

BOSTON PUBLIC HEALTH COMMISSION

Boston Emergency Medical Services



REQUEST FOR PROPOSAL

for the procurement of

CRITICAL INCIDENT STRESS MANAGEMENT (CISM) PEER SUPPORT

December 12, 2024

Introduction

The Boston Public Health Commission (BPHC) is issuing a Request for Proposal (RFP) to perform services for Boston EMS Critical Incident Stress Management (CISM) Peer Support.

Request For Proposal Timeline	
December 12, 2024	RFP Advertisement posted on The Boston Globe
December 12, 2024 by 5:00 PM ET	RFP available online at: Boston.gov/bids
December 16, 2024, by 5:00 PM ET	Deadline to submit questions, please send to: Patrick Calter, Captain Calter@bostonems.org & RFR@bphc.org Subject Title: "RFP Questions – Boston EMS CISM Peer Support"
December 23, 2024, by 5:00 PM ET	Responses to questions posted at Boston.gov/bids
January 3, 2025, by 5:00 PM ET	RFP Submission deadline. Submit response via email to: Patrick Calter, Captain Calter@bostonems.org & RFR@bphc.org Subject Title: "RFP Submission – Boston EMS CISM Peer Support" NO EXCEPTIONS TO THIS DEADLINE

Background

The Boston Public Health Commission (BPHC) is the local public health department for the city of Boston. BPHC’s mission is to protect, preserve, and promote the health and well-being of all Boston residents, particularly the most vulnerable populations. Boston Emergency Medical Services (Boston EMS), a Bureau of the Boston Public Health Commission, is the City’s municipal 911 pre-hospital provider.

Boston EMS is the largest municipal provider of emergency medical services in New England which:

- Employs 440 uniformed Emergency Medical Technicians (EMTs), Paramedics, and supervisory/command personnel, as well as 32 civilian members.
- Operates 22 frontline Basic Life Support (BLS) ambulances and 5 Advanced Life Support (ALS) ambulances on day and evening shifts, and slightly fewer ambulances overnight.
- Responds to approximately 138,000 clinical incidents annually.
- Operates ambulances from 17 stations. Each station houses one or two ambulances, and two stations also house supervisory personnel.
- Operates the City’s 9-1-1 emergency dispatch for emergency medical calls, which is a component of the City’s integrated 9-1-1 service that links police, fire, and emergency medical services.

- Operates the Central Medical Emergency Direction radio system for ambulance-to-hospital communication for 62 communities in Metro-Boston.

Boston EMS recognizes that EMTs and Paramedics are faced with certain events that have the potential to create a significant stress reaction. Boston EMS has created a Peer Support Program with a Critical Incident Stress Management (CISM) component to provide peer-driven, clinically guided assistance to its employees. Peer Support team members are EMTs and Paramedics with specialized training in various aspects of CISM, based on the guidelines set forth by the International Critical Incident Stress Foundation (ICISF) and the Critical Incident Stress Debriefing Operational Manual (Mitchell & Everely).

The Program is currently under the direction of a Team Coordinator, a uniformed department member of Boston EMS whose duties include the following:

- Developing and implementing strategies for the CISM/Peer Support Team;
- Scheduling and setting of agendas for monthly Team meetings;
- Maintaining Team member certification records;
- Acting as liaison to outside service providers, a staff psychologist, and others;
- Providing CISM in-service education for department members and supervisor training in CISM; and
- Working with both union and management representatives on CISM/Peer Support-related activities

All service contracts awarded by the Boston Public Health Commission may be subject to following the City of Boston's living wage ordinance. This ordinance requires that all employees working on sizable city contracts earn an hourly wage that is enough for a family of four to live at or above the federal poverty level. This wage amount called the living wage, is recalculated every year. For more information, please visit <https://www.boston.gov/worker-empowerment/living-wage-division>.

As part of BPHC's efforts to have an equitable procurement process, BPHC will consider and encourage Certified Unrepresentative Businesses Enterprises (CUBE) that includes; Minority-owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE), Disability-owned Business Enterprise (DOBE), Lesbian Gay Bisexual Transgender Business Enterprises (LGBTBE), Minority Non Profit (MNPO), Women Non Profit (WNPO), Minority Women Non Profit (MWNPO) and local businesses to apply to this RFP.

Scope of Work

Boston EMS seeks responses from individuals or firms ("respondents") interested and qualified to perform Critical Incident Stress Management (CISM) services in three areas: 1. Clinical Services 2. Training Programs and 3. Residential Services. Prospective responders may submit a response for all 3 (three) areas or only 1 (one) or 2 (two) areas. Boston EMS may, at its discretion, select more than one respondent to provide the services (for example, award may be for the area of the Clinical Services, the Training Programs or Residential Services). Generally, only one qualified proposer will be selected for the clinical services based upon the need for consistency of service. However, one or more than one qualified proposer could be selected to provide trainings and residential services.

Clinical Services

Respondents shall provide the following clinical services through one or more clinicians:

- Clinical consultation to Boston EMS CISM team Leader and Peer Support Team members, referrals and administration.
- Collaboration with the Boston EMS Team Coordinator on oversight, development, training, and assistance in team ICISF Certification
- Clinical supervision of Team Coordinator. This will include working closely with the team coordinator to discuss both crisis and on-going situations which may require either peer support counseling, direct clinical services, or both
- Assists the coordinator in maintaining a comprehensive list of referrals
- Monitors the debriefings provided, assists in determining the appropriateness of a debriefing request
- Available for up to 16 hours of office hours (per week) for Boston EMS personnel
- One shift per month (8) hour's ambulance ride long or Dispatch Operations observation
- Availability of one CISM-trained clinician and support services on a 24-hours a day, 7-day a week basis to be contacted by Boston EMS staff in the event of a need for clinical consultation or a catastrophic event; which may require an in-person response. The interaction may include a telephone consultation, on-scene response, communication with Boston EMS administration, and assistance with intake for residential crisis intervention or other inpatient facility. Based upon current usage it is anticipated that there would be about 3 - 5 contacts per month.
- Direct clinical services to include crisis intervention sessions, counseling, family/child work.

Training Services

Qualified proposers shall provide training instructors certified through the International Critical Incident Stress Foundation [International Critical Incident Stress Foundation](https://www.icisf.org/)¹ (ICISF) or another accredited institute in various course offerings in the related field of Critical Incident Stress Management and Peer Support.

Respondents shall conduct three (3) of the following ICISF approved courses and shall provide accredited ICISF instructor, all course materials, books, and diplomas for up to 30 students.

- Group Crisis Intervention
- Advanced Group Crisis Intervention
- Individual Crisis Intervention and Peer Support
- Suicide Intervention and Prevention
- From Trauma to Addictions
- Line of Duty Death

Respondents with the capacity to provide training in additional subjects will also be considered such as:

- Grief Counseling
- Suicide intervention / Prevention
- Alcohol / Substance Abuse
- Wellness screenings

Training Sessions must meet the standards of the ICISF.

Residential Services

Respondents shall provide the following residential services:

Respondents will have access to a secure and private residential treatment facility for Critical Incidents, Post Trauma Reactions and Job-Related Stress Reactions. Respondents shall provide Seventy-Five (75) residential days of treatment at

¹ <https://www.icisf.org/>

the respondents' facility. Once a need has been identified, placement in the next scheduled program is guaranteed to Boston EMS. Residential requests from the team coordinator or their designee must be fulfillable within 7 days unless exigent circumstances exist. This facility shall be responsible for providing programs designed at varying lengths of stays to meet the need of the service. These programs will be made up of a multidisciplinary support system and shall include but are not limited to the following:

- Peer Support
- Group Crisis Intervention
- One on One intervention
- Eye Movement Desensitization and Reprocessing (EMDR)
- Thought Field Therapy (TFP)
- Chaplainry element

The respondents should also have in place a program directed at spouses and children. Meals and lodging would be included at the facility. The residential component shall meet applicable state and federal standards.

Qualifications

A Clinical Director shall oversee any clinicians assigned by respondents to Boston Emergency Medical Services. Team Coordinator or his/her designee shall approve clinicians. The clinical director assigned to provide services under the contract shall possess the following qualifications:

- Doctorate in Psychology (PsyD or PhD) from an American Psychological Association-accredited college or university and have at least 5 years of demonstrated clinical experience
- Certificate in Critical Incident Stress Management at the Basic and Advanced level through the Institute of Critical Incident Stress Foundation or other accredited institute.
- Minimum of 3 years' experience as an active member of a Critical Incident Stress Management team.
- Experience with emergency services preferred.

Clinicians assigned to provide services under this contract shall possess the following qualifications:

- Masters or Doctoral level in Psychology or Social Work, LICSW preferred and have at least 3 years demonstrated clinical experience.
- A certificate in Critical Incident Stress management at the Basic and Advanced level through the International Critical Incident Stress Foundation or other accredited institute
- Experience with Emergency Service Personnel
- Professional training in the following areas is preferred:
 - o Alcohol / Substance Abuse
 - o Family Therapy

Period of Performance

The contract period will start March 1, 2025. Boston EMS anticipates a 3-year contract with two 1-year extension options, for a total of up to 5 years. Any rates provided will be assumed to be for the duration of the contract unless otherwise stated. If proposer prefers a shorter duration contract, that should be stated in the submitted proposal.

Proposal Requirements

Respondents must submit their response via email to:

Boston EMS Peer Support Team

Patrick Calter, Captain

Calter@bostonems.org & RFR@bphc.org

Response format:

1. Submit response as a single document in PDF format
2. Use the following format for PDF filename “[Respondent’s Name] - Boston EMS CISM Peer Support”
3. Email Subject Title: “RFP Submission – Boston EMS CISM Peer Support”

Responses should include the items listed below:

1. A written description of how respondent will address all components outlined in the scope of work (not to exceed 10 single sided pages)
2. Include brief statement of qualifications and experience relevant to the requirements of this RFP, including organizational affiliation, title, and proposed role in project. For individual consultant, reference at least three relevant projects that employed the skills and knowledge relevant to this RFP and reference at least one relevant project for any other listed individuals. If consultants are part of an agency or firm, give a brief organizational background including relevant work.
3. Resumes or CV’s of its principal(s) and key staff who will be assigned to provide services
4. Proposed range of costs for each of the services listed herein. Option year proposals must be included per option year dates and on separate budget.
5. Three references

This RFP is for planning purposes only and shall not be construed as a solicitation or as an obligation on the part of BPHC to award a contract or pay for preparations of any information submitted, however, this RFP may result in the award of a contract to a qualified respondent. The award is subject to the execution of a formal contract between both parties.

All responses to this RFP will be public record under the Massachusetts’ Public Records Law, Mass. Gen. L. ch. 66 s. 10, regardless of confidentiality notices to the contrary.

Responses must be received no later than January 3, 2025 by 5:00 PM ET. Responses received after this date and time will not be considered.