



**State of New Hampshire
Department of Health and Human Services**

**REQUEST FOR APPLICATION
RFA-2023-BMHS-01-PEERS**

FOR

Peer Support Agencies

March 25, 2022



Table of Contents

1. Request for Services	4
1.1. Purpose and Overview	4
1.2. Scope of Services	5
1.3. Compensation & Contract Value	21
1.4. Contract Period	21
1.5. Mandatory Responses to RFA Questions	22
1.6. Application Evaluation	22
2. Notices.....	24
2.1. Exceptions.....	24
2.2. RFA Amendment.....	24
2.3. Application Submission	25
2.4. Contract Monitoring Provisions	25
2.5. Compliance	25
2.6. Non-Collusion.....	29
2.7. Applicant Withdrawal.....	30
2.8. Public Disclosure.....	30
2.9. Non-Commitment	31
2.10. Request for Additional Information or Materials	31
2.11. Liability	31
2.12. Oral Presentations and Discussions	31
2.13. Successful Applicant Notice and Contract Negotiations.....	31
2.14. Scope of Award and Contract Award Notice	31
2.15. Site Visits	32
2.16. Protest of Intended Award.....	32
2.17. Contingency	32
2.18. Ethical Requirements	32
3. Application Process	33
3.1. Overview	33
3.2. Application Content	33
3.3. Procurement Timetable and Contact Information.....	34
3.4. Applicant's Questions and Answers	35
3.5. Validity of Application	35



4. Appendices	35
4.1. Appendix A – P-37 General Provisions and Standard Exhibits (<i>for reference only-do not return</i>)	36
4.2. Appendix B – Contract Monitoring Provisions	36
4.3. Appendix C – CLAS Requirements	36
4.4. Appendix D – Geographic Regions	36



REQUEST FOR APPLICATIONS

1. Request for Services

1.1. Purpose and Overview

1.1.1. Purpose

This Request for Applications (RFA) is published to solicit applications from qualified vendors to operate Peer Support Agencies (PSA) whose primary purpose is the provision of culturally competent peer support for individuals 18 years of age or older who self-identify as a current recipient of mental health services or former recipient of mental health services, or who are at a significant risk of becoming a recipient of mental health services.

The Department of Health and Human Services (Department) anticipates awarding up to eight (8) contracts for the services in this RFA.

Applicants must provide peer support services to individuals statewide and must have a minimum of one (1) physical location in a minimum of one (1) geographic mental health region as defined in Appendix D Geographic Regions. The Department is seeking services to be provided in all regions to enable statewide provision of Peer Support Services.

Applicants may apply to provide services in more than one (1) Region. However, the Department will select no more than one (1) Applicant per Region.

Applicants in Regions 5 and 6 must also provide Peer Respite, a 24-hour, short-term seven (7) day, non-clinical program designed as an alternative to hospitalization.

1.1.2. Overview

The Bureau of Mental Health Services (BMHS) is New Hampshire's single state mental health authority. The BMHS seeks to promote full community inclusion for individuals who are 18 years or older; who have severe mental illness (SMI) or severe and persistent mental illness (SPMI). The Department places a high emphasis on supporting individuals in their community with a broad range of supports and services that reduce the need for inpatient care.

The Department is required to maintain a minimum of one (1) PSA per mental health region in order to maintain compliance with the Community Mental Health Agreement.

PSA's assist individuals develop skills in managing and coping with symptoms of illness, in self-advocacy, and in identifying and using natural supports by providing culturally appropriate peer support, peer education, and peer programming. The PSA's also train peers who have personal experience with mental illness and recovery to deliver the peer services and



supports. Peer supports can be provided in individual and group settings at welcoming locations in the community and virtually.

1.2. Scope of Services

- 1.2.1. The selected Applicants must function as a PSA and provide peer support services to individuals living in New Hampshire with mental illness in accordance with NH Administrative Rule He-M 400, Community Mental Health, Part 02, Peer Support, referred to as He-M 402.
- 1.2.2. The selected Applicants must provide mental health peer support services to individuals who are 18 years of age or older who:
 - 1.2.2.1. Self-identify as a recipient, as a former recipient, or at a significant risk of becoming a recipient of mental health services; and
 - 1.2.2.2. May include individuals who are homeless.
- 1.2.3. For the purposes of this RFA, any reference to days will mean calendar days, unless otherwise denoted as business days.
- 1.2.4. The selected Applicants must agree that if the performance of services involves the collection, transmission, storage, or disposition of Part 2 substance use disorder (SUD) information or records created by a Part 2 provider the information or records shall be subject to all safeguards of 42 CFR Part 2.
- 1.2.5. **Peer Support Services: All Regions**
 - 1.2.5.1. The selected Applicants must provide a minimum of 15 hours of on-site programming at each center each week, and of those 15 hours, up to five (5) hours each week may be conducted in the center's community or region, as approved by the Department. The selected Applicants must provide services that include, but are not limited to:
 - 1.2.5.1.1. A minimum of five (5) separate discussion groups per week, with a new topic introduced each month, that address emotional wellbeing topics, which may include, but are not limited to:
 - 1.2.5.1.1.1. Intentional Peer Support (IPS).
 - 1.2.5.1.1.2. Wellness Recovery Action Planning.
 - 1.2.5.1.1.3. Whole Health Management.
 - 1.2.5.1.1.4. Setting boundaries.
 - 1.2.5.1.1.5. Positive thinking, including the reduction of negative or intrusive thoughts, and management of



- emotional states.
- 1.2.5.1.1.6. Wellness.
- 1.2.5.1.1.7. Stress management.
- 1.2.5.1.1.8. Addressing trauma.
- 1.2.5.1.2. A minimum of five (5) discussion or practice groups per week that address physical wellbeing topics which may include, but are not limited to:
 - 1.2.5.1.2.1. Smoking cessation.
 - 1.2.5.1.2.2. Weight loss.
 - 1.2.5.1.2.3. Nutrition and Cooking.
 - 1.2.5.1.2.4. Physical exercise.
 - 1.2.5.1.2.5. Mindfulness activities including, but not limited to:
 - 1.2.5.1.2.5.1. Yoga.
 - 1.2.5.1.2.5.2. Meditation.
 - 1.2.5.1.2.5.3. Journaling.
- 1.2.5.1.3. A minimum of four (4) activity groups per week that that provide positive skill-building activities which may include, but are not limited to:
 - 1.2.5.1.3.1. Arts and crafts.
 - 1.2.5.1.3.2. Music expression.
 - 1.2.5.1.3.3. Creative writing.
 - 1.2.5.1.3.4. Cooking.
 - 1.2.5.1.3.5. Sewing.
 - 1.2.5.1.3.6. Gardening.
 - 1.2.5.1.3.7. Movies.
- 1.2.5.1.4. A minimum of one (1) group per week based on topics relevant to fostering independence which may include, but are not limited to:
 - 1.2.5.1.4.1. Online blogs or articles that relate to mental health.
 - 1.2.5.1.4.2. Obtaining employment.
 - 1.2.5.1.4.3. Budgeting.
 - 1.2.5.1.4.4. Decision-making.



- 1.2.5.1.4.5. Self-advocacy.
- 1.2.5.2. The selected Applicants must provide community-based services including, but not limited to a minimum of one (1) trip into the community per quarter for activities that may include, but are not limited to:
 - 1.2.5.2.1. Visiting a natural setting.
 - 1.2.5.2.2. Volunteering opportunities.
 - 1.2.5.2.3. Visiting a museum.
 - 1.2.5.2.4. Visiting a local historical site.
 - 1.2.5.2.5. Visiting local farms or gardens.
- 1.2.5.3. The selected Applicants must ensure PSA's are:
 - 1.2.5.3.1. Separate from the confines of a local community mental health center, unless otherwise pre-approved by the Department; and
 - 1.2.5.3.2. At a physical location and/or building that is:
 - 1.2.5.3.2.1. In compliance with local health, building and fire safety codes, and provide a certificate of occupancy to the Department immediately upon contract approval; and
 - 1.2.5.3.2.2. Open a minimum of eight (8) hours per day, five-and-a-half (5 ½) days per week, or the hourly equivalent thereof.
- 1.2.5.4. The selected Applicants must ensure PSA's are provided for individuals and by individuals with lived experience with mental illness and recovery. The selected Applicants must ensure services include, but are not limited to:
 - 1.2.5.4.1. Supportive interactions, shared experiences, acceptance, trust, respect, lived experience, and mutual support among members, participants, staff and volunteers.
 - 1.2.5.4.2. Individual and group-based services including, but not limited to, in person, by phone and virtual or online platform.
- 1.2.5.5. The selected Applicants must provide PSA's based on the Substance Abuse and Mental Health Services Administration (SAMHSA) Core Competencies for Peer Workers and utilize



the IPS or another SAMHSA-recognized mental health peer support model to facilitate recovery and wellness that:

- 1.2.5.5.1. Fosters recovery from mental illness by helping individuals identify and achieve personal goals while building an evolving vision of their recovery;
 - 1.2.5.5.2. Fosters self-advocacy skills, autonomy, and independence;
 - 1.2.5.5.3. Emphasizes mutuality and reciprocity as demonstrated by shared decision-making; strong conflict resolution; non-medical approaches; and non-static roles, including but not limited to, staff who are members and members who are educators;
 - 1.2.5.5.4. Offers support and education on mental health, mental illness and the effects of trauma and abuse;
 - 1.2.5.5.5. Encourages informed decision-making about all aspects of people's lives;
 - 1.2.5.5.6. Supports people with mental illness in challenging perceived self-limitations, while encouraging the development of beliefs that enhance personal and relational growth;
 - 1.2.5.5.7. Emphasizes a holistic approach to health that includes a vision of the whole person; and
 - 1.2.5.5.8. Promotes wellness strategies to strengthen individuals' abilities to attain and maintain their health and recovery from mental illness.
- 1.2.5.6. The selected Applicants must provide face-to-face, virtual or telephonic outreach to individuals who are unable to attend agency activities. The selected Applicants must:
- 1.2.5.6.1. Conduct outreach to individuals who are hospitalized with a psychiatric condition;
 - 1.2.5.6.2. Conduct outreach to individuals who meet membership criteria and are homeless; and
 - 1.2.5.6.3. Provide Warmline telephonic peer support services. The selected Applicants must ensure Warmline services:
 - 1.2.5.6.3.1. Are provided to members, participants, or any individual with the ability to receive calls and make calls statewide and who lives or works in



- the State of New Hampshire;
- 1.2.5.6.3.2. Are provided during select hours, as approved by the Department, that the PSA is closed;
- 1.2.5.6.3.3. Assist individuals with addressing a current crisis related to their mental health;
- 1.2.5.6.3.4. Include referrals to appropriate treatment and other resources available in the individual's service area; and
- 1.2.5.6.3.5. May include outreach calls.
- 1.2.5.7. The selected Applicants must distribute newsletters to peer support services members, the Bureau of Mental Health Services, and Mental Health Block Grant Planning and Advisory Council, other interested parties, which may include but are not limited to community mental health centers and other appropriate community organizations, a minimum of five (5) business days prior to the upcoming month. The selected Applicants must ensure newsletters:
 - 1.2.5.7.1. Include a calendar of monthly peer support and wellness activities and services;
 - 1.2.5.7.2. Describe agency services and activities; other community services; and social and recreational opportunities;
 - 1.2.5.7.3. Include member articles and contributions; and
 - 1.2.5.7.4. Include other relevant topics that might be of interest to members and participants.
- 1.2.5.8. The selected Applicants must provide monthly education events and presentation topics relevant to issues and concerns individuals utilizing mental health services may have which include, but are not limited to:
 - 1.2.5.8.1. Rights Protection.
 - 1.2.5.8.2. Peer Advocacy.
 - 1.2.5.8.3. Recovery.
 - 1.2.5.8.4. Employment.
 - 1.2.5.8.5. Wellness Management.
 - 1.2.5.8.6. Community Resources.



- 1.2.5.9. The selected Applicants must provide individual peer support services to ensure individuals:
 - 1.2.5.9.1. Can locate, obtain, and maintain mental health services and supports through referral, peer education, and self-empowerment;
 - 1.2.5.9.2. Receive assistance with addressing identified issues and/or with resolving grievances; and
 - 1.2.5.9.3. Can self-advocate.
- 1.2.5.10. The selected Applicants must provide employment education by providing information that includes, but is not limited to:
 - 1.2.5.10.1. Information relative to obtaining and maintaining competitive employment.
 - 1.2.5.10.2. Referrals to community mental health center employment programs.
 - 1.2.5.10.3. Employment-related activities that include, but are not limited to:
 - 1.2.5.10.3.1. Resume writing.
 - 1.2.5.10.3.2. Interviewing techniques.
 - 1.2.5.10.3.3. Completing employment applications.
- 1.2.5.11. In order to facilitate referrals and share information about services and other local resources with members; families of individuals affected by mental illness; the general public; local human service providers; and funders, the selected Applicants must provide quarterly community education presentations relative to:
 - 1.2.5.11.1. Stigma of mental illness, wellness and recovery;
 - 1.2.5.11.2. Peer support and wellness services; and
 - 1.2.5.11.3. The peer support community.
- 1.2.5.12. The selected Applicants must provide training and technical assistance to peers in order to assist peers with self-advocacy regarding healthcare which may include, but is not limited to:
 - 1.2.5.12.1. Preparing for appointments.
 - 1.2.5.12.2. Taking notes.
 - 1.2.5.12.3. Utilizing the physician's desk reference book as a resource.
- 1.2.5.13. The selected Applicants must provide residential support services, as needed, by providing referrals to resources that



can assist individuals with staying in their home or apartment, or with finding a place to live.

1.2.5.14. The selected Applicants must provide transportation services to members, participants and guests, as needed and approved by the Department. The selected Applicants must:

1.2.5.14.1. Transport members, participants, and guests, in a selected Applicant-owned or leased vehicle, to and from their homes and/or the selected Applicant's PSA to participate in activities that may include, but are not limited to:

1.2.5.14.1.1. Peer support services.

1.2.5.14.1.2. Wellness and recovery activities.

1.2.5.14.1.3. Annual conferences.

1.2.5.14.1.4. Regional meetings.

1.2.5.14.1.5. Council meetings.

1.2.5.14.2. Ensure all vehicles and drivers used for transportation comply with Federal and State Department of Transportation and Department of Safety regulations, which include, but are not limited to:

1.2.5.14.2.1. Vehicles must be registered pursuant to NH Administrative Rule Saf-C 500, Vehicle Registration Rules.

1.2.5.14.2.2. Vehicles must be inspected in accordance with NH Administrative Rule Saf-C 3200, Official Motor Vehicle Inspection Requirements.

1.2.5.14.2.3. Drivers must be licensed in accordance with NH Administrative Rule Saf-C 1000, Driver Licensing.

1.2.5.14.3. Require all employees, members, or volunteers who drive selected Applicant-owned vehicles sign a State of New Hampshire Release of Individual Motor Vehicle Driver Records form in order to access individual driver records that indicate drivers have safe driving records.

1.2.5.14.4. Require all employees, members, or volunteers, who drive selected Applicant-owned vehicles, complete a National Safety Council Defensive Driving course offered through a State of New



Hampshire-approved agency.

1.2.5.14.5. Acknowledge funding from the Department to support transportation costs:

1.2.5.14.5.1. Is not used for activities other than peer support related activities defined in this Agreement.

1.2.5.14.5.2. May be used on an 'as needed' basis to pay for bus rides that are necessary to transport individuals to peer support services provided by the Applicant.

1.2.5.15. The selected Applicants must request individuals complete a membership application to join and support the activities and mission of the PSA.

1.2.5.16. The selected Applicants must ensure the membership application includes, but is not limited to:

1.2.5.16.1. The minimum engagement policy.

1.2.5.16.2. Suspension of membership policy.

1.2.5.16.3. Membership rules.

1.2.5.16.4. Attestation that the consumer supports the mission of the PSA.

1.2.5.17. The selected Applicants must provide services to:

1.2.5.17.1. Both members and non-members.

1.2.5.17.2. Individuals who have a desire to work on wellness issues, and who have a desire to participate in services.

1.2.5.18. The selected Applicants must notify any person who has been found ineligible for services of their right to appeal the adverse decision by requesting a fair hearing in accordance with New Hampshire Administrative Rule He-C 200.

1.2.5.18.1. In any such fair hearing proceeding, the selected Applicants and the person found ineligible will be the parties. The Department reserves the right to file a motion to intervene.

1.2.5.19. The selected Applicants must ensure the grievance and appeals process includes, but is not limited to:

1.2.5.19.1. How to receive complaints orally, or in writing, ensuring information collected includes, but is not



limited to:

- 1.2.5.19.1.1. Individuals name.
- 1.2.5.19.1.2. Date of written grievance.
- 1.2.5.19.1.3. Nature and subject of the grievance.
- 1.2.5.19.1.4. A method to submit an anonymous grievance.
- 1.2.5.19.2. A policy relative to assisting individuals with the grievance and appeal process including, but not limited to, how to file a grievance.
- 1.2.5.19.3. A method to track grievances.
- 1.2.5.19.4. Investigation of allegations that a member's or participant's rights have been violated by agency staff, volunteers or consultants.
- 1.2.5.19.5. An immediate review of the grievance and investigation by the selected Applicant's director or designee.
- 1.2.5.19.6. A process to attempt to resolve every grievance for which a formal investigation is requested.
- 1.2.5.19.7. An appeal process for members or participants to appeal any written decision rendered by the Board of Directors.
- 1.2.5.20. The selected Applicants must ensure the Board of Directors issues a written decision to the member or participant filing a grievance upon completing an investigation and within 20 business days setting forth the disposition of the grievance.
- 1.2.5.21. The selected Applicants must submit a copy of the written decision of the grievance to the Department within one (1) day from the written decision.
- 1.2.5.22. The selected Applicants must support the recruitment and training of individuals for serving on local, regional and state mental health policy, planning and advisory initiatives.
- 1.2.5.23. The selected Applicants must ensure individuals other than the selected Applicant's employees who provide leadership development meetings, workshops, and training events, participate in statewide meetings.
- 1.2.5.24. The selected Applicants must ensure the Executive Director, or designee, attends the Department's monthly Peer Support Directors meeting.



- 1.2.5.25. The selected Applicants must, at a minimum of two (2) times per year, meet with other regional community support organizations that serve the same populations, which may include, but are not limited to:
 - 1.2.5.25.1. Mental health centers.
 - 1.2.5.25.2. Area homeless shelters.
 - 1.2.5.25.3. Community action programs.
 - 1.2.5.25.4. Housing agencies.
- 1.2.5.26. The selected Applicants must submit documentation to the Department that demonstrates attendance at the meetings specified in Subparagraphs 1.2.5.22. through 1.2.5.24.
- 1.2.5.27. The selected Applicants must participate in quality program reviews and site visits on a schedule provided by the Department. The selected Applicants must agree:
 - 1.2.5.27.1. All contract deliverables, programs, and activities are subject to review; and
 - 1.2.5.27.2. Any review may result in a report and potential corrective action plan.
- 1.2.5.28. The selected Applicants must participate in quality assurance reviews as follows:
 - 1.2.5.28.1. Ensure the Department has access sufficient for monitoring of contract compliance requirements as identified in 2 CFR part 200, subpart F.
 - 1.2.5.28.2. Ensure the Department is provided with access that shall include, but is not limited to:
 - 1.2.5.28.2.1. Data.
 - 1.2.5.28.2.2. Financial records.
 - 1.2.5.28.2.3. Scheduled access to Contractor work sites, locations, and work spaces and associated facilities.
 - 1.2.5.28.2.4. Unannounced access to Contractor work sites, locations, and work spaces and associated facilities.
 - 1.2.5.28.2.5. Scheduled phone access to Contractor principals and staff.
- 1.2.5.29. The selected Applicants must perform monitoring and comprehensive quality and assurance activities including, but not limited to:



- 1.2.5.29.1. Participating in bi-annual quality improvement review.
- 1.2.5.29.2. Participating in ongoing monitoring and reporting based on the review and corrective action plan submitted in conjunction with the Department and Applicant.
- 1.2.5.29.3. Conducting member satisfaction surveys provided by and as instructed by the Department.
- 1.2.5.29.4. Reviewing personnel files for completeness.
- 1.2.5.29.5. Reviewing the grievance process.
- 1.2.5.30. The selected Applicants must provide a corrective action plan to the Department within 30 days of notification of noncompliance with contract activities.
- 1.2.5.31. The selected Applicants must provide all requested audits to the Department no later than November 1st of each State Fiscal Year.
- 1.2.5.32. The selected Applicants must meet the staffing, staff training and staff development requirements of a PSA in accordance with New Hampshire Administrative Rule He-M 402.
- 1.2.5.33. The selected Applicants must verify and document all staff and volunteers have appropriate training, education, experience, and orientation to fulfill the responsibilities of their respective positions. The selected Applicants must ensure:
 - 1.2.5.33.1. All staff and volunteers receive training, as approved by the Department, including on the SAMHSA Core Competencies for Peer Support Workers in a behavioral health system.
 - 1.2.5.33.2. All staff receive suicide prevention training, as approved by the Department, annually.
 - 1.2.5.33.3. Annual wellness training is available to staff.
 - 1.2.5.33.4. IPS training or another SAMHSA-recognized mental health peer support model and its required consultations to meet State Peer Specialist certification is provided.
 - 1.2.5.33.5. All personnel and training records are current and available to the Department, as requested.
- 1.2.5.34. Prior to making an offer of employment or for volunteer work, the selected Applicants must, after obtaining signed and notarized authorization from the individual for whom



information is being sought, submit the individual's name for review against the Department's Bureau of Elderly and Adult Services (BEAS) state registry maintained pursuant to RSA 161-F:49.

1.2.5.35. Unless the selected Applicants request and obtain a waiver from the Department, they must not hire any individual or approve any individual to act as a volunteer if:

1.2.5.35.1. The individual's name is on the BEAS state registry;

1.2.5.35.2. The individual has a record of a felony conviction;
or

1.2.5.35.3. The individual has a record of any misdemeanor conviction involving:

1.2.5.35.3.1. Physical or sexual assault;

1.2.5.35.3.2. Violence;

1.2.5.35.3.3. Exploitation;

1.2.5.35.3.4. Child pornography;

1.2.5.35.3.5. Threatening or reckless conduct;

1.2.5.35.3.6. Theft;

1.2.5.35.3.7. Driving under the influence of drugs or alcohol; or

1.2.5.35.3.8. Any other conduct that represents evidence of behavior that could endanger the well-being of a consumer.

1.2.6. Peer Respite: For Regions 5 and 6 Only

1.2.6.1. For Applicants submitting an application for Regions 5 and 6, in addition to the other services in this RFA, the selected Applicants must agree to operate a peer operated Peer Respite that provides early intervention for individuals 18 years of age and older who have a mental illness and who are experiencing a crisis in the community. The selected Applicants must:

1.2.6.1.1. Operate the respite program at a physical location and/or building that is in compliance with local health, building and fire safety codes, and provide a certificate of occupancy to the Department immediately upon contract approval.

1.2.6.1.2. Provide services to any individual from any of the



Regions in New Hampshire regardless of where they live or work.

- 1.2.6.1.3. Provide a short-term, seven (7)-day stay, peer respite in a safe environment, staffed by peers, intended to maintain community placement and avoid hospitalization.
- 1.2.6.1.4. Provide interventions using a model of IPS or another SAMHSA-recognized mental health peer support model that focuses on individual's strengths and assists in personal recovery and wellness.
- 1.2.6.1.5. Provide a place for the individual to stay temporarily in order to facilitate recovery, which must be staffed with a certified Peer Support Specialist 24 hours per day when participants are in the program.
- 1.2.6.1.6. Provide referrals to the local community mental health center for individuals who require a higher level of care or evaluation for hospitalization.
- 1.2.6.1.7. Provide transportation to and from the peer respite program to other community-based appointments as agency schedule and staffing allows.
- 1.2.6.1.8. Administer a functional assessment that is approved by the Department, at the time of entry and exit from the program.
- 1.2.6.1.9. Provide individualized supports with a focus on wellness and recovery planning, if applicable.
- 1.2.6.1.10. Support the individual in returning to participation in community activities, services and supports.
- 1.2.6.1.11. Ensure the individual's health needs are addressed if the individual becomes ill or injured during the course of the individual's stay in the peer respite program.
- 1.2.6.1.12. Ensure communication with other service providers involved in the individual's care, with the individual's written consent.

1.2.7. Performance Measures

- 1.2.7.1. The Department will monitor performance of the selected Vendor(s) by reviewing monthly, quarterly, and annual reports provided by the selected Vendor(s).



- 1.2.7.2. The Department seeks to actively and regularly collaborate with providers to enhance contract management, improve results, and adjust program delivery and policy based on successful outcomes.
 - 1.2.7.3. The Department may collect other key data and metrics from Contractor(s), including service user-level data, demographic, performance, and service data.
 - 1.2.7.4. The Department may identify expectations for active and regular collaboration, including key performance objectives, in the resulting contract. Where applicable, Contractor(s) must collect and share data with the Department in a format specified by the Department.
- 1.2.8. Reporting Requirements
- 1.2.8.1. The Applicant must provide the prior month's interim Balance Sheet, and Profit and Loss Statements to the Department no later than the 30th of the month, ensuring the report includes, but is not limited to:
 - 1.2.8.1.1. The Current Ratio that measures the Applicant's total current assets available to cover the cost of current liabilities. The Applicant must:
 - 1.2.8.1.1.1. Utilize the following formula: Total current assets divided by total current liabilities.
 - 1.2.8.1.1.2. Maintain a minimum current ratio of 1.1:1.0 with no variance allowed.
 - 1.2.8.1.2. Accounts Payable that measure the Applicant's timeliness in paying invoices, ensuring no outstanding invoices greater than 60 days.
 - 1.2.8.1.3. Budget Management that compares budgets to actual revenues and expenses to determine the percentage of the Applicant's budget executed year-to-date.
 - 1.2.8.1.4. Ensure revenues are equal to or greater than the year-to-date calculation while ensuring expenses are equal to or less than the year-to-date calculation.
 - 1.2.8.2. The Applicant must prepare an Annual Report presentation for the benefit of the Mental Health Block Grant Planning and Advisory Council in a format provided by the Department.



- 1.2.8.3. The Applicant must submit a quarterly written report to the Department, on a form supplied by the Department, no later than the 15th day of the month following the end of each quarter that includes, but is not limited to:
 - 1.2.8.3.1. Community outreach activities as outlined in the Scope of Services.
 - 1.2.8.3.2. Compilation of program evaluation and surveys submitted in the past quarter.
 - 1.2.8.3.3. Peer support service deliverables as identified on templates provided by the Department.
 - 1.2.8.3.4. Statistical data including, but not limited to:
 - 1.2.8.3.4.1. The total number of unduplicated participants served on a daily, monthly, and yearly basis.
 - 1.2.8.3.4.2. The total number of current members, defined as only those members who have been served within the past year.
 - 1.2.8.3.4.3. Program utilization totals by percentage.
 - 1.2.8.3.4.4. Number of telephone peer support contacts.
 - 1.2.8.3.4.5. Number and description of outreach activities.
 - 1.2.8.3.4.6. Number and description of educational events provided on-site and in the community.
 - 1.2.8.3.5. The Applicant must purge all data in accordance with the instructions from the Department pertaining to members, participants, and guests who have not received peer support services within the prior two (2) year period.
 - 1.2.8.3.6. Board of Directors meeting minutes for the previous quarter that include, but are not be limited to:
 - 1.2.8.3.6.1. Executive Director's report.
 - 1.2.8.3.6.2. Board of Directors roster.
- 1.2.8.4. The Applicant must provide a report for Department approval by July 31 of each State Fiscal Year, which outlines:



- 1.2.8.4.1. Specific steps the Applicant has taken to increase membership in the previous State Fiscal Year.
- 1.2.8.4.2. A plan for how the Applicant will increase the unduplicated numbers served in the above activities by ten (10) percent of the total served in the previous year, for each subsequent State Fiscal Year.
- 1.2.8.4.3. Monthly on-site services schedules and newsletters.
- 1.2.8.4.4. Quarterly revenue and expenses by cost, category and locations.
- 1.2.8.4.5. Quarterly Capital Expenditure Reports.
- 1.2.8.4.6. Quarterly Auditor's Reports: The prior three (3) months of monthly interim Balance Sheet and Profit and Loss Statements including separate statements for related parties that are certified by an officer of the reporting entity to measure the agency's fiscal integrity.
- 1.2.8.4.7. Annual fund development plan and progress report as developed and approved by the board of directors to ensure fiscal sustainability.
- 1.2.8.5. The Applicant must ensure monthly data is submitted no later than the 15th of each month for the prior month's data, unless otherwise approved by the Department in writing.
- 1.2.8.6. The Applicant must ensure quarterly data is submitted no later than the 15th day of the month following the close of a quarter.
- 1.2.8.7. The Applicant must submit monthly Balance Sheets and Profit and Loss Statements to the Department, ensuring:
 - 1.2.8.7.1. The Profit and Loss Statements include a budget column allowing for budget-to-actual analysis.
 - 1.2.8.7.2. Statements are submitted in accordance with Section 1.2.8.1.
 - 1.2.8.7.3. Statements are based on the accrual method of accounting and include the Applicant's total revenues and expenditures, whether or not generated by, or resulting from, funds provided pursuant to this contract.
- 1.2.9. Contractor(s) may be required to provide other key data and metrics to the Department, including client-level demographic, performance, and service data.



1.2.10. Applicants must demonstrate the capacity and performance experience to meet the Scope of Services outlined in this RFA.

1.3. Compensation & Contract Value

1.3.1. The Department anticipates using Federal and General funds for the resulting contract(s). The Department may choose to modify the source of funding contingent upon the availability of funds at the time of award. Any selected vendor will be subject to the requirements in the Assistance Listing Number # 93.958, Substance Abuse and Mental Health Services Administration, or the requirements of the selected funding source.

1.3.2. Funding is anticipated to be available for the resulting contract as follows:

REGION	PEERS Funding Amount SFY2023	PEERS Funding Amount SFY2024	Total Amount Per Region	Anticipated Number of People Served
Region 1	\$622,655	\$622,655	\$1,245,310	341
Region 2	\$487,136	\$487,136	\$974,272	375
Region 3	\$245,234	\$245,234	\$490,468	120
Region 4	\$245,234	\$245,234	\$490,468	120
Region 5	\$399,899	\$399,899	\$799,798	378
Region 6	\$562,684	\$562,684	\$1,125,368	418
Region 7	\$387,908	\$387,908	\$775,816	226
Region 8	\$353,343	\$353,343	\$706,686	150
Region 9	\$280,304	\$280,304	\$560,608	262
Region 10	\$208,874	\$208,874	\$417,748	110
Total	\$3,793,271	\$3,793,271	\$7,586,542	2,500

1.3.3. The selected Applicants must provide one budget for each Region and each state fiscal year for Department approval, prior to contract execution.

1.3.4. Payment for services will be on a monthly, cost reimbursement basis based on approved budgets that will be included in the resulting contract.

1.4. Contract Period

1.4.1. The Contracts resulting from this RFA are anticipated to be effective July 1, 2022, or upon Governor and Executive Council approval, whichever is later, through June 30, 2024.



- 1.4.2. The Department may extend contracted services for up to four (4) additional years, contingent upon satisfactory Contractor performance, continued funding, and Governor and Executive Council approval.

1.5. Mandatory Responses to RFA Questions

Question 1 – All Regions: Describe, in narrative form, your ability to provide the entire Scope of Services in the Region for which you are applying. Include:

- A sample weekly schedule that reflects hours open.
- A program schedule including a description of the activities on the schedule.
- A description of how you generate program ideas and partner with other community entities to enrich programming.

Question 2 – All Regions: Describe, in narrative form, your ability to meet the Staffing and Staff Training and Development Requirements for a PSA in the Region for which you are applying.

Question 3 – All Regions: Describe, in narrative form, your experience collaborating with community providers serving the same population for the Region for which you are applying.

Question 4 – For Regions 5 and 6 Only: Describe, in narrative form, your ability to operate Peer Respite.

Question 5 – For Regions 5 and 6 Only: Describe, in narrative form, your experience operating Peer Respite.

1.6. Application Evaluation

1.6.1. Applicants can apply for more than one (1) Region, however, only one (1) Applicant will be selected per Region. Applicants applying for more than one (1) Region must submit an application for each Region, clearly labeled, for which they are applying.

1.6.2. The Department will use a scoring scale of 95 points. The Department will select an Applicant for each Regions 1 through 4, and Regions 7 through 10, based upon the criteria and standards contained in this RFA and applying the points set forth below:

1.6.2.1. Ability Q1 – 40 Points

1.6.2.2. Staffing Q2 – 25 Points

1.6.2.3. Collaboration Q3 – 30 Points

Total Possible Points – 95 Points

1.6.3. Each set of responses to questions in Subsection 1.5, above, will result in a stand-alone score. Each question will be scored based on the following scoring matrix:

Q1	Q2	Q3	Criteria
----	----	----	----------



0-12	0-7	0-9	Does not demonstrate what is asked in related question; lacks detail in description; information provided does not pertain to the question asked.
13-26	8-16	10-19	Somewhat demonstrates what is asked in related question; contains minimal details in description; information provided somewhat pertains to the question asked.
27-40	17-25	20-30	Demonstrates what is asked in related question; sufficient details are provided; information provided clearly pertains to the question asked.

1.6.4. The Department will use a scoring scale of 160 points. The Department will select an Applicant for each Region 5 and 6, based upon the criteria and standards contained in this RFA and applying the points set forth below:

- 1.6.4.1. Ability Q1 – 40 Points
- 1.6.4.2. Staffing Q2 – 25 Points
- 1.6.4.3. Collaboration Q3 – 30 Points
- 1.6.4.4. Ability for Peer Respite Q4 – 40 Points
- 1.6.4.5. Experience with Peer Respite Q5 – 25 Points

Total Possible Points – 160 Points

1.6.5. Each set of responses to questions in Subsection 1.5, above, will result in a stand-alone score. Each question will be scored based on the following scoring matrix:

Q1	Q2	Q3	Q4	Q5	Criteria
0-12	0-7	0-9	0-12	0-7	Does not demonstrate what is asked in related question; lacks detail in description; information provided does not pertain to the question asked.



13-26	8-16	10-19	13-26	8-16	Somewhat demonstrates what is asked in related question; contains minimal details in description; information provided somewhat pertains to the question asked.
27-40	17-25	20-30	27-40	17-25	Demonstrates what is asked in related question; sufficient details are provided; information provided clearly pertains to the question asked.

1.6.6. A team of qualified individuals will review applications and assign scores based on the applicable criteria. Scores will be ranked highest to lowest for each region. The Department will make an award to the highest scoring vendor in a region.

2. Notices

2.1. Exceptions

- 2.1.1. The Department will require the successful Applicant to execute a contract using the Form P-37, General Provisions and Standard Exhibits, which are attached as Appendix A. To the extent that an Applicant believes that exceptions to Appendix A will be necessary for the Applicant to enter into an Agreement, the Applicant must note those issues during the RFA Question Period in Section 3. Applicants may not request exceptions to the Scope of Services or any other sections of this RFA.
- 2.1.2. The Department will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion.
- 2.1.3. Any exceptions to the standard form contract and exhibits that are not raised by an Applicant during the RFA Question Period may not be considered. In no event is an Applicant to submit its own standard contract terms and conditions as a replacement for the Department’s terms in response to this solicitation.

2.2. RFA Amendment

The Department reserves the right to amend this RFA, as it deems appropriate, prior to the Application submission deadline on its own initiative or in response to issues raised through Applicant questions. In the event of an amendment to the RFA, the Department, at its sole discretion, may extend the Application submission deadline. The amended language will be posted on the Department’s website.



2.3. Application Submission

- 2.3.1. Applications must be submitted electronically to contracts@dhhs.nh.gov and the Contract Specialist at the email address specified in Subsection 6.1.
 - 2.3.1.1. The subject line must include the following information: **RFA-2023-BMHS-01-PEERS** (email xx of xx).
 - 2.3.1.2. The maximum size of file attachments per email is 10 MB. Applications with file attachments exceeding 10 MB must be submitted via multiple emails.

2.4. Contract Monitoring Provisions

- 2.4.1. All Applicants must complete Appendix B, Contract Monitoring Provisions.
- 2.4.2. The Department will use Applicant responses to conduct a risk assessment to determine if enhanced contract monitoring is necessary if the Applicant is awarded a contract. The risk assessment will not be used to disqualify or score Applications.

2.5. Compliance

- 2.5.1. Applicants must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 2.5.2. The selected Contractor must meet all information security and privacy requirements as set by the Department.
- 2.5.3. The selected Contractor must maintain the following records during the resulting contract term where appropriate and as prescribed by the Department:
 - 2.5.3.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
 - 2.5.3.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.
 - 2.5.3.3. During the term of this Contract and the period for retention hereunder, the Department, the United States Department of



Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Contract for purposes of audit, examination, excerpts and transcripts. Upon the purchase by the Department of the maximum number of units provided for in the Contract and upon payment of the price limitation hereunder, the Contract and all the obligations of the parties hereunder (except such obligations as, by the terms of the Contract are to be performed after the end of the term of this Contract and/or survive the termination of the Contract) shall terminate, provided however, that if, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the Contractor as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

2.5.4. Credits and Copyright Ownership

2.5.4.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement, *“The preparation of this (report, document etc.) was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services.”*

2.5.4.2. All materials produced or purchased under the contract shall have prior approval from the Department before printing, production, distribution or use. The Department will retain copyright ownership for any and all original materials produced, including, but not limited to, brochures, resource directories, protocols or guidelines, posters, or reports. The Contractor shall not reproduce any materials produced under the contract without prior written approval from the Department.

2.5.5. Culturally and Linguistically Appropriate Services

2.5.5.1. The New Hampshire Department of Health and Human Services is committed to reducing health disparities in New Hampshire and recognizes that culture and language can have a considerable impact on how individuals access and respond to health and human services. Culturally and linguistically diverse populations experience barriers in their efforts to access services. As a result, the Department is strongly committed to providing culturally and linguistically competent programs and services for its clients, and as a means of ensuring access to



quality care for all. As part of that commitment, the Department continuously strives to improve existing programs and services, and to bring them in line with current best practices.

- 2.5.5.2. The Department requires all contractors and sub-recipients to provide culturally and linguistically appropriate programs and services in compliance with all applicable federal civil rights laws, which may include: Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, and the Rehabilitation Act of 1973. Collectively, these laws prohibit discrimination on the grounds of race, color, national origin, disability, age, sex, and religion.
- 2.5.5.3. There are numerous resources available to help recipients increase their ability to meet the needs of culturally, racially and linguistically diverse clients. Some of the main information sources are listed in the Bidder's Reference Guide for Completing the Culturally and Linguistically Appropriate Services Section of the RFP, and, in the Vendor/RFP section of the Department's website.
- 2.5.5.4. A key Title VI guidance is the National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS Standards), developed by the U.S. Department of Health and Human Services in 2000. The CLAS Standards provide specific steps that organizations may take to make their services more culturally and linguistically appropriate. The enhanced CLAS standards, released in 2013, promote effective communication not only with persons with Limited English Proficiency, but also with persons who have other communication needs. The enhanced Standards provide a framework for organizations to best serve the nation's increasingly diverse communities.
- 2.5.5.5. Applicants are expected to consider the need for language services for individuals with Limited English Proficiency as well as other communication needs, served or likely to be encountered in the eligible service population, both in developing their budgets and in conducting their programs and activities.
- 2.5.5.6. Successful Applicants will be:
 - 2.5.5.6.1. Required to submit a detailed description of the language assistance services they will provide to LEP persons to ensure meaningful access to their programs and/or services, within ten (10) days of the date the contract is approved by Governor and Council; and



- 2.5.5.6.2. Monitored on their Federal civil rights compliance using the Federal Civil Rights Compliance Checklist, which can be found in the Vendor/RFP section of the Department's website.
- 2.5.5.7. The guidance that accompanies Title VI of the Civil Rights Act of 1964 requires recipients to take reasonable steps to ensure meaningful access to their programs and services by persons with Limited English Proficiency (LEP persons). The extent of an organization's obligation to provide LEP services is based on an individualized assessment involving the balancing of four factors:
 - 2.5.5.7.1. The number or proportion of LEP persons served or likely to be encountered in the population that is eligible for the program or services (this includes minor children served by the program who have LEP parent(s) or guardian(s) in need of language assistance);
 - 2.5.5.7.2. The frequency with which LEP individuals come in contact with the program, activity or service;
 - 2.5.5.7.3. The importance or impact of the contact upon the lives of the person(s) served by the program, activity or service; and
 - 2.5.5.7.4. The resources available to the organization to provide language assistance.
- 2.5.5.8. **Applicants are required to complete the TWO (2) steps listed in the Appendix C to this RFA, as part of their Application.** Completion of these two items is required not only because the provision of language and/or communication assistance is a longstanding requirement under the Federal civil rights laws, but also because consideration of all the required factors will help inform Applicants' program design, which in turn, will allow Applicants to put forth the best possible Application.
- 2.5.5.9. For guidance on completing the two steps in Appendix C, please refer to Bidder's Reference Guide for Completing the Culturally and Linguistically Appropriate Services Addendum of the RFA, which is posted on the Department's website. <http://www.dhhs.nh.gov/business/forms.htm>.

2.5.6. Audit Requirements



- 2.5.6.1. The Contractor must email an annual audit to Tanja.Godtfredsen@dhhs.nh.gov if **any** of the following conditions exist:
 - 2.5.6.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.
 - 2.5.6.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.
 - 2.5.6.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 2.5.6.2. If Condition A exists, the Contractor shall submit an annual **single audit** performed by an independent Certified Public Accountant (CPA) to the Department within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 2.5.6.3. If Condition B or Condition C exists, the Contractor shall submit an annual **financial audit** performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 2.5.6.4. Any Contractor that receives an amount equal to or greater than \$250,000 from the Department during a single fiscal year, regardless of the funding source, may be required, at a minimum, to submit annual financial audits performed by an independent CPA if the Department's risk assessment determination indicates the Contractor is high-risk.
- 2.5.6.5. In addition to, and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Contract to which exception has been taken, or which have been disallowed because of such an exception.

2.6. Non-Collusion

The Applicant's required signature on the Transmittal Cover Letter for an Application submitted in response to this RFA guarantees that the prices, terms and conditions,



and services have been established without collusion with other Applicants and without effort to preclude Department from obtaining the best possible Application.

2.7. Applicant Withdrawal

Prior to the Closing Date for receipt of Applications, an Application may be withdrawn by submitting a written request for its withdrawal to Contract Specialist identified in Paragraph 3.3.2.

2.8. Public Disclosure

- 2.8.1. Pursuant to RSA 21-G:37, the content of responses to this RFA must remain confidential until the Governor and Executive Council have awarded a contract. At the time of receipt of Applications, the Department will publish the number of responses received with no further information. No later than five (5) business days prior to submission of a contract to the Department of Administrative Services pursuant to this RFA, the Department will post the name, rank or score of each Applicant. Applicant's disclosure or distribution of the contents of its Application, other than to the State, will be grounds for disqualification at the State's sole discretion.
- 2.8.2. The content of each Application and addenda thereto will become public information once the Governor and Executive Council have approved a contract. Any information submitted as part of an Application in response to this RFA may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFA will be made accessible to the public online via the website Transparent NH (www.nh.gov/transparentnh/). Accordingly, business financial information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV.
- 2.8.3. Insofar as an Applicant seeks to maintain the confidentiality of its confidential commercial, financial or personnel information, the Applicant must clearly identify in writing the information it claims to be confidential and explain the reasons such information should be considered confidential. This must be done by separate letter identifying by page number and Application section the specific information the Applicant claims to be exempt from public disclosure pursuant to RSA 91-A:5. **The Applicant is strongly encouraged to provide a redacted copy of their application.**
- 2.8.4. Each Applicant acknowledges that the Department is subject to the Right-to-Know Law New Hampshire RSA Chapter 91-A. The Department shall maintain the confidentiality of the identified confidential information insofar as it is consistent with applicable laws or regulations, including but not limited to New Hampshire RSA Chapter 91-A. In the event the Department receives a request for the information identified by an Applicant as confidential, the Department shall notify the Applicant and specify the date the Department intends to release the requested information. Any effort to



prohibit or enjoin the release of the information shall be the Applicant's responsibility and at the Applicant's sole expense. If the Applicant fails to obtain a court order enjoining the disclosure, the Department may release the information on the date the Department specified in its notice to the Applicant without incurring any liability to the Applicant.

2.9. Non-Commitment

Notwithstanding any other provision of this RFA, this RFA does not commit the Department to award a Contract. The Department reserves the right to reject any and all Applications or any portions thereof, at any time and to cancel this RFA and to solicit new Applications under a new Application process.

2.10. Request for Additional Information or Materials

The Department may ask any Applicant to provide additional information or materials needed to clarify information presented in the Application. Such a request will be issued in writing and will not provide an Applicant with an opportunity to change, extend, or otherwise amend its Application in intent or substance.

2.11. Liability

By submitting an Application in response to this RFA, an Applicant agrees that in no event shall the State be either responsible for or held liable for any costs incurred by an Applicant in the preparation or submittal of or otherwise in connection with an Application, or for work performed prior to the Effective Date of a resulting contract.

2.12. Oral Presentations and Discussions

The Department reserves the right to require some or all Applicants to make oral presentations of their Application. The purpose of the oral presentation is to clarify and expound upon information provided in the written application. Applicants are prohibited from altering the original substance of their Applications during the oral presentations. The Department will use the information gained from oral presentations to refine the technical review scores. Any and all costs associated with an oral presentation shall be borne entirely by the Applicant.

2.13. Successful Applicant Notice and Contract Negotiations

- 2.13.1. If an Applicant(s) is selected, the Department will notify the successful Applicant(s) in writing of their selection and the State's desire to enter into contract negotiations. Until the Department successfully completes negotiations with the selected Applicant(s), all submitted Applications remain eligible for selection by the Department. In the event contract negotiations are unsuccessful with the selected Applicant(s), the evaluation team may recommend another Applicant(s). The Department will not contact Applicant(s) that are not initially selected to enter into contract negotiations.

2.14. Scope of Award and Contract Award Notice



2.14.1. The Department reserves the right to award a service, part of a service, group of services, or total services and to reject any and all Applications in whole or in part. A contract award is contingent on approval by the Governor and Executive Council.

2.14.2. If a contract is awarded, the Applicant must obtain written consent from the Department before any public announcement or news release is issued pertaining to any contract award.

2.15. Site Visits

The Department may, at its sole discretion, at any time prior to contract award, conduct a site visit at the Applicant's location or at any other location deemed appropriate by the Department, to determine the Applicant's capacity to satisfy the terms of this RFA. The Department may also require the applicant to produce additional documents, records, or materials relevant to determining the Applicant's capacity to satisfy the terms of this RFA. Any and all costs associated with any site visit or requests for documents shall be borne entirely by the Applicant.

2.16. Protest of Intended Award

Any challenge of an award made or otherwise related to this RFA shall be governed by RSA 21-G:37, and the procedures and terms of this RFA. The procedure set forth in RSA 21-G:37, IV, shall be the sole remedy available to challenge any award resulting from this RFA. In the event that any legal action is brought challenging this RFA and selection process, outside of the review process identified in RSA 21-G:37, IV, and in the event that the State of New Hampshire prevails, the challenger agrees to pay all expenses of such action, including attorney's fees and costs at all stages of litigation.

2.17. Contingency

Aspects of the award may be contingent upon changes to state or federal laws and regulations.

2.18. Ethical Requirements

From the time this RFA is published until a contract is awarded, no Applicant shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any Applicant that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any Applicant who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from submitting an Application to this RFA, or similar request for submission and every such Applicant shall be disqualified from submitting any Applicant or similar request for submission issued by any state agency. An Applicant that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an



acquittal, or is annulled, may notify the Department of Administrative Services, which shall note that information on the list maintained on the state's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

3. Application Process

3.1. Overview

- 3.1.1. Application documents must be presented in the order indicated below.
- 3.1.2. Applications must conform to all instructions, requirements and contents indicated below.
- 3.1.3. The Department must receive the Application by the time and date specified in the Procurement Timetable in Section 3 and in the manner specified or it will be rejected as non-compliant, unless waived by the Department as a non-material deviation.
- 3.1.4. The Department will conduct an initial screening step to verify Applicant compliance with the submission requirements of this RFA. The Department may waive or offer a limited opportunity for an Applicant to cure immaterial deviations from the RFA requirements if it is determined to be in the best interest of the Department.
- 3.1.5. Late submissions that are not accepted will remain unopened and will be discarded. Submission of the Application shall be at the Applicant's expense.

3.2. Application Content

- 3.2.1. A **Transmittal Cover Letter** on the Applicant's letterhead that must:
 - 3.2.1.1. Reference, "**RFA-2023-BMHS-01-PEERS**;"
 - 3.2.1.2. Identify the name, title, mailing address, telephone number and email address of the person authorized by the Applicant to contractually obligate the agency or individual;
 - 3.2.1.3. Acknowledge that the Applicant has read this Request for Application, understands it, and agrees to be bound by its requirements;
 - 3.2.1.4. Contain the date that the Application was submitted; and
 - 3.2.1.5. Be signed by an individual who is authorized to bind the Applicant to all statements, including services and prices contained in this Request for Application.
- 3.2.2. **Mandatory Responses** to RFA Questions in Subsection 1.5.
- 3.2.3. **Curriculum Vitae or Resume** of each individual performing functions identified in this RFA.
- 3.2.4. **Licenses, Certificates and Permits** as required by this Request for Application.



3.2.5. **Current Certificate of Insurance**

3.2.6. **Three (3) references for the Applicant.** The Applicant must submit three (3) written references from individuals or organizations who have knowledge of the Applicant’s ability to deliver services applicable to this solicitation. A current Department employee will not be considered a valid reference:

3.2.6.1. Each written reference must include current contact information, a description of work performed, quality of work, and dates of performance.

3.2.6.2. The Department may contact a reference to clarify any information.

3.2.7. **New Hampshire Certificate of Good Standing**

The Department requires, as applicable, every Contractor to acquire a Certificate of Good Standing or assurance of obtaining registration with the New Hampshire Office of the Secretary of State in accordance with RSA 5:18-a.

3.2.8. **Affiliations – Conflict of Interest Statement** regarding any and all affiliations that might result in a conflict of interest. Explain the relationship and how the affiliation would not represent a conflict of interest.

3.2.9. **Appendix B – Contract Monitoring Provisions.**

3.2.10. **Appendix C – CLAS Requirements.**

3.3. Procurement Timetable and Contact Information

3.3.1. Schedule of Events

Item	Action <i>(All times are according to Eastern Standard Time. The Department reserves the right to modify these dates at its sole discretion.)</i>	Date
1.	RFA Release Date	March 25, 2022
2.	RFA Applicant Questions Submission Deadline	April 1, 2022 11:59 PM
3.	Department Responses to Questions Published	April 15, 2022
4.	Application Submission Deadline	April 29, 2022 12:00 PM

3.3.2. All questions and applications must be submitted electronically to:



State of New Hampshire
Department of Health and Human Services
Amy Marchildon, Contract Specialist
Bureau of Contracts & Procurements
129 Pleasant Street
Concord NH 03301
Email: Amy.E.Marchildon@dhhs.nh.gov
Phone: (603) 271-6533

- 3.3.3. From the date of release of this RFA until an award is made and announced regarding the selection of an Applicant, all communication with personnel employed by or under contract with the Department regarding this RFA is prohibited unless first approved by the RFA Point of Contact listed in Paragraph 3.3.2, herein. Department employees have been directed not to hold conferences and/or discussions concerning this RFA with any potential contractor during the selection process, unless otherwise authorized by the RFA Point of Contact. Applicants may be disqualified for violating this restriction on communications.

3.4. Applicant's Questions and Answers

- 3.4.1. All questions about this RFA, including but not limited to requests for clarification, additional information or any changes to the RFA must be made in writing, citing the RFA page number and part or subpart, and submitted by email to the Contract Specialist identified in Paragraph 3.3.2.
- 3.4.2. The Department may consolidate or paraphrase questions for efficiency and clarity. Questions that are not understood will not be answered. Statements that are not questions will not receive a response.
- 3.4.3. Questions must be submitted by email; however, the Department assumes no liability for ensuring accurate and complete email transmissions.
- 3.4.4. Questions must be received by the deadline provided in Paragraph 3.3.1, Procurement Timetable.
- 3.4.5. Written answers to questions received will be published on the Department's website on or about the date indicated in Paragraph 3.3.1, Procurement Timetable.

3.5. Validity of Application

Applications must be valid for one hundred eighty (180) days following the deadline for submission in the Procurement Timetable above, or until the Effective Date of any resulting Contract, whichever is later.

4. Appendices



- 4.1. **Appendix A – P-37 General Provisions and Standard Exhibits (*for reference only-do not return*)**
- 4.2. **Appendix B – Contract Monitoring Provisions**
- 4.3. **Appendix C – CLAS Requirements**
- 4.4. **Appendix D – Geographic Regions**