

Hawaii Department of Health
Adult Mental Health Division (AMHD)
Request for Information (RFI) Response Summary
RFI No. AMHD 420-2-22
Behavioral Health Crisis and Suicide Call Center
Statewide

A Request for Information for Behavioral Health Crisis and Suicide Call Center was issued on November 8, 2021 and written feedback was received from one organization. Below is a summary of the response received through this process as they relate to the questions from the RFI.

The respondent did not indicate if they currently have a facility that could provide the proposed crisis and suicide call center service, or if they have the equipment (telephone system and/or computer system) to provide the proposed service. The respondent did not address how their organization would include a cultural component in its staff training, did not address any logistical challenges that an organization may have when attempting to provide the crisis and suicide call center, or propose a price structure for the crisis and suicide call center for 24/7 services.

The Respondent shared their concern regarding how referrals would be made for this service. They felt there was a conflict of interest if an organization currently providing AMHD community services were to be the Provider of this service.

The AMHD appreciates the participation of the organization that submitted a response to the RFI and will consider it when developing the RFP.