



Macros Must Be Enabled -- Please Re-open and Enable

Suspension of Competition Acquisition Request

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1. Fully describe the product(s) and/or service(s) being requested.

The Probation Department is requesting mental wellness services for staff, made available through a customized platform, specifically created and personalized for Probation officers and support staff. Employees will have 24/7 access to services during business hours, afterhours, weekends, and holidays, to include daily access to 1:1 coaching sessions until 11p.
2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

Vendor: Think Hopeful; Point of Contact: Nadim Rahman, Operations Director
5311 Roxburghue Ct.
San Jose, CA 95138
Phone: (415)935-3189; Email: nadim@thinkhopeful.com
3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.

The requested agreement will be for a potential 5-year contract term, with a three-year base and two optional one-year extensions. The estimated max compensation for the three-year base will be \$220,200; the estimated max comp for each potential extension year will be \$76,413, with an estimated 5-year contract maximum of \$373,026.
4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.

Think Hopeful's services are distinguished by several unique qualities. They are tailored to law enforcement personnel, specifically probation and pretrial officers. Think Hopeful provides comprehensive 24/7/365 access to sworn and non-sworn staff. A key feature is the availability of 1:1 coaching sessions offered daily until 11pm. Additionally, they offer customized wellness workshops tailored to meet the Department's needs, and provide a range of wellness resources personalized for each staff member, including CBT and mindfulness-based guided materials, relaxation and meditation exercises, journaling, podcasts and daily wellness tips. The services also include individualized support, with plans tailored to Fresno County Probation Department employees based on interests/needs identified by individual staff, and community features, such as the Social Wall, to increase interaction among users. Think Hopeful conducts proactive outreach to staff by newsletter and actively promotes wellness by utilizing personal check ins, accountability partners, and other tools. In response to critical incidents, Think Hopeful offers in-person debrief sessions within 24 hours (for an additional fee). Finally, Think Hopeful has experience with similar agencies, holding current contracts with other county probation departments and state and federal probation and pretrial agencies.
5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.
 - ☐ In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.
 - ☐ When the contract is with a federal, state, or local governmental agency.
 - ☐ When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$5,000 whichever is more.
 - ☐ When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.
 - ☐ When obtaining the services of expert witnesses for litigation or special counsel to assist the County.
 - ☒ When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.
6. Explain why the unique qualities and/or capabilities described above are essential to your department.

The unique qualities and capabilities of Think Hopeful are essential for several reasons. The fact that the services are specifically tailored to law enforcement personnel, particularly probation and pretrial officers, is crucial, ensuring that the wellness programs address the specific stressors and challenges faced by this population, which can differ significantly from those in other professions. The 24/7/365 access to services is vital for staff who often work non-standard hours and face unpredictable situations, ensuring that support is available whenever needed, not just during traditional business hours. The availability of 1:1 coaching sessions, especially with daily availability until 11pm, provides personalized support and allows staff to address individual concerns in a confidential setting. Customized wellness workshops and materials ensure that the training and resources are relevant and effective in addressing the specific needs of the department and its staff. Individualized support and plans tailored to Fresno County Probation Department employees demonstrate a commitment to meeting the unique needs of each staff member. Community features, such as the Social Wall, can help staff connect with peers, share experiences, and build a supportive network, which is particularly important in high-stress professions. Proactive outreach and promotion of wellness help to destigmatize mental health support and encourage staff to utilize available resources. The ability to provide in-

person debriefing sessions within 24 hours of a critical incident is essential for supporting staff in the aftermath of traumatic events. Think Hopeful's experience with similar agencies demonstrates their understanding of the specific needs and challenges of probation departments and their ability to provide effective services. These qualities ensure that the wellness program is not only comprehensive but also tailored, accessible, and responsive to the unique demands of Probation Department work, promoting the well-being of staff and, ultimately, the effectiveness of the Department.

7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.

After completing internet research to identify alternative regional vendors of wellness application (app) services tailored to law enforcement personnel, three potential vendors/agencies were identified: (1) Valor - Bureau of Justice Valor Officer Safety and Wellness Program; (2) Cordico wellness services through Lexipol; and (3) PowerDMS. Vendor outreach was conducted beginning on or about 4/7/25 to inquire about each potential vendor's ability to provide the services below:

- (1) In-person critical incident debriefs, to be held within 24 hours after a critical incident (up to 3 per year). (2) Access to confidential services 24/7/365; available to staff on personal cell phones, work cell phones, and desktops. (3) Daily 1:1 sessions available until 11 p.m., including weekends and holidays, which can be accessed without limit, based on individual need. (4) Online wellness material including CBT and mindfulness-based guided material, personalized material for each staff, relaxation and meditation exercise, podcasts and daily wellness tips, with individualized content, based on engagement and 1:1 session data. (5) Outreach to staff by newsletter and actively promoting wellness by utilizing personal check-ins, accountability partners, and other tools. (6) Journaling feature. (7) Interactive Wellness Workshops, offering adaptive content, based on agency-specific data. (8) Community support feature (blog, chats, walls, etc.), exclusive to Probation Department employees that can relate to the industry. (9) Existing staffing levels and training (coaching staff) that can service up to 600 employees, knowledgeable in the Probation field. If not currently staffed to provide this level of services, what ramp up period would be needed?

Results:

1. Valor – Officer Safety and Wellness Program

On 4/7/25, staff downloaded the Valor app, and in reviewing the features, confirmed Valor does not provide all of the services listed above. Valor's app includes resources that appear to be targeted to officer safety, which is extremely valuable; however, the Department is seeking mental wellness services.

2. Cordico through Lexipol

On 4/7/25, an email was sent to Lexipol to request a quote for services; later that same day, a phone call was received from Lexipol, in response to the request for quote. Lexipol confirmed that they would not be able to provide in-person services. They also advised that they do not have individualized content for each staff member, but rather that staff are all able to log into a single group account to view group content. Additionally, they do not provide coaching sessions billed through the Cordico app, but rather include contact information for available clinicians in the region, based on local networks of providers. The service provided by the clinicians then would not be covered within the cost of the services, so there would be a potential additional cost to users.

3. PowerDMS

On 4/7/25, an email was sent to PowerDMS to request a quote for services. The vendor responded on 4/8/25 and asked to meet to review the request, but did not have availability until after 4/28/25. A response was sent to the vendor on 4/8/25, requesting a quote or full response by 4/14/25. As of 7/31/25, no further response was received from the vendor, and they are therefore considered unresponsive.

In summary, the array of services, the ease of access and availability of trained staff and support tailored to probation and pretrial officers and staff, make the services provided by Think Hopeful unique. Although other vendors have the expertise of being a wellness provider, their services are not specifically tailored to probation officers and support staff and/or do not include the full suite of services provided by Think Hopeful.

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Requested By:

Title

[\[✕ Sign\]](#) Double click!

I approve this request to suspend competition for the service(s) and/or product(s) identified herein.

cliffdowning 08/01/2025 1:09:22 PM

Department Head Signature

[\[✕ Sign\]](#) Double click!

rblackburn 8/5/2025 2:57:20 PM

Purchasing Manager Signature

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