



OFFICIAL RESPONSES TO VENDOR QUESTIONS
RFP-2017-BBH-02-PEERS

No.	Question	Answer
1.	Is is ok to be open on weekends?	Yes. See Addendum #2, Section 3.2.1.2
2.	Section 3.2.1.2: Normal business hour, at least 8:00 am – 5:00 pm equals 45 hours. We currently are open 44 hours. Is this changing?	See addendum #2, Section 3.2.1.2
3.	In Section 3.2.1.3, g: what comes after the word “and” at the end of the Section?	See Addendum #2. Section 3.2.1.3 g.
4.	Section 3.2.1.4: Whole Health Action Management (WHAM) is not offered in the state on a regular basis. How will we meet this requirement?	This is a minimum requirement. See Section 3.15 RFP Questions, Question #2. Explain how you propose to meet this minimum requirement. If a Vendor cannot provide WHAM, then provide a statement why the requirement cannot be met and describe another physical and mental health program used as a foundation in providing peer support and wellness services.
5.	Section, 3.2.1.5: RE: visiting people who are psychiatrically hospitalized. We may not know who is in the hospital until after their stay. Are we required to contact hospitals to find if one or more of our members are patients?	These services pertain to members/participants who have requested visitation and support prior to being or while hospitalized.
6.	Section 3.2.2.2 Clarify what transportation can be used for and does it include transportation to and from council meetings?	See RFP Section 3.2.2 and Addendum #2 Section 3.2.2.2 The RFP lists a menu of activities that transportation can be used for.



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7.	Section 3.2.2, If we don't have a driver position, can we request a driver position?	Yes. Please provide an explanation in response to RFP Question 6 (Q6) and include in the position in the Personnel Form and Personnel Form narrative.
8.	Page 10, 3.2.2.6: We provide bus tickets to members for Dr.'s appointment, hospital visits and job interviews. Is that ok?	Department funding does not cover these expenses for these activities. However, if a Vendor receives funding from other sources, the expenses may be covered by the other sources provided it's an allowable expense by the other funding source.
9.	Does the population include homeless?	Yes. See Addendum #2 Section 3.1
10.	Do I need to complete criminal record checks on current employees or just newly hired people?	Criminal record checks must be kept on file for all employees.
11.	What does Section 3.6.7 mean, when an agency has multiple sites?	The Vendor shall seek approval from the Department when there are any changes to the agency's personnel such as termination or a new hire.
12.	Who is the Department as referenced in Section 3.7.7.2	The Department is the Department of Health and Human Services, and the Bureau of Behavioral Health is an agent of the Department.
13.	Who do we obtain approval from to have or attend trainings in Section 3.7.7.2?	From the peer support liaison (currently Michael Kelly) or their designee at the Department of Health and Human Services.
14.	Section 3.7.7.2: States that we must obtain approval from the Department 30 days prior to the training. There are times that we do not have the 30 days, would that be a problem?	The Vendor shall contact the Department if this occurs.
15.	Section 3.7.2.2, Does every employee have to have annual training or the training has to be offered annually.	The training shall be offered annually to provide the opportunity for employees to receive the required training if they have not received the training. All staff must have orientation training documented in their personnel file.



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16.	Section 3.16. Do employees have to know multiple languages?	No.
17.	Section 4.2.1.1.1 a. How respond to this requirement?	Include the amount(s) in Appendix F and explain in the narrative (See Section 4.2.1.3).
18.	What is Section 4.24, referring to?	The billing requirements under a contract resulting from this RFP.
19.	What is the purpose of Section 6.12.?	Should you want to keep certain items in your proposal confidential because they may be exempt from public disclosure, pursuant to RSA 91-A:5, then this Section explain the process to keep the items confidential.
20.	Section 7.2.2.1. b, who signs the transmittal letter.	The person authorized by your Board of Directors.
21.	Section 7.2.2.6 what if I just do business with the Department.	If a Vendor cannot provide at least 3 references in accordance with Section 7.2.2.6, then provide a statement why the requirement cannot be met.
22.	Section 7.2.2.6, How many testimonials do you need?	The Vendor does not need to provide client testimonials. See Addendum #2.
23.	Section 7.2.2.7, Can I submit an application or do you need a resume?	Please provide resumes for all current staff.
24.	How indicate that my agency has multiple positions.	In RFP Question 13 (Q13), provide your staffing plan. Additionally, complete Appendix F, Personnel Form (Personnel Form B) and complete a narrative as required in Section 4.2.2.
25.	Do you want us to list Question1 and then provide a response for Question 1 in our proposal, and then list Question 2 and provide a response to Question 2 and so forth	Yes.
26.	What amounts do I include in the budget?	Provide in your proposal what you propose to provide for services and propose a cost to support those activities.



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27.	Do I use the same staffing as in State Fiscal Year 2016?	Propose your staffing plan for State Fiscal Years 2017 and 2018.
28.	Also I have a question, for the RFP, can I reallocate the funds from one program and put them into two other sites but I will still be providing services to the program area where the funds were removed from?	Propose funds in Appendix E: Projected Revenue and Expense (Budget Form A) by site to support the activities you propose to provide at that site. Under an approved contract resulting from this RFP, a Vendor may request changes in funding from one site to another site with prior approval from the Department.
29.	Are we writing the proposal for two (2) years?	Yes, for State Fiscal Years 2017 and State Fiscal Year 2018.
30.	Section 3.7.8: The Vendor shall ensure that annual Wellness Training is available to staff, members, and other people in the region who have a mental illness. Does this mean statewide training or internal training?	See Addendum 2, Section 3.7.8
31.	Section, 3.7.13" purging of records shall be performed in accordance with instructions from the Department. When will we receive these instructions?	The Department will provide instructions within the first quarter (July – September) each State Fiscal Year.
32.	Section, 3.9.3.1: What do we do if there is not documentation for meetings we attend in other regions?	Request documentation of attendance whenever possible.
33.	Section 3.13.2.2: When will receive instructions for conducting member satisfaction surveys? Is that	This is the Annual Peer Support Outcome Survey and instructions will be provide by the Department prior to receiving the survey.



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	the annual anonymous survey we do each year?	
34.	Section, 7.2.2.6: Are we required to get three testimonials?	No.
35.	Are signed/initialed Exhibits C-J due with the RFP? (General question)	No.
36.	Do we include Appendix H in the RFP? (Section 3.15 Q11)	No.
37.	Do we include "supporting documentation to support evidence of actual expenditures" with the RFP? (Section 4.2.4)	No.
38.	In previous years, we have completed the Budget Narrative within the cells of an Excel spreadsheet which mirrored the completed Budget Form A. This year, will we be provided with a spreadsheet, or do you want our budget narrative typed paragraph-style? (Section 4.2.1.3)	Typed Paragraph style.
39.	Should original pages be single-sided or double-sided? (Section 7.1.2)	The pages may be single or double sided.
40.	Should copies be single-sided or double-sided? 7.1.2	The pages may be single or double sided.



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41.	What is required line spacing (i.e., single space, 1.5, double)? 7.1.2	Single spacing or greater.
42.	What are required page margins? 7.1.2	There is no requirement.
43.	What is the maximum number of pages? 7.1.2	There is no requirement.
44.	Should pages be numbered? 7.1.2	See Section 7.2.2.2
45.	Should tabs include section number and name (e.g., 7.2.2.1 Transmittal Cover Letter)? 7.1.2	See Section 7.1.2.3
46.	Do we use one tab for section 7.2.2.4 or one tab for section 7.2.2.4 plus individual tabs for Q1-Q15? 7.2.2.4	One tab for Section 7.2.2.4
47.	Can you give an example of "current project commitments?" 7.2.2.5 a. vi.	Current project commitments are the current activities/projects that your agency may be working on under another contract.
48.	Can you give an example of "major government and private sector clients?" 7.2.2.5 a. vii.	Major government and private sector clients may be other clients your serve under another project, activities or contract.
49.	I need clarification with 7.2.2.3 Executive Summary, d. What specifically are you asking for?	Provide an overview of your agency's familiarity with providing the services described in this RFP by providing examples and your knowledge with the services.
50.	Where is Appendix B?	See Addendum #1 and Addendum #2.
51.	Do I need to complete Appendix B and submit in my proposal?	No.