFA | Multi-Factor Authentication |
| MOA | Memorandum of Agreement |
| MOU | Memorandum Of Understanding |
| NAMI | National Alliance on Mental Illness |
| NRS | Nevada Revised Statutes |
| PSAP | Public Safety Answering Point |
| RFP | Request for Proposal |
| SAMHSA | U.S. Substance Abuse and Mental Health Services Administration |

Table 30 - Acronyms