



**Department Responses to Inquiries
Invitation to Negotiate (ITN):
Peer Services
Advertisement Number: ITN080918HSET1**

Below are the inquiries and Department responses related to the above referenced ITN:

1	Q:	The statement is made that the contract renewal is contingent upon satisfactory performance evaluations as determined by the Department? Will those metrics be outlined in the contract upon award? Do you currently have an evaluation template you could provide?
	A:	<i>The contract resulting from this ITN will include Performance Measures, which will be negotiated with the selected vendor. Performance Measures are monitored throughout the term of the contract and are one of several factors considered in determining renewal. There is no evaluation template.</i>
2	Q:	Peer-Operated as, "An organization owned and operated by individuals receiving or who have received Behavioral Health Services." NAMI of Collier County is capable of providing all of the deliverables asked for in this ITN but does not meet the criteria of "Peer Operated." The CLEAR Program at NAMI of Collier County is, however, a program that is totally Peer run and directed. May NAMI of Collier County submit a reply to this ITN on behalf of the CLEAR program? If this is not possible, is it correct to assume that we do not meet fatal criteria and that we are ineligible to apply?
	A:	<i>Please see Addendum #1 to the ITN.</i>
3	Q:	Would allowing NAMI Collier to submit on behalf of the CLEAR Program be permissible under 2.11.1 Waiver of Minor Irregularities?
	A:	<i>This question is rendered moot by Addendum #1 to the ITN.</i>
4	Q:	If appropriate and allowed to fidelity of training module can trainings be offer in web-based platform?
	A:	<i>Please see Addendum #1 to the ITN.</i>
5	Q:	Is the Vender responsible for reimbursing the participants for any travel related expenses for the trainings or providing any types of stipends?
	A:	<i>Stipends are not an allowable expenditure per the Department of Financial Services' Reference Guide for State Expenditure, See Section 3.3.2. Reimbursement of travel expenses is not a minimum programmatic specification. See Section 3.2</i>
6	Q:	How many individuals per year does the Department expect the Vender to train per year?
	A:	<i>Specific targets and details must be stated in the reply and will be negotiated with the selected vendor. Please see Addendum #1 to the ITN.</i>
7	Q:	How many facilitators per year does the Department expect the Vender to develop per year?
	A:	<i>Specific targets and details must be stated in the reply and will be negotiated with the selected vendor. Please see Addendum #1 to the ITN.</i>

8	Q:	How many Supervisory trainings does the Department expect the Vender to deliver to the Network Service Providers per year?
	A:	<i>Specific targets and details must be stated in the reply and will be negotiated with the selected vendor. Please see Addendum #1 to the ITN.</i>
9	Q:	How many Peer Workshops does the Department expect the Vender to conduct per year?
	A:	<i>Specific targets and details must be stated in the reply and will be negotiated with the selected vendor. Please see Addendum #1 to the ITN.</i>
10	Q:	How often does the Department expect a needs assessment be completed through the duration of this contract?
	A:	<i>The Department requires a statewide needs assessment to identify local and regional system development needs. See Section 3.2.3.1. The needs assessment process is to be described by the vendor. See Section 4.2.5.2.</i>
11	Q:	Will the Department allow the Vender to charge registration fees for the Summit?
	A:	<i>The Department prefers the Summit be offered to participants free of charge. However, it is permissible to charge a nominal registration fee to assist with expenditures related to the Summit not reimbursed under the contract resulting from this ITN. Specific details related to this issue will be negotiated with the selected vendor, if applicable. Please see Addendum #1 to the ITN.</i>
12	Q:	Will the Department allow the Vender to seek sponsorships for the Summit?
	A:	<i>The reply may include a proposal to seek sponsorship for expenditures related to the Summit not reimbursed under the contract resulting from this ITN. Specific details related to this issue will be negotiated with the selected vendor, if applicable. Please see Addendum #1 to the ITN.</i>
13	Q:	How will the continuity of care Callers be addressed during transition to a new provider? Will the current Warm Line phone number change? In addition, will there be a consideration for continuity of employment of incumbent CRPS Operators (5) and supervisory staff (2), one of whom is a National Certified Peer Specialist?
	A:	<i>The current provider is responsible for working with the selected provider, as detailed in the current contract. If there is a new phone number, the selected vendor will be responsible for notification and advertisement of the new number. Specific details related to this issue will be negotiated with the selected vendor, as applicable. There is no requirement for continuity of employment for incumbent staff.</i>
14	Q:	With no mention of the Born Drug Free line in the ITN, what will be the procedure for making this change known to medical centers, agencies, and providers who have the line listed as a resource and who is responsible for making that known?
	A:	<i>The Born Drug Free line will not continue under the contract resulting from this ITN. The Department has not yet determined how this will be communicated or who is responsible.</i>
15	Q:	Since the National Certified Peer Specialist designation has only been in place for about a year, it is not possible to have two years' experience. Can this please be clarified?
	A:	<i>Please see Addendum #1 to the ITN.</i>
16	Q:	Does the Project Manager have to be full-time dedicated to this position if they are a full-time position for the agency?
	A:	<i>The Project Manager must be a full-time position dedicated to this project. Please see Addendum #1 to the ITN.</i>
17	Q:	Does the Training Coordinator have to be a full-time position?
	A:	<i>The ITN does not specify the level of effort required for this position. Please see Addendum #1 to the ITN.</i>
18	Q:	Does the Warm Line Coordinator have to be full-time dedicated to this position if they are a full-time position for the agency?
	A:	<i>The ITN does not specify the level of effort required for this position. Please see Addendum #1 to the ITN.</i>
19	Q:	Can the Training Coordinator be a subcontracted position?
	A:	<i>Yes.</i>
20	Q:	Can the Project Manager and Warm Line Coordinator be the same person?
	A:	<i>No. Please see No.16.</i>

21	Q:	Can the Warm Line Operators be individuals who have taken the all of the training to be a CRPS but are lacking in experience hours to take the test? Therefore they would be able to use a job such as the Warm Line Operator job to gain hours of experience in order to meet the requirements to take the exam.
	A:	No, Section 3.2.5.1.4 requires Warm Line Operators to already be <u>Certified</u> Recovery Peer Specialists.
22	Q:	Would Warm Line Operators be subject to Level II background screenings since they would not have face-to-face contact with individuals and would not be providing billable services?
	A:	Yes. See CFOP 60-25, Chapter 2, 2-11 requiring all contracted staff undergo Level II screenings.
23	Q:	Will the online DCF trainings suffice to meet the Warm Line Operator training requirements?
	A:	Trainings that are available through DCF online trainings may count towards the required hours for each of the training topics. However, not all topics are necessarily available through the Department.
24	Q:	This ITN has expanded the previous contract deliverables and the monetary amount remains the same as the previous contracts, and some of the required deliverables are very expensive and cannot be brought in without exceeding the proposed budget. Is the budget negotiable if it can be reasonably shown to be insufficient?
	A:	The reply should clearly outline the activities the vendor proposes to provide within the funding levels provided in Section 3.3.1 of the ITN.
25	Q:	Would a partnership effort be a consideration and would the Department entertain a joint submission as long as one of the partners fully meets the definition of "Peer Operated?"
	A:	<i>This question may be rendered moot by Addendum #1 to the ITN.</i> Each reply must be from a single Vendor. See Section 1.1 of the ITN. In addition to all other mandatory requirements, each Vendor must be a legal entity able to enter into a contract. See Section 5 . Though it does not intend to, the Department reserves the option to enter into several contracts as a result of this solicitation. But, in any event, each contracting Vendor must be responsive and responsible. PUR 1001, Section 11. Section 287.012(25), (27), Florida Statutes.
26	Q:	In the statement, "the organization is owned and operated by individuals diagnosed with mental health disorder," is the Department simply implying that they want a Peer run organization or are they truly looking for the ownership factor? Non-profits are not owned, and therefore technically would be disqualified by that statement. Were you really aiming for organizations that are led by Chief Executive Officers, Executive Directors, or Owners that live with a mental health disorder regardless of ownership status?
	A:	<i>This question is rendered moot by Addendum #1 to the ITN.</i>
27	Q:	Many non-profit boards include family members of those living with behavioral health disorders. Does your definition extend to family members or does the board member themselves have to be a consumer of behavioral health services past or present?
	A:	<i>This question is rendered moot by Addendum #1 to the ITN.</i>