



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

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GOVERNOR

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Michigan issues Request for Proposals for Michigan Integrated Crisis and Access Line Staffing Service

LANSING, Mich. – The Michigan Department of Health and Human Services (MDHHS) and the Department of Technology, Management & Budget (DTMB) have issued a Request for Proposals (RFP) to staff the Michigan Integrated Crisis and Access Line (MCAL), a new behavioral health integrated crisis and access system.

The vendor will work with MDHHS to develop and operate a command center that provides crisis line services and leverages a variety of communication methods, including but not limited to phone, text, email, chat and application, to support persons in crisis and facilitate coordinated access to care for all essential services cited in the [Michigan Mental Health Code at MCL 330.1206](#).

These services include but are not limited to: suicide prevention, behavioral health supports and services, substance use disorder treatment and rehabilitation services. MCAL will be available for anyone in the state in need of behavioral health and/or crisis response services.

A total of \$3 million in state and federal funds is available through this RFP. The RFP number is 200000001867. Proposals are due by 3 p.m. on June 30. The program period is Sept. 30, 2020 through Sept. 30, 2021.

“MCAL will be a centralized system that helps Michiganders in crisis navigate the behavioral health system,” said Al Jansen, deputy director of MDHHS Behavioral Health and Developmental Disabilities Administration. “It will connect individuals experiencing behavioral health crises or requiring mental health or substance use disorder services to local behavioral health professionals 24 hours a day, 7 days a week, 365 days a year.”

- All RFPs for Commodities and Services are issued at the [State of Michigan Bid System](#). To access the RFP and/or receive notifications of State of Michigan bidding opportunities, [please register online](#).
- For assistance with registration or how to navigate the site, please contact the Office of Financial Management at phone number 517-284-0540 or 888-734-9749, press 3 on the automated menu for SIGMA VSS help or via e-mail at DMB-vendor@michigan.gov. For additional information, visit the [Contract Connect website](#).

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- For vendors that intend to submit a response, the contact concerning this RFP is Doug Glaser, who can be reached at glaserd@michigan.gov or 517-898-3982. In addition to the **mandatory** requirement of submitting the proposal through SIGMA by the deadline, bidders are also **encouraged** to submit proposals by email to glaserd@michigan.gov in the event of a SIGMA outage.

About MCAL

Effective April 26, 2020, Michigan Public Act 12 of 2020 created MCAL. MCAL will be staffed 24 hours a day, seven days a week. MCAL staff will refer and connect callers with local systems of care (e.g., Community Mental Health Services Programs and Prepaid Inpatient Health Plans) and resources, including up-to-date availability of psychiatric and substance use disorder services offered to the community. MCAL will also utilize a customer relationship management database infrastructure to track, monitor, assign, follow up, and report on access line operations. [MDHHS will maintain operational oversight of MCAL.](#)

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