

**Lubbock Regional Mental Health Mental Retardation Center, dba  
StarCare Specialty Health System  
Request for Proposals – Open Enrollment  
Recruitment Agencies for Permanent and Temporary Staffing Needs**

**I. BACKGROUND INFORMATION**

StarCare Specialty Health System (StarCare) is a Community Center created under the authority of the Texas Mental Health and Mental Retardation Act, Articles 5547-210, enacted by the 59<sup>th</sup> Legislature Regular Session, effective September 1, 1965. StarCare is considered a unit of local government and has non-profit status with the Internal Revenue Service. Although StarCare is not a state agency, it contracts with many state agencies to provide services throughout numerous counties surrounding Lubbock, Texas. StarCare has an annual operating budget in excess of \$48,000,000, employs over 470 staff and operates from over 40 service locations. As a governmental entity, StarCare must comply with all applicable local, state and Federal regulations.

**II. OVERVIEW AND GOAL OF PROJECT**

StarCare is requesting proposals from firms specializing in recruitment of physicians and medical professionals with psychiatric experience for permanent or temporary placement in healthcare facilities. The purpose of this RFP is to select staffing service providers that have the experience and capabilities to support StarCare's staffing needs for psychiatrist and mental health medical service providers (i.e., Nurse Practitioners Psychiatry, Physician Assistants and Medical Doctors) for either permanent placement or temporary assignments on an 'as and when needed' basis. This RFP includes search (retainer) services for psychiatrist and mental health medical service providers. Future staffing services StarCare procures will utilize the service providers selected from this RFP. Any service provider that has already previously done business and provided StarCare with such staffing service offerings and wish to compete to become a vendor must submit a response to this proposal. The successful providers will become part of the provider network and will be issued Services Agreements that StarCare may commission in the future. Due to the 'as and when required' nature of this initiative, StarCare cannot guarantee any minimum level of utilization or expenditure commitment to vendors.

**III. CONSIDERATION REQUIREMENTS**

**In order for proposals to be considered, proposers must have and/or agree to the following:**

- A. **Qualifications/Experience:** Firms must have a minimum of 10 years' experience providing staffing recruitment and placement services for human service organizations similar to StarCare.

**IV. TECHNICAL COMPONENTS OF PROPOSALS**

**No financial information is to be included in the Technical Proposal. The Technical Proposal should be submitted separately from the cost bid. Proposals are limited to**

**five (5) pages and must follow the outline below and contain the requested information:**

**A. Organization Background and Experience:**

1. Proposers should clearly describe years of experience providing recruitment and staffing operations and experience specific to recruiting physicians and medical staff for a behavioral health facility.
2. Provide a description of its organization and business mission and describe ability to meet the performance requirements outlined in the RFP.
3. Describe how the organization manages overall recruitment activities, including the process for matching candidates with the needs of customers;
4. Describe your organizations ability to provide qualified candidates quickly and efficiently including how long it takes your organization to process a request to fill a position;
5. Provide information on organizations rate of successfully placing candidates on an annual basis; and
6. Provide information regarding the average length of employment for candidates that are placed by the organization.

**B. Qualifications of Personnel:** Describe the work experience and other relevant background of the recruitment company staff who will be assigned to manage this contract.

**C. References:** Provide a list of current and past clients (past 2 years only) along with the names, telephone numbers and email addresses of contact persons and the dates services were provided.

**D. Sealed Dollar Cost Bid (Inclusive of Retainer fee if applicable): IN A SEPARATE, SEALED ENVELOPE** enclose a fee schedule listing the rates, additional cost incurred for locum placements as well as fees for permanent placements and retainer fees, if applicable. Entitle the envelope “Sealed Dollar Cost Bid” and include name of proposer.

**V. SUBMISSION INSTRUCTIONS**

All proposals in response to this RFP must meet the following conditions or they may not be considered.

- A. Proposers shall submit one (1) stapled original and (1) stapled copies of the proposal for consideration. Proposals (not inclusive of the sealed dollar cost bid) must not exceed five (5) pages in length.
- B. A cover letter must accompany proposals, clearly stating the legal name of the proposer’s organization and the name, address and telephone number of the proposer’s authorized representative.
- C. The sealed dollar cost bid will be provided separate from the technical proposal.
- D. Proposals must meet all of the requirements contained in this RFP. Failure to meet any of the requirements could result in a proposal not being considered. StarCare

reserves the sole right to determine whether a proposal meets the stated requirements.

E. Delivery: All proposals must be received either by certified mail or hand delivery.

**Certified Mail must be addressed to:**

Karen Harris, Contracts Management Director  
StarCare Specialty Health System  
P.O. Box 2828  
Lubbock, Texas 79408-2828

**Hand Deliveries must be made to:**

Karen Harris, Contracts Management Director  
StarCare Specialty Health System  
904 Ave. O., 3<sup>rd</sup> Floor  
Lubbock, Texas 79401

**NO PROPOSALS WILL BE ACCEPTED VIA FAX.**

**VI. TECHNICAL ASSISTANCE TO PROPOSERS**

Proposer's may contact Karen Harris, Contracts Management Director (806-928-6976) for technical assistance regarding the RFP process and/or may contact Marcella Ford, Network Management Division Director (806-767-1621) for technical assistance regarding the scope of work.

**VII. RIGHTS OF STARCARE (including, but not limited to...)**

StarCare reserves the right to withdraw this request for proposals, at any time, without award.

The release of this request for proposals, in no way constitutes or implies responsibility of StarCare to make an award, nor does it obligate StarCare for any costs associated with the preparation of proposals.

StarCare reserves the right to negotiate with any proposer, any part of submitted proposals or any other relevant matter.

StarCare reserves the right to consider any and all factor(s) when making an award determination and to give preference to proposers with experience consulting with human service organizations, similar to StarCare.