



The New York State Contract Reporter

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Contracting Opportunity

Title: 988 Crisis Call Centers

Agency: Mental Health, NYS Office of

Division: Community Budget & Financial Management

Contract Number: TBD

Contract Term: One Year

Date of Issue: 02/10/2022

Due Date/Time: 03/09/2022 4:00 PM

REQUEST FOR APPLICATION - Response by E-Mail ONLY (as indicated in RFA)

County(ies): Clinton, Franklin, Fulton, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady

Location: Specific Identified Counties

Classification(s): Medical & Health Care - *Consulting & Other Services* Miscellaneous - *Consulting & Other Services*

Opportunity Type: General

Description: The New York State Office of Mental Health (NYS OMH) is seeking applications for NYS crisis call centers demonstrating their willingness and ability to operate as a National Suicide Prevention Lifeline call center (NSPL), to receive a one-time funding opportunity to establish new crisis call center operations in preparation for the expected volume increase with the roll-out of 988 in July 2022. NYS is seeking up to two (2) applicants to receive funding to create new crisis call center operations in the Capital Region and North Country Region for the currently 8 uncovered NSPL counties in NYS. Total available funding for all awards equals \$3M dollars. The crisis contact centers must provide services offered through the contact center to all recipients who are routed by area code to the counties for which they become designated by contract with the NSPL as having primary or back-up coverage. Services provided will include all NSPL communication modalities including telephonic hotline capabilities, chat capabilities, and text hotline capabilities as well as follow-up services. Proposals should clearly indicate which of the uncovered counties in New York State are being included in the plan. If all the identified uncovered counties are not included in the winning applications, OMH will work with applicants and/or existing centers to ensure all counties in NYS have access to an in-state 988 contact center.

See attached Document on Document Tab for Full Details.

A budget template to be completed and submitted with proposal/application is

found on the Document Tab.

All proposals/applications must be submitted to: Crisis.Initiative@omh.ny.gov

All questions must be submitted in writing only to carol.swiderski@omh.ny.gov

All questions must be submitted by 2/18/22.

Applications/proposals are due by 4:00 PM on Wednesday, March 9, 2022.

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Service-Disabled Veteran-Owned Set Aside: No

Total MWBE Participation Goals: 0%

Contact Information

Primary contact: Mental Health, NYS Office of
Community Budget & Financial Management
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Submit to contact: Mental Health, NYS Office of
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Documents

Supporting document(s) shown below:

The following supporting documents are available for download:

Document title	Description	Type
988 Crisis Call Center Document (Full Details)		pdf
988 Crisis Call Center RFA Budget Template		xlsx
List of Questions and Answers	Final Q&A Document	pdf

To download these documents, please visit the New York State Contract Reporter website: <http://www.nyscr.ny.gov>

Ad Updates

Change(s) to the ad are shown below:

Date / time	Description	Changed by
02/23/2022 1:32 PM	Adding List of Q&As	Carol Swiderski

Bid Results

Bid Results have not yet been entered.

If you have questions regarding the bid results, contact the issuing agency for more information.

Awards

Awards have not yet been entered.

If you have questions regarding the awards, contact the issuing agency for more information.

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