OFFICIAL RESPONSES TO VENDOR QUESTIONS
Peer Support Services/RFP-2020-DBH-01-PEERS

No.	Question	Answer
1.	**General Question** Can peer support agency staff (who are submitting separate proposals) discuss the RFP with each other?	Peer support agency staff may discuss the RFP, as long as there is no collusion.
2.	**General Question** Do members and/or participants need to sign something that states they will adhere to the agency rules?	See Addendum #1, Item #1 for Section 3, Statement of Work, Subsection 3.2, Scope of Services, Paragraph 3.2.14 of the RFP. It is expected that each individual who enters your agency is aware of agency rules and safety expectations.
3.	**General Question** a. Is a written response required for each numbered section of the RFP? b. Should the narrative for each question respond to all sections related to that question or should each section be cited separately within the answer?	a. See the Answer to the Question listed for Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.2, Subparagraph 7.2.2.4, Proposal Narrative, Project Approach, and Technical Response, Item 7.2.2.4.1 of this Official Q&A. b. The narrative for each question should address all related sections. Sections do not need to be cited separately.
4.	**Section 1, Introduction, Subsection 1.2, Request for Proposal Terminology** **And Section 3, Statement of Work, Subsection 3.1, Covered Populations** The definition of a “peer” in Proposal Terminology is someone who is “eighteen (18) years of age or older.” The covered population is also defined as “eighteen (18)	As stated in Appendix H, Rule He-M 402, “peer” refers only to individuals who are 18 years of age or older for both support staff and the covered population.

No.	Question	Answer
	years of age or older." How does this apply in the case of an emancipated teenager?	
5.	**Section 1, Introduction, Subsection 1.3, Contract period** If the contract period is for three (3) years, do vendors have to submit a Technical proposal for three (3) years and three (3) years of budgets?	One (1) technical proposal should be submitted that encompasses all three (3) years of the contract. Three (3) budgets and budget narratives should be submitted, one (1) for each State Fiscal Year.
6.	**Section 2, Background and Required Services, Subsection 2.2, Background, Paragraph 2.2.4** a. The description of peer support specialists as being "trained to deliver conventional interventions such as case management, or even psychotherapy" seems very clinical. Are peer support specialists required to use this type of approach? Does this represent a shift in the Bureau's thinking? b. Do we need to change our staff title to peer specialist?	a. The RFP states that peers can be trained in these methods but it does not say that they are required to use these approaches. This language is provided as background information to provide an overview of the philosophy and role(s) of certified peer support specialists. b. No.
7.	**Section 2, Background and Required Services, Subsection 2.2, Background, Paragraph 2.2.4** Is there a separate definition for peer support specialists supporting as a family member and peer support specialists supporting as someone with lived experiences?	No. The definition is meant to include someone who is qualified to be a peer support specialist, either through their own personal lived experience or through a family member's experience with a mental health diagnoses. This language is provided as background information to provide an overview of the philosophy and role(s) of certified peer support specialists.

No.	Question	Answer
8.	**Section 3, Statement of Work, Subsection 3.2, Scope of Services, Paragraph 3.2.1** Do vendors have to show proof of being incorporated and having a plan of governance as part of their proposal?	No .
9.	**Section 3, Statement of Work, Subsection 3.2, Scope of Services, Paragraph 3.2.4., Subparagraphs 3.2.4.1, 3.2.4.2, 3.2.4.3, and 3.2.4.4** Is the Bureau asking for a plan/ service model for each of these?	Yes. These should be included as part of your answer to Question 3 which corresponds to Paragraphs 3.2.4-3.2.8.
10.	**Section 3, Statement of Work, Subsection 3.2, Scope of Services, Paragraph 3.2.6** How do we “ensure” individuals who deliver peer services provide services reflective of the core competencies?	This can be done through ongoing training, supervision, peer observations, and team support. Annual Performance Evaluations addressing competencies should be conducted, shared with the staff, and stored in personnel files.
11.	**Section 3, Statement of Work, Subsection 3.2, Scope of Services, Paragraph 3.2.8, Subparagraph 3.2.8.2** Is it permissible to turn a respite bed into a step-down bed?	This would be determined by the vendor and should be included as part of your proposal.
12.	**Question 3, third (3rd) bullet point regarding Optional Services** What is meant by interventions?	Interventions refers to any service model(s) or action processes that will be provided, as applicable, to the optional services. This could include, for example, follow-up phone calls after a bed stay, phone-based IPS crisis support, and WRAP and/or crisis planning.
13.	**Section 3, Statement of Work, Subsection 3.2, Scope of Services, Paragraph 3.2.10.**	a) A separate membership application must be created and made available to show the level of membership.

No.	Question	Answer
	a) Does there have to be a separate membership application? b) Or is it permissible to have everyone sign the Member Rights and Responsibilities and House Rules document?	b) A Member Rights and House Rules document that everyone signs regardless of whether they are a member or participant would not be sufficient to show the level of actual membership.
14.	**Section 3, Statement of Work, Subsection 3.2, Scope of Services, Paragraph 3.2.11.** What type of agencies is the RFP referring to?	The Department is asking for a list of agencies that the Vendor(s) partner with in their community. There are no requirements regarding what type of agency. Examples include, but are not limited to: Educational institutions. For-profit and non-profit entities. Healthcare organizations.
15.	**Q7** What are examples of partnerships?	Examples include, but are not limited to Local Community Mental Health Centers, local housing services, schools, regional or town services, and NAMI.
16.	**Section 3, Statement of Work, Subsection 3.3, Staffing, Paragraph 3.3.4, Subparagraphs 3.3.4.1 and 3.3.4.2** a. Is there an action plan for what these trainings should look like and how they will be provided? b. Do Peer Support Services include Intentional Peer Support and Wellness Recover Action Plan?	a. The training is to be determined by Vendor(s). If the training that is described in the proposal is not deemed satisfactory by the Department, the Department will inform the vendor. b. Yes.
17.	**Section 3, Statement of Work, Subsection 3.3, Staffing, Paragraph 3.3.5** a. Do we need to complete State Adult Protective Service Registry Check	a. All of the listed checks are required. The checks are required after the contract is awarded, not during the RFP process. b. These are not required as part of the RFP process. Forms

No.	Question	Answer
	(SAPSRC) and DCYF Central Registry Check (DCYF CRC) for all PSA staff? If so, are they done once the contract has been awarded, or must they be done during the RFP process? b. What forms must vendors use for SAPSRC and DCYF CRC?	will be provided during the contracting phase.
18.	**Section 3, Statement of Work, Subsection 3.3., Staffing, Paragraph 3.3.6** Who does the Department define as key personnel?	Key personnel refers to those who are necessary to ensure that the agency's operations continue without interruption.
19.	**Q8** Are resumes required for all full-time, per diem, temporary, and intern staff?	Resumes are required for key personnel. Key personnel are defined as staff needed to ensure your agency can be open and provide services during the hours of operation. Please provide resumes for those positions that are filled. If positions are not filled, provide a job description.
20.	**Section 3, Statement of Work, Subsection 3.5, NH Peer Voice** a. Are all selected Vendor(s) required to apply to the NH Peer Voice position? b. Is NH Peer Voice full time staff representative an Executive Director? c. Does the Department have a staff title in mind for this position? d. Would this position be sub-contracted to NH Peer Voice or to the peer support agency? e. Can the selected vendor subcontract the	a. No, this part of the proposal is not mandatory. Out of all selected Vendors, one (1) will be selected to have a full time paid staff representative to service on NH Peer Voice. b. The full time NH Peer Voice position is a new, separately funded, full-time position that is dedicated solely to the support and infrastructure development of NH Peer Voice. What the position is titled and the full duties of the position should be proposed by the vender. c. The Department does not have a staff title in mind for this person. d. The vendor can propose if the person would be a hired employee of the nonprofit agency or subcontracted to NH Peer Voice. If considering a subcontract, see the section

No.	Question	Answer
	supervision and selection of the NH Peer Voice designated employee to the NH Peer Voice board?	on subcontracting in the RFP which is in Section 7, Proposal Outline and Requirements. Subsection 7.2, Outline and Detail, Paragraph 7.2.2, Technical Proposal Contents-Detail, Subparagraph 7.2.2.8, Subcontracts Letters of Commitment. e. The vendor can propose if the person would be a hired employee of the nonprofit agency or subcontracted to NH Peer Voice and, if subcontracted, follow any contractually required subcontract provisions.
21.	**Section 3, Statement of Work, Subsection 3.6, Reporting and Deliverable Requirements, Paragraph 3.6.1, Subparagraph 3.6.1.1** a. Are there examples or templates of program evaluations and surveys? b. Is the Department asking for quarterly submissions?	a. There are no examples or templates for the program evaluations and surveys. These are to be developed by the vendors and uniquely tailored to evaluate and survey agency-offered programs and activities. b. The Department will ask for templates within thirty (30) days of Governor and Executive Council approval of the contract, and will require quarterly submissions of completed evaluations and surveys after that.
22.	**Section 3, Statement of Work, Subsection 3.6, Reporting and Deliverable Requirements, Paragraph 3.6.1, Subparagraph 3.6.1.2** Are quarterly peer support service deliverables to be submitted as part of the proposal?	This does not need to be included in the proposal. It will be done after the contract has been awarded. Templates will be provided by the Department.
23.	**Section 3, Statement of Work, Subsection 3.6, Reporting and Deliverable Requirements, Paragraph 3.6.3** Can you provide examples of incidents for which an incident report should be submitted?	Incident reports should be filled out for any incidents including, but not limited to those that could get media attention, in any instance when a first responder (police, ambulance, or fire) is called, or in any instance when there is a violation of agency policy that results in action such as suspension of program

No.	Question	Answer
		participation.
24.	**Section 3, Statement of Work, Subsection 3.6, Reporting and Deliverable Requirements, Paragraph 3.6.3** Does the use of the word “client” as opposed to “peers,” “members,” or “participants” indicate a fundamental change?	Client was used as an all-encompassing term. Addendum #1 will be published to address any confusion by removing the word “client” from “client incident reports”.
25.	**Section 3, Statement of Work, Subsection 3.7, Quality Improvement, Paragraph 3.7.1, Subparagraph 3.7.1.1, Item 3.7.1.1.6** What is OMB Circular A-133?	OMB Circular A-133 is the Office of Business Management finance management and audits for nonprofits.
26.	**Section 3, Statement of Work, Subsection 3.9, Standard Compliance, Paragraph 3.9.2., Culturally and Linguistically Appropriate Standards** a. Are there examples of CLAS standards? b. Do vendors complete only Appendix C, or must they respond to this entire section?	a. Examples of CLAS standards may be found on the Department’s website and in the RFP. b. Only complete Appendix C.
27.	**Section 4, Finance, Subsection 4.1, Financial Standards, Paragraph 4.1.3** If a vendor has money from another source that will run out before year two (2) of the contract, can the proposal for future years include funding for additional services that the	A budget is required for each state fiscal year that the term the proposal covers. If an alternative funding would no longer be available for year 2 of the proposal period, for example, then that funding can be requested in year 2. The vendor would be expected to provide a description and explain the additional services to be rendered in year 2 in the budget narrative.

No.	Question	Answer
	vendor would like to apply for?	
28.	**Section 5, Proposal Evaluation, Subsection 5.1, Technical Proposal** a. Are separate technical proposals and resumes required for different regions? b. Does our technical proposal cover 3 years (FY20, 21, 22)?	a. Yes. A separate proposal for both Technical and Cost is required for each region applied to. b. Yes. The technical proposal should detail all services that will be provided over the course of all three (3) years (SFY 20, 21, and 22).
29.	**Section 5, Proposal Evaluation, Subsection 5.2, Cost Proposal** Are Vendors submitting their budgets for FY20?	Vendors should submit three (3) separate budgets and budget narratives; one for each of the three (3) years (State Fiscal Years 20, 21, and 22).
30.	**Section 5, Proposal Evaluation, Subsection 5.3, Evaluation Guidelines, Paragraph 5.3.1** For Vendors who are applying in multiple regions, how are budgets that cover the costs of both regions (i.e. Executive Director of organization) divided?	The budget should show the cost of staff and the cost to run each location separately. For expenses that cover both locations (i.e. the salary of the Executive Director), expenses can be split as a percentage.
31.	**Section 6, Proposal Process, Subsection 6.1, Letter of Intent** Do Letters of Intent have to be physically sent to the Department?	Yes, see Section 6, Proposal Process, Subsection 6.1, Letter of Intent, Paragraph 6.1.3.

No.	Question	Answer
32.	**Section 6, Proposal Process, Subsection 6.3, RFP Amendment** Does the Department anticipate any amendments to this RFP?	Yes. See Addendum #1, which is an amendment to the RFP.
33.	**Section 6, Proposal Process, Subsection 6.4, Proposal Submission** Should submitted proposals be in a sealed, signed box?	Submissions can be sealed with tape, signing the tape is not necessary. It is recommended that all submission materials are sealed in a single box or package.
34.	**Section 6, Proposal Process, Subsection 6.4, Proposal Submission, Paragraph 6.4.1** For Vendors submitting proposals for multiple regions, how should the RFP number be used and where should we designate which region we are applying for?	Each proposal should use the RFP number on the front page of the proposal and in the transmittal cover letter. The specific region should be identified on the first page and in the transmittal cover letter as well as in your answer to Q3 of the RFP which requests identification of the geographic region.
35.	**Section 6, Proposal Process, Subsection 6.15, Oral Presentations and Discussions** Will oral presentations be made at the time of the proposal deadline?	Oral presentations are not being done as part of this RFP.
36.	**Section 7, Proposal Outline and Requirements, Subsection 7.1, Presentation and Identification, Paragraph 7.1.2, Presentation** a. Should originals be single- or double-sided? b. Should copies be single- or double-sided? c. Are dividers/tabs needed in copies?	a. Originals can be double-sided. b. Copies can be double sided and, at a minimum, be stapled. c. Dividers/tabs are not required for copies. d. There are no requirements for line spacing but the document needs to be clearly legible. Use at least size 11 font. e. There are no requirements for margins but the document needs to be clearly legible.

No.	Question	Answer
	d. Are there requirements for line spacing? e. Are there requirements for margins? f. Is there a maximum page limit? g. Should pages be numbered? h. Should tabs include section number and name (e.g., 7.2.2.1. Transmittal Cover Letter)?	f. There is no page limit, but proposals should be as concise as possible while still providing the required information. g. Numbering is not required but is highly encouraged. h. There is no mandate for what should be on the tabs, but it should be clear what section is referring to, either through section number, name, or both.
37.	**Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.2, , Technical Proposal Contents – Detail, Subparagraph 7.2.2.2, Table of Contents** What should be included in the table of contents?	The table of contents should include the high level, bolded categories in the subparagraphs below 7.2.2.2 from 7.2.2.3 through 7.2.2.11.
38.	**Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.2, Technical Proposal Contents – Detail, Subparagraph 7.2.2.3, Executive Summary** Is a narrative required to demonstrate understanding and familiarity?	Yes, a brief and concise narrative is necessary for the four (4) items listed below Executive Summary.
39.	**Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.2, Subparagraph 7.2.2.4, Proposal Narrative, Project Approach, and Technical Response, Item 7.2.2.4.1** Are vendors to answer only the questions in	Only answer the questions. You do not need to respond to every line item in the RFP. This will be addressed in Addendum #1.

No.	Question	Answer
	Section 3 or every number line item in this section?	
40.	**Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.2, Subparagraph 7.2.2.4, Proposal Narrative, Project Approach, and Technical Response, Item 7.2.2.4.3** Here, the RFP says to include a Word version of the proposal. Earlier (7.1.3.5.2) says to include a Word version "if you do not object." Are Word versions required?	This is not required, but is greatly appreciated. This will be addressed in Addendum #1, to remove this as a requirement.
41.	**Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.2, Technical Proposal Contents – Detail, Subparagraph 7.2.2.6** What are the parameters around references?	References will not be required as part of your proposal. This will be addressed in Addendum #1.
42.	**Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.2, Technical Proposal Contents – Detail, Subparagraph 7.2.2.6, Item 7.2.2.6.1** Can state employees be used as a reference?	References will not be required as part of your proposal. This will be addressed in Addendum #1.

No.	Question	Answer
43.	**Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.2, Subparagraph 7.2.2.9** Is there a date when Vendors must retrieve their Certificates of Good Standing?	Certificates of Good Standing (COGS) are supposed to be dated after April 1 of a given year for for-profit organizations. If it is between January and April 1, the previous year's COGS is acceptable. For nonprofit organizations, Certificates of Good Standing are kept on file for 5 years but we prefer the most recent year you have available.
44.	**Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.3, Cost Proposal Contents – Detail** Are Form A and Form B required as part of the RFP proposal, or are vendors submitting Appendix D and Appendix E for each State Fiscal Year?	Form A and Form B are no longer required. A separate Appendix D and Appendix E, along with a budget narrative, must be submitted for each State Fiscal Year, as part of your Cost Proposal.
45.	**Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.3, Cost Proposal Contents – Detail, Subparagraph 7.2.3.3, Required Attachments, Item 7.2.3.3.1.** On which line item should vendors include wages for staff training?	Wages are included on the Total Salary/Wages line of the budget. If there is a separate budget for staff training, this should also be included on a training budget line.
46.	**Appendix B, Contract Minimum Requirements, P-37, Section 7, Personnel, Subsection 7.1** Can the contractor use money from this contract to pay the necessary personnel?	Yes.

No.	Question	Answer
47.	**Appendix B, Contract Minimum Requirements, Exhibit C, Special Provisions, Item 9, Audit** The requirement for an audit in Exhibit C is within 60 days of closing and conflicts with the requirement for an audit by October 31, as established in He-M 402. What date is the audit due?	The audit due date will be October 31, according to Rule He-M 402. This will be addressed in Addendum #1.
48.	**Appendix B, Contract Minimum Requirements, Exhibit C, Special Provisions, Section 13, Credits** Does this paragraph have to be used verbatim?	Yes.
49.	**Appendix B, Contract Minimum Requirements, Exhibit J, Certification Regarding the Federal Funding Accountability and Transparency Act (FFATA) Compliance** If a Vendor is awarded a contract, does the Department glean this information from the contract, or does it require the information to be submitted separately?	This information is provided by the vendor on Exhibit J, page 2, when the contract is executed. It is not submitted separately.
50.	**Appendix D, Budget** a. What should we add to the "Budget Request For" field? b. Is there another budget form apart from the Appendix D, budget form, for us to fill out that can provide the detail of our budget? Should vendors use the template that was	a. The name and ID number of the RFP, which is Peer Support Services (RFP-2020-DBH-01-PEERS) b. Vendors should use the Appendix D budget to provide details of their budgets and correlating line items. For example, if the agency plans to provide Warmline services then the staffing cost for this should be outlined in the staffing line, the phone/equipment should be outlined in

No.	Question	Answer
	used in the budget from last year?	the telephone line, etc. All costs should be explained in the budget narrative, for which there is no form.
51.	**Appendix F, Contract Monitoring Provisions** For the Management Questionnaire, is a narrative required for each answer?	A narrative is not required. Only a “Yes” or “No” or “N/A” check is required.
52.	**Appendix G, Geographic Regions** Some regions appear to have missing/repeated information; can regions be added?	Regions have been corrected according to vendor feedback and as approved by the program and will be addressed in Addendum #1, Appendix G.
53.	**Appendix H, Rule He-M 402, 402.03(5)(b)** Does “consumers” mean peers?	Consumer is defined in item f, “Participant” within the He-M, 402.02 Definitions.