**Instructions**: Provide detailed responses in the text boxes to the questions below. If additional attachments are required as specified below, submit the attachments in the order they are requested below. There is no page limit for this Appendix D – Technical Response to Questions or any associated attachments.

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| **Vendor Name** |  |

1. **Describe your experience providing the services detailed in this RFP. Include:**
2. Experience:
3. Administering a certification program;
4. Working directly with housing programs;
5. Providing informational sessions, training, and technical assistance;
6. Addressing concerns and complaints.
7. Your understanding of the NARR Standards and Social Model.

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1. **Provide your approach to administering certification services in this RFP. Include:**
2. A proposed Work Plan with a detailed project timeline that includes milestones marking specific points across the timeline to ensure the project is on schedule; steps and resources needed to bring each aspect of the project through from development to implementation and maintenance; and possible project barriers and constraints, including suggested mitigation strategies for each.
3. Your proposed application process for recovery residence certification and re-certification.
4. How you will identify and engage non-certified recovery houses and retain existing certified houses.
5. How geographic and service population gaps will be identified and addressed.
6. ***Describe your proposed process for monitoring maintenance of standards and best practices and what actions will be taken if a lapse is identified***.
7. ***Describe the internal processes you will use to monitor staff interactions with recovery houses for ethical, equitable, unbiased treatment. Include how you will engage the Advisory Board for guidance and consultation***.

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1. **Provide your approach to administering services to address complaints. Include:**
2. Your proposed process for receiving, investigating, addressing and resolving concerns and complaints.
3. How you will ensure the fair, equitable, and unbiased review, investigation, and resolution of any identified concern, complaint, or grievance.

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1. **Describe the design of the website that will be utilized. Include various pages, what will be included on each, and how the site will be managed to ensure information is accurate, up-to-date, and relevant. Include completed Appendix G - IT Workbook and Appendix H – Vendor Risk Assessment Report.**

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1. **Describe the Advisory Board that will be designated for the Scope of Services detailed in this RFP. Include:**
2. Makeup and activities to recruit members;
3. Roles and responsibilities,
4. Process for how the Board will function and effectively impact the Program.
5. How conflicts of interest will be identified, disclosed, and managed.

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1. What is the current capacity of your organization to carry out all requirements of the Scope of Services in this RFP? Provide a Program Staff List – Appendix E, including an organizational chart, resumes for key staff; job descriptions of and strategies to hire for vacant positions. ***Provide your sustainability plan, including any additional funding sources, such as fees, anticipated for these services and how additional funding will be utilized to enhance the program.***

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