



# Request for Proposals

## Lynnwood Crisis Care Facility

### Behavioral Health Crisis Stabilization and 23-Hour Crisis Program

**March 10, 2025**

**NORTH SOUND BEHAVIORAL HEALTH  
ADMINISTRATIVE SERVICES ORGANIZATION**

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[www.nsbhaso.org](http://www.nsbhaso.org)

*In Partnership with*

**City of Lynnwood**

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425.670.5000

[www.LynnwoodWA.gov](http://www.LynnwoodWA.gov)

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## I. Instructions

Please read the entire Request for Proposals (RFP) packet.

Responses must be clearly written. If you choose to not use the provided version of the RFP Attachments to complete your Application, your responses must restate each question/section and use the same numbering and lettering sequence as in the RFP. In either case, responses and supporting documentation must be in the same sequence as the RFP.

Please make all written responses clear, specific, and brief. Please try to keep your electronic file under 20MB, if the file exceeds 20MB, please send in separate emails. Quality not quantity counts.

### Applicant organizations must complete:

- Attachment 1\_Letter of Intent (click [here](#))
- Attachment 2\_Applicant Qualifications Response Form (click [here](#))
- Attachment 3\_Project Proposal Response Form (click [here](#))
- Attachment 4\_Budget & Budget Narrative Template (click [here](#))

### Other Important Information:

- The successful bidder will negotiate a lease with the City of Lynnwood.
- The successful bidder will be expected to sign a Memorandum of Understanding (MOU) with City of Lynnwood and North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO).
- The successful bidder will be required to participate in a stakeholder group composed of representatives from the City of Lynnwood, Snohomish County, North Sound BH-ASO, Managed Care Organizations (MCOs), law enforcement, first responders, and other relevant community stakeholders.

**Proposals must be submitted to: [deliverables@nsbhaso.org](mailto:deliverables@nsbhaso.org).**

## II. Overview and Timeline

All organizations must submit a *Letter of Intent, Request for Proposal (RFP) Application Materials*, and a *budget with narrative* to be considered. See *below timeline*.

Questions regarding this process or the RFP must be received electronically by North Sound BH-ASO; send questions to North Sound BH-ASO at [deliverables@nsbhaso.org](mailto:deliverables@nsbhaso.org). Answers to all questions will be posted on the North Sound BH-ASO website ([www.nsbhaso.org](http://www.nsbhaso.org)). See *below timeline*.

Completed proposals must be submitted to [deliverables@nsbhaso.org](mailto:deliverables@nsbhaso.org). Mailed applications will be accepted at 2021 College Way, Suite 101, Mt. Vernon, WA, 98273. Applications received after the deadline will not be considered. See *below timeline*.

Applications will be scored by an Evaluation Committee which will make recommendations to the City of Lynnwood for final selection. See *Scoring and Selection* for more information.

The Evaluation Committee reserves the right to: reject any and all Applications; extend the Application submission date; amend the RFP; and waive any irregularities or informalities in any applications. Evaluation Committee shall be the sole judge of the merits of each application. Additionally, the Evaluation Committee may, at its discretion, request that applicants submit additional information in order to permit a more informed evaluation.

All applications submitted must include a statement disclosing or denying any interest, financial or otherwise, of any employee or official of North Sound BH-ASO, the City of Lynnwood, Snohomish County, CHPW, and Molina Healthcare.

Neither applicant nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation.

An oral presentation may be required of those prospective contractors whose applications are under consideration. Prospective contractors may be informed that an oral presentation is desired and will be notified of the date, time and location the oral presentation is to be conducted.

### Proposed Timeline – Subject to Change

03/10/2025	Release of RFP
03/14/2025	Deadline for Question Submittal (submit to <a href="mailto:deliverables@nsbhaso.org">deliverables@nsbhaso.org</a> )
3/17/2025	Question Response Released (posted on the <a href="http://www.nsbhaso.org">North Sound BH-ASO website</a> )
3/19/2025	Deadline for Letter of Intent Submission (submit to <a href="mailto:deliverables@nsbhaso.org">deliverables@nsbhaso.org</a> )
3/31/2025	Deadline for RFP Application Materials Submission ( <i>Applicant Qualifications, Project Proposal, Budget &amp; Narrative</i> )

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04/04/2025	Evaluation of Proposals (tentative)
04/07/2025	Interviews, if conducted
04/09/2025	Successful bidder notified (tentative)
TBD	Contract(s) Finalized

## III. Introduction

The North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO), in partnership with the City of Lynnwood, is seeking proposals from qualified agencies to provide services for the Lynnwood Crisis Care Facility, which will serve individuals experiencing **behavioral health crises**. This facility will offer **Crisis Stabilization, Psychiatric Urgent Care** and a **23-Hour Crisis Program**, supporting individuals in need of immediate care in a safe, trauma-informed environment.

The Lynnwood Crisis Care Facility building is complete, and the **permit to occupy** has been issued along with **initial Department of Health (DOH) inspections** of the premises. The City of Lynnwood is the owner of the building, and the agency selected will be required to hold a lease agreement with the City of Lynnwood for the use of the facility.

The selected provider will be expected to offer comprehensive **behavioral health crisis stabilization services** and manage operations of the **23-Hour Crisis Program** with a focus on providing a diversion from hospital emergency rooms and jails for individuals in crisis. This facility will serve as an alternative to higher levels of care such as emergency rooms or incarceration, ensuring individuals are appropriately served in a behavioral health setting.

## IV. Project Intent

The **Lynnwood Crisis Care Facility** represents a critical resource in addressing the growing need for **behavioral health crisis services** in our region. This facility will provide a safe, supportive environment for individuals in crisis, offering timely **behavioral health stabilization** and a **23-hour crisis program** that will reduce unnecessary hospitalizations and jail bookings. The **primary goal** of the facility is to create a **diversion** from hospital emergency rooms and jails for individuals in crisis, ensuring they receive the appropriate care in a compassionate, trauma-informed setting.

The selected provider will engage in **proactive conversations** with stakeholders throughout the **program development, implementation, and maintenance** phases. Ongoing collaboration with **North Sound BH-ASO, the City of Lynnwood, Snohomish County, Managed Care Organizations (MCOs), law enforcement, first responders, and other community stakeholders** will be essential for continuous improvement, ensuring that the facility's operations align with community needs and emerging trends.

## V. Scope of Work

The selected agency will be responsible for:

- Operating the **Lynnwood Crisis Care Facility** and providing **Crisis Stabilization** and **23-Hour Crisis Program** services. Services must be available 24 hours a day, 7 days a week, 365 days a year.
- Ensuring that services meet the needs of individuals in behavioral health crises and comply with all applicable state and federal regulations, including relevant **WACs** and **RCWs**.
- Developing and maintaining **collaborative relationships** with **stakeholders** to ensure effective service delivery, data-sharing, and continuous improvement of the facility.
- Providing a **diversion** from hospital emergency rooms and jails by offering specialized care for individuals in crisis, reducing the reliance on the criminal justice and healthcare systems.
- Maintaining **regulatory compliance**, including staff qualifications, security protocols, and safety standards.

For more information on 23-hour Crisis Relief Centers, please refer to [RCW 71.24.916](#)



## VI. Project Goals

The **primary goal** of the Lynnwood Crisis Care Facility is to create an **effective diversion** strategy for individuals in **behavioral health crises** to be served appropriately outside of hospital emergency rooms and jails. The project also aims to:

1. Provide **safe, compassionate, and effective crisis care** that stabilizes individuals in a trauma-informed, supportive environment.
2. **Enhance access** to behavioral health services and **reduce reliance** on emergency rooms and jails.
3. **Foster collaboration** with local law enforcement, first responders, **Managed Care Organizations (MCOs)**, and other stakeholders.
4. Support the **development of a Psychiatric Urgent Care model** to expand access to urgent psychiatric care.
5. **Improve community safety** and reduce criminal justice system involvement by offering behavioral health crisis alternatives.
6. **Achieve regulatory compliance** and maintain high standards of care.
7. **Measure, evaluate**, and report on key outcomes related to patient care and community impact.
8. **Sustain the facility's long-term viability** through effective funding, stakeholder partnerships, and program flexibility.
9. **Establish "no wrong door" community access** for mental health and/or substance use crises.

## VII. Minimum Qualifications

To be considered, proposers must meet the following minimum qualifications:

1. **Proven experience** in operating behavioral health crisis services and facility based behavioral health services.
2. **In depth understanding** of facility-based crisis stabilization services and 23-hour crisis relief services.
3. **Certification and accreditation** by appropriate local, state, or national behavioral health organizations.
4. Demonstrated capacity to meet compliance standards and regulatory requirements for **behavioral health crisis care** and **23-hour crisis relief facilities**, including all relevant **WACs** and **RCWs**.
5. **History of holding Medicaid contracts with Managed Care Organizations (MCOs)** in the state of Washington, demonstrating the ability to navigate Medicaid billing processes and effectively deliver services within the state's managed care framework.
6. **Capacity** to staff the facility with licensed professionals, including psychiatrists, nurses, social workers, and other crisis intervention specialists.
7. Experience in collaborating with **local law enforcement, first responders**, and community resources.
8. History of performing **Care Coordination** and/or providing **Transition Planning** by engaging critical partners to include emergency responders, police departments, emergency departments, co-responders, etc.
9. A commitment to **trauma-informed care** and **culturally competent services**.
10. Ability to provide **reporting, data analysis, and outcome evaluation**.
11. **Ongoing participation in a stakeholder group** composed of representatives from the City of Lynnwood, Snohomish County, North Sound BH-ASO, MCOs, law enforcement, first responders, and other relevant community stakeholders.

## VIII. Project Minimum Requirements

At a minimum, the successful bidder must ensure the following:

- Open 24 hours a day, 7 days a week with access to a prescriber and the ability to dispense medications appropriate for individuals in behavioral health crisis;
- Maintain an open-door policy, with no medical clearance, and the ability to accept admissions at least 90% of the time when the facility is not at full capacity, with a no-refusal policy for law enforcement. All declined admissions must be documented, tracked, and available for DOH review;
- Ability to screen for physical health needs with an identified pathway to transfer to an emergency department if necessary;
- Ability to provide minor medical and wound care
- Screen all patients with comprehensive suicide and violence risk assessments;
- Limit patient stays to a maximum of 23 hours and 59 minutes except for patients waiting on a Designated Crisis Responder (DCR) evaluation or making an imminent transition to another setting as part of an established aftercare plan;
  - Any person held involuntarily should be evaluated by a DCR within 12 hours of notice for the need for evaluation. If a DCR is unable to respond within 12 hours, facilities may have to transfer the patient to an emergency department.
- Maintain relationships with entities capable of providing for the ongoing service needs of clients; and,
- Coordinate connection to post-discharge care.

## IX. Proposed Budget and Narrative

Applicants are required to submit a **Proposed Budget** along with a **narrative** using the provided template that clearly explains how the requested funds will be allocated to support the operational and service delivery requirements of the **Lynnwood Crisis Care Facility**. The budget and narrative should demonstrate financial responsibility, efficiency, and alignment with the project goals outlined in this RFP.

### 1. Proposed Budget

The proposed budget should outline all anticipated costs associated with the operation of the facility, including but not limited to:

- **Personnel Costs** (salaries, wages, benefits, etc. for staff)
- **Facility Operations** (rent, utilities, maintenance, etc.)
- **Program Costs** (supplies, materials, crisis stabilization and program-related services)
- **Training and Development** (ongoing staff training, professional development, etc.)
- **Technology and Equipment** (computers, software, security systems, etc.)
- **Insurance** (liability, property, etc.)
- **Contingency** (a reasonable reserve for unforeseen costs)

The budget should be detailed by line item, with sufficient documentation or justification for each expense.

### 2. Budget Narrative

The budget narrative should provide a clear and comprehensive explanation of the proposed budget. This should include:

- **Justification of Budget Items:** Explain the rationale behind major expenses and how they directly relate to the operation of the Crisis Care Facility.
- **Alignment with Project Goals:** Describe how the budget supports the achievement of the project goals, including **crisis stabilization, 23-hour crisis services, diversion from hospitals and jails, and collaborative efforts with stakeholders.**
- **Sustainability:** Discuss how the budget reflects strategies for the **long-term sustainability** of the facility, ensuring that funding supports ongoing operations while adapting to future needs.
- **Cost Efficiency:** Explain how the proposed budget demonstrates fiscal responsibility, including efforts to maximize resources while maintaining quality services.
- **Funding Sources:** Identify any additional funding sources or in-kind contributions that may be leveraged to support the facility's operations (e.g., local, state, or federal funding, partnerships, etc.).

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The budget and narrative will be evaluated for **cost-effectiveness**, **clarity**, and **alignment** with the facility's objectives. Applicants should provide sufficient detail to demonstrate that the proposed budget is realistic and that funds will be used responsibly to meet the needs of individuals in behavioral health crises.

## X. Scoring and Selection Process

Applications will be evaluated and scored by an Evaluation Committee. Once an applicant is qualified, a selection committee will be convened to determine which applicant will be chosen for recommendation. As the City of Lynnwood is the owner of the building, the Evaluation Committee will make recommendations to the City of Lynnwood, and the City of Lynnwood will be the final decider.

Each Minimum Qualification and each item in the Project Requirements must be addressed. A proposed budget and narrative must also be provided. Organize responses in the same order with the correct heading/question as shown in the RFP if not using the provided form(s).

Each item has either a Scoring Weight or a N/S that means Not Scored. Each evaluator shall independently assign a score to areas based on the written proposals. Scores will then be summed for all members of the Evaluation Team for each section of the Application.

The evaluators will use the following scoring method:

- 0=no experience/capacity
- 1=limited experience/capacity
- 2=partial experience/capacity
- 3=strong experience/capacity
- 4=extensive experience/capacity

### Optional Interview

If a selection cannot be made based on the written proposal evaluation and the organization performance rating alone, the Evaluation Committee shall elect to interview the top two or more Applicants. If interviews are conducted, the final recommendation would be based upon the total points awarded for the written evaluation, agency performance and the oral interview.

## XI. Appeal Process

Applicants may appeal only deviations from laws, rules, regulations, or procedures. Disagreement with the scoring by evaluators may not be appealed.

The following procedure applies to Applicants who wish to appeal a disqualification of Application or award of contract:

1. All appeals must be in writing and physically received by the North Sound BH-ASO Executive Director no later than 4:00 p.m. on the fifth (5th) working day after the postmarked date of the notice of disqualification or intent to award.

Address appeals to:  
JanRose Ottaway Martin, Executive Director  
North Sound BH-ASO  
2021 E College Way, Ste. 101  
Mt Vernon, WA 98273

2. Appeals must specify the grounds for the appeal including the specific citation of law, rule, regulation, or procedure upon which the protest is based. The judgment used in scoring by individual evaluators is not grounds for appeal.
3. Appeals not filed within the time specified in paragraph 1, above, or which fail to cite the specific law, rule, regulation, or procedure upon which the appeal is based shall be dismissed.

## XII. General Procurement Information

### RFP Amendments:

- A. The Evaluation Committee may, at any time before execution of a contract, amend all or any portion of this RFP. The Evaluation Committee will e-mail any RFP amendments to you. If there is any conflict between amendments or between an amendment and the RFP, whichever document was issued last in time shall be controlling.
- B. Retraction of this RFP  
The Evaluation Committee is not obligated to contract for the services specified in this RFP. North Sound BH-ASO and the City of Lynnwood reserve the right to retract this RFP in whole, or in part, and at any time without penalty.
- C. Rejection of All Proposals  
This RFP does not obligate The Evaluation Committee to contract for services specified herein.
- D. Most Favorable Terms  
The Evaluation Committee reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms the applicant can put forward. There will be no best and final offer procedure. The Evaluation Committee reserves the right to contact a bidder for clarification of its proposal.

The applicant should be prepared to accept this RFP for incorporation into a contract resulting from the RFP. Contract negotiations may incorporate some or the entire proposal. It is understood that the proposal will become a part of the official procurement file on this matter without obligation to The Evaluation Committee.