

Request for Proposals

Physical and Occupational Therapy Services

July 2025

We imagine a community where all people have hope and the opportunity to achieve their full potential for health and wellbeing.

StarCare Specialty Health System
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1. Introduction

Lubbock Regional MHMR Center DBA StarCare Specialty Health System (StarCare) is seeking proposals from qualified providers of rehabilitation therapy services, inclusive of physical and occupational therapy services. Preference will be given to proposals from agencies with federal tax identification numbers and a history of at least three (3) years in business providing rehabilitation therapy services to special populations. StarCare is seeking qualified proposers to contract for the delivery of **Physical Therapy (PT)** and **Occupational Therapy (OT)** services at **Sunrise Canyon Hospital**, a psychiatric inpatient facility currently operating with 30 beds and expanding to 60 beds in **March 2026**. Service requirements would include onsite services, seven (7) days a week from 8:00 AM to 4:00 PM daily. As well as providing services for StarCare's Intellectual and Developmental Disability (IDD) and Youth Empowerment Services (YES) Waiver programs.

2. Company Background

StarCare Specialty Health System is a community-based nonprofit organization and designated Local Mental Health Authority and Local Intellectual and Developmental Disability Authority (LIDDA), serving as an agent of the State of Texas. The organization encompasses a 24-hour inpatient psychiatric hospital, an outpatient mental health clinic, Intellectual and Developmental Disability (IDD) services and three additional service lines operating under a single EIN. With a diverse workforce and multiple locations, StarCare is committed to delivering specialized healthcare services that improve health outcomes and community wellbeing. To support these services, the organization continuously seeks to enhance its technological infrastructure and operational systems.

3. Scope of Work

The selected vendor will be responsible for:

- a. Sunrise Canyon Hospital services for the 30-bed inpatient unit to include:
 - i. An inpatient psychiatric rehabilitation therapy program for a minimum of forty (40) hours per week, Sunday through Saturday, for programming, designed and supervised by an agreed upon staff member, and provided by three (3) FTEs with the addition of an active student training program for undergraduate level and graduate level occupational therapists, recreational therapists, and students from human services educational programs.
 - ii. Development and maintenance of policies and procedures for OT/PT, recreational rehabilitation therapies, and dietary services
 - iii. Supervision for licensed or certified rehabilitation therapists and student therapists.
 - iv. Training for inpatient staff regarding evidence-based best practices in OT/PT

- v. Training for inpatient staff on the de-escalation techniques of Saltori Alternatives to Managing Aggression (SAMA).
- vi. Direct inpatient psychiatric rehabilitation services to include OT/PT assessments.
- vii. Conduct a minimum of 7 occupational or recreational group services for the inpatient unit each week, tailored to the current patient population.
- viii. Collection of patient satisfaction data with program changes made based on accurate interpretation of survey data.
- ix. Work directly with hospital administration to create Performance Improvement projects within the OT/PT, recreational therapy, and dietary areas based on survey data.
- x. The Director of Recreational Services will participate in Medical Executive Committee meetings, Quality Assurance Performance Improvement (QAPI) committee meetings, Treatment Team, Leadership Team, Incident Review, Quality Management, and Risk Management Committee meetings.
- xi. Physical Therapy evaluation and assessment only as ordered by a physician performed by a licensed Physical Therapist.
- xii. Occupational Therapists evaluations and assessments as ordered by physician performed by a licensed OT, approximately 15 hours a month more as needed.
- xiii. Provide patients a minimum of 3 nutrition education classes each week by a Licensed Dietician.
- xiv. Dieticians shall provide input and feedback in the development of policies and procedures for nutrition services;
- xv. Dieticians shall establish and monitor basic nutrition screening to be completed by nursing staff at admission;
- xvi. Dieticians shall create a training log for dietary staff in-services;
- xvii. Dieticians shall provide menus, recipes, and meal preparation guidelines appropriate for patients served at Sunrise Canyon Hospital;
- xxviii. Dieticians shall develop and monitor performance improvement plan for nutrition services, to include establishing regular procedures for reviewing food service department and recommending changes as indicated, and participating in meetings and committees as requested;
- xix. Dieticians shall complete nutrition referrals and consultations as ordered by Sunrise Canyon physicians;
- xx. Dieticians shall communicate with Interdisciplinary team regarding patient's nutritional assessment/recommendation to include meal preparation for differing patient diets; and
- xxi. Dieticians shall work closely with Dietary Manager in order to ensure staff and environment meet accrediting (Joint Commission, CMS, TAC, etc.) standards.
- xxii. Dietician will work with administration during the construction of the hospital build to ensure dietary compliance at federal, state, and local levels.
- xxiii. Dietician will work in collaboration with hospital administration to ensure the dietary needs are fulfilled through the expansion of services after construction is completed.
- xxiv. Measurable outcomes for services provided at Sunrise Canyon Hospital shall include:

1. 95% of all patients admitted will be assessed for functional status within three (3) days of admission.
 2. 95% of all dietary consultations will be completed within 72 hours of the written order.
 3. 95% of the dietary consultants performed will receive a follow-up consultation for patient questions and satisfaction.
 4. 95% of rehab activities will be reported to the medical executive committee meetings through the program participation record.
 5. 95% of OT/PT consultations ordered will be completed within a 48 hour period.
 6. A yearly performance improvement project will be conducted in the recreational therapies' areas of their choosing (recreational, OT/PT, or dietary).
 7. Dieticians will attend 90% of dietary department staff meetings and provide staff education.
 8. The Director of Recreational Services, or designee, will attend 90% of all mandatory committee meetings.
 9. Revisions to the Master Program Schedule will be made quarterly as required, posted, and distributed according to current policy and procedure.
 10. An agreed upon staff member will maintain standardized protocols for each group or programs listed on the master schedule and will submit changes to the Hospital Administrator or Associate Hospital Administrator for Sunrise Canyon Hospital.
 11. An agreed upon staff member will facilitate SAMA refresher training for inpatient staff every 6 months.
 12. An agreed upon staff member will facilitate multidisciplinary participation in rehab therapy services provision through documented education and information for inpatient staff.
 13. An agreed upon staff member will maintain on file and provide the Contract Monitor proof of current liability insurance coverage for all licensed therapists employed by Vendor at Sunrise Canyon Hospital. Maintain standards sufficient to meet or exceed all requirements of surveying bodies. Areas cited by recommendation or deficiency will be corrected to the satisfaction of the reviewer. Failure to meet the standards listed above may result in verbal counseling with the hospital administrator. More than two counseling situations due to failure to meet standards may result in modification to the existing contract in the subsequent fiscal year.
- b. StarCare's Intellectual and Developmental Disability (IDD) Home and Community Based Services (HCS) program services at the home of the participant or at their Individualized Skills and Socialization (ISS) location to include:
- i. Occupational Therapy (OT).
 - ii. Physical Therapy (PT).
- c. StarCare's Youth Empowerment Services (YES) Waiver program services to include:
- i. Recreational therapy, including:
 1. Sand tray therapy
 2. Expressive arts (painting, drawing, creating, sculpting, acting and/or singing)

3. Constructing, building, balls, etc.

4. Proposal Requirements

Proposals must be limited to five (5) pages exclusive of required attachments (indicated below), will follow the outline below, and provide the following information:

- a. Cover Letter. Proposals must include a cover letter clearly stating the legal name of the vendor and the name, address and telephone number of the vendor's authorized representative. This should include certification that the person signing the proposal is entitled to represent the agency, empowered to submit the bid and authorized to sign a contract with StarCare. (required attachment)
- b. Conflict of Interest. Sign and return Attachment A - Attestation Regarding Conflict of Interest. (required attachment)
- c. Minimum Required Information/Documentation. Proposals shall include at a minimum the following information/documentation:
 - i. Narrative Proposal
 1. Identify the person who will be primarily responsible for the services required by Sunrise Canyon Hospital and provide a description of the experience of the primary person with projects and issues similar to those set forth in this proposal.
 2. Describe ability to begin providing services all services identified in Section 3 on September 1, 2025 including a description of staffing and a detailed description of services to be provided. Describe the capacity of the Vendor to scale services for the planned opening of the new 60-bed Sunrise Canyon Hospital in late winter 2026 (estimated to begin scaling gradually from 30 to 60 beds beginning in February 2026).
 - ii. Additional Required Attachments
 1. Names of individuals who will perform required tasks as well as copies of their licenses and certificates in physical and occupational therapy.

Minimum qualifications of staff providing services include the following:

- a. Registered Occupational Therapists shall be currently licensed by the Texas Board of Occupational Therapy Examiners to practice as an occupational therapist in Texas;
- b. Certified Therapeutic Recreation Specialists shall be currently certified by the National Council for Therapeutic Recreation Certification and have obtained the national certification to practice in the United States;
- c. Certified Occupational Therapy Assistants shall be currently licensed by the Texas Board of Occupational Therapy Examiners to practice as an occupational therapy assistant in Texas;

- d. Therapist aides shall possess a minimum of an Associate Degree in a health or human services field;
- e. Occupational Therapist/Recreational Therapist/Health Services aides in training shall be qualified by their respective education programs to participate in clinical training. They shall be students in good standing from an accredited educational program; and
- f. Physical Therapist shall be currently licensed by the Texas Board of Physical Therapy Examiners to practice as a physical therapist in the State of Texas.
- g. Licensed Physical Therapy Assistants (PTA) shall be currently certified by the Texas Board of Physical Therapy Examiners to practice PTA in Texas;
- h. Provide documentation of staff tuberculosis (TB) testing; and
- i. Provide verification of Hepatitis B test and Flu vaccination annually.

2. Price Bid.

- a. The dollar cost bid for services identified in section 3A of this RFP should be an All-inclusive Maximum Price Bid.
- b. The dollar cost bid for services identified in section 3B should include the hourly rate for PT and OT services.
- c. The dollar cost bid for services identified in section 3c should include the hourly rate for recreational therapy services. YES waiver services are paid in 15-minute increments. Vendor agrees to file the necessary documents with, and accept payment for services, from Medicaid, Medicare, or private insurance.

StarCare is not responsible for any expense incurred in preparing and/or submitting the technical proposal or the cost bid. Such costs should not be included in the proposal.

- 3. Copy of Professional Liability Insurance Policy: Vendors are required to provide, at their own expense, comprehensive general liability insurance policy, including professional liability and workers compensation, insuring against any and all claims for bodily injury or death resulting from performance and services by the therapist, therapist employees, staff and agents.
- 4. Up to four (4) references from other agencies for which the proposer has provided services demonstrating the quality of the proposer's work in similar settings.

5. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- a. Clinical effectiveness and outcomes
- b. Experience with similar populations (e.g., psychiatric, IDD, children)
- c. Staff qualifications and training

- d. Capacity to scale services for the planned opening of the new 60-bed Sunrise Canyon Hospital in late winter 2026.
- e. Capacity to provide coverage during absences.
- f. Price Bid

6. Submission Guidelines

StarCare reserves the right to withdraw this RFP at any time, without award. All proposals in response to this request must meet the following conditions in order to be considered:

- a. Proposal requirements
 - i. Proposals must meet all 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.
- b. Due date: Proposals must be received by close of business (COB) on Friday, July 18, 2025. Late proposals will not be accepted.
- c. Delivery: proposals must be emailed to:

Troy Turnipseed, Director of Contracts and Procurement
Email: contracts@starcarelubbock.org

**NO PROPOSALS WILL BE ACCEPTED IN ANY FORMAT OTHER THAN
EMAIL**

7. Timeline

- a. RFP Posted: July 3, 2025
- b. Proposal Submission Deadline: July 18, 2025 COB
- c. Vender Selection and Notification: August 1, 2025

8. Statement Of Requirements

The proposer selected by StarCare will be required to enter into a contractual agreement with StarCare Specialty Health System for the services discussed throughout this Request for Proposals. Should contract negotiations not prove desirable (as defined by StarCare), StarCare reserves the right to terminate contract negotiations at any time.

9. Additional Information

For any questions or clarifications, please contact:

Troy Turnipseed, Director of Contracts and Procurement
contracts@starcarelubbock.org

All questions regarding this RFP must be submitted via email. StarCare Specialty Health System looks forward to reviewing your proposal and partnering with a qualified provider to deliver high-quality, person-centered physical and occupational therapy services that support our mission and operational goals.

StarCare Specialty Health System

ATTACHMENT A Attestation Regarding Conflict of Interest

StarCare Specialty Health System (StarCare) has adopted standards regarding doing business with vendors associated with current or former Board of Trustees members or members of the Executive Committee (current members listed below).

All potential vendors must complete this attestation. The contract, if awarded, may be terminated for cause if:

1. The vendor knowingly provides incorrect information relative to this attestation; or
2. The vendor uses subterfuge, such as a subcontract arrangement, to avoid the application of the above-referenced standards.

By signing below, the potential vendor certifies that it:

1. Does not have as a subcontractor, officer, director, employee, consultant, or owner (in whole or in part) who is:
 - o A current StarCare Board of Trustees member or member of the Executive Committee;
 - o A former StarCare Board of Trustees member or member of the Executive Committee within the preceding 2 years;
 - o A person related by blood or marriage to a current StarCare Board of Trustees member or member of the Executive Committee;
 - o A person related by blood or marriage to a former StarCare Board of Trustees member or member of the Executive Committee.
2. Does not have a fiduciary interest or any business association with the StarCare Board of Trustees or Executive Committee.
3. Understands that an actual or perceived conflict of interest may exist regardless of formal affiliations and certifies that no such conflict exists.
4. Acknowledges that StarCare reserves the right to determine whether any relationship constitutes an actual or perceived conflict of interest and may take corrective action, including termination of a contract, based on that determination.

Name of Potential Vendor

Signature of Authorized Representative

Date

StarCare Executive Committee: Beth Lawson, CEO; Robyn Johnston, Chief of Staff; Marle Antu, Chief of Behavioral Health Operations; Sheryl Baker, Chief of Aging and Disability Operations; and Jennifer Nesbitt, Chief of Human Resources

StarCare Board of Trustees: Carlos Morales, Board Chairperson; Suzanna Cisneros, Board Vice Chairperson; Brian Shannon, Board Secretary; Judge Drue Farmer; Bobby Kazee; Mary Collier, Amanda Tijerina; Patrick Bryan Welch; Chief Ray Mendoza