**STATE OF MAINE**

**Department of Health and Human Services**

*Office of Behavioral Health*



**RFP# 202410184**

**Mental Health Peer Support Centers Services**

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| --- | --- | --- | --- |
| **RFP Coordinator** | **NAME:** | | Stacy Martin |
| **TITLE:** | | Procurement Administrator |
| **EMAIL:** | | [Stacy.Martin@maine.gov](mailto:Stacy.Martin@maine.gov) |
| *All communication regarding the RFP must be made through the RFP Coordinator.* | | | |
| **Informational Meeting** | **DATE:** | | November 8, 2024 |
| **TIME:** | | 10:00 a.m., local time |
| **LOCATION:** | | ZOOM Meeting [Web Link for RFP 202410184](https://mainestate.zoom.us/j/82149311890?pwd=GEPg7aT6EYrwze6vxLSUXHO2DQoxxp.1) Meeting ID: 821 4931 1890, or by phone at 1-646-876-9923 using the Meeting ID provided. |
| **Submitted Questions Due Date** | November 14, 2024, no later than 11:59 p.m., local time | | |
| *All questions must be received by the RFP Coordinator by the date and time listed above.* | | | |
| **Notice of Intent to Bid Due Date** | December 5, 2024, no later than 11:59 p.m., local time | | |
| *All notice of intents must be received by the RFP Coordinator by the date and time listed above.* | | | |
| **Proposal Submission Deadline** | **DATE:** | December 20, 2024, no later than 11:59 p.m., local time. | |
| **TO:** | [Proposals@maine.gov](mailto:Proposals@maine.gov) | |
| *Proposals must be received electronically by the Office of State Procurement Services by the date and time listed above.* | | | |

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PUBLIC NOTICE

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**State of Maine**

**Department of Health and Human Services**

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

The State of Maine is seeking proposals for Mental Health Peer Support Centers Services for Adults experiencing Serious Mental Illness and/or Co-occurring Disorders.

A copy of the RFP and all related documents can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

An Information Meeting will be held on November 8, 2024, at 10:00 a.m. at the following location: <https://mainestate.zoom.us/j/82149311890?pwd=GEPg7aT6EYrwze6vxLSUXHO2DQoxxp.1> Meeting ID: 821 4931 1890, or by phone at 1-646-876-9923 using the Meeting ID provided.

Proposals must be submitted to the Office of State Procurement Services, via e-mail, at: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 p.m., local time, on December 20, 2024. Proposals will be opened the following business day.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

The following terms and acronyms, as referenced in the RFP, have the meanings indicated below:

| **Term/Acronym** | **Definition** |
| --- | --- |
| [**2-1-1 Maine**](https://211maine.org/) | Confidential information and referral services located in the State, provided at no cost, that are available 24/7 to connect individuals of all ages to local services. |
| **Adult** | An individual who is eighteen (18) years of age or older. |
| [**Alternatives to Suicide**](chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https:/wildfloweralliance.org/wp-content/uploads/2021/01/CHARTER_alt2su_August-edits.pdf) | A facilitated group for individuals who identify as suicide-attempt survivors and for those who have struggled with suicidal thoughts. |
| [**Certified Intentional Peer Support Specialist (CIPSS)**](https://www.maine.gov/dhhs/obh/training-certification/intentional-peer-support) | An individual who has completed the Department’s Office of Behavioral Health curriculum for CIPSS and received and maintains certification, refer to [10-144 C.M.R. Chapter 101, Ch. II, § 17.01-3](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s017.docx). |
| **Community Activity Funds** | Funds distributed to Mental Health Peer Support Centers (Centers) for the purpose of disbursement to Participants in support of short-term recreational, social, art, and leisure activities. |
| [**Consumer Operated Service Pr****ogram (COSP)**](https://store.samhsa.gov/product/consumer-operated-services-evidence-based-practices-ebp-kit/sma11-4633) | An evidence-based Peer-run mental health service model developed from a multi-site research initiative which effectively promotes empowerment and hope of Recovery among Participants. |
| **Co-occurring Disorders** | Also referred to as a dual diagnosis**,** this is a diagnosis consisting of both a mental health and Substance Use Disorder (SUD) as defined by the [DSM-5-TR](https://www.psychiatry.org/psychiatrists/practice/dsm). |
| **Department** | Department of Health and Human Services |
| **Diversity** | A representation of the fact that people have individual, unique characteristics, and the practice of including or involving people from a range of these unique characteristics. Diverse characteristics include protected classes such as race, color, ancestry, national origin, sex, sexual orientation, gender identity and expression, physical or mental disability, religion, age, marital status, and other categories in certain contexts. Diverse characteristics also may include life experiences, ethnicity, cognitive approaches, language and communication style, tribe, caste, and socio-economic status. |
| **Equity** | When barriers are identified and removed to ensure fair treatment, equality of opportunity, and fairness in access to information and resources for all. |
| **Expectations of Conduct** | Clearly defined actions to be used when disruption to a Center occurs, or when corrective action is needed. |
| [**Fidelity Tool**](http://www.acbhcs.org/providers/qi/docs/WRR/Fidelity_Assessment_Common_Ingredients.pdf) | A scale measuring how closely data captured through service delivery meets the COSP model. For this RFP, the Fidelity Tool is the Fidelity Assessment Common Ingredients Tool (FACIT) (**Appendix H**). |
| **FTP** | File Transfer Protocol |
| [**Hearing Voices**](https://www.hearingvoicesusa.org/) | Groups which offer a safe haven where people who hear, see or sense things that other people don’t, can feel accepted, valued, and understood. |
| **Inclusion** | The act or practice of creating a collaborative, supportive, and respectful work environment that allows employees to participate and contribute by removing barriers, discrimination, and intolerance. |
| [**Intentional Peer Support (IPS)**](https://www.intentionalpeersupport.org/?v=b8a74b2fbcbb) | A philosophy based on three (3) core principles and four (4) tasks used to develop and maintain mutual relationships. IPS is a way of thinking about and inviting transformative relationships and is person-centered, voluntary, relationship-focused, and Trauma-responsive.  **Principles**:   * Co-learning rather than helping; * Focus on the relationship rather than the individual; and * Hope and possibility rather than fear.   **Tasks**:   * Building connection; * Helping each other understand how we’ve come to know what we know (worldview); * Re-defining help as a co-learning and growing process (mutuality); and * Moving towards what we want, rather than away from what we don’t want. |
| **Lived Experience** | Knowledge gained by an individual who has personally experienced Serious Mental Illness (SMI) and/or Co-occurring Disorders. |
| [**Maine Can Work**](https://www.mainehealth.org/-/media/Maine-Medical-Center/Files/Vocational-Services/Second-Edition-Maine-Can-Work-Jan-2014.pdf) | A structured, Peer-run Vocational Preparation, support group curriculum developed to assist individuals receiving behavioral health services in obtaining employment. |
| [**MaineIT**](https://www.maine.gov/oit/policies-standards) | Maine’s Office of Information Technology |
| **Meaningful Activities** | Activities such as employment, enrollment in school, volunteer work, caring for family, and participating in hobbies. Individuals involved in Meaningful Activities learn independence, develop skills necessary to earn an income, and become aware of the availability of resources needed to participate in society more fully. |
| **Memorandum of Understanding (MOU)** | A formal agreement between two (2) parties. |
| **Mental Health Peer Support Center (Center)** | A free accessible facility-based peer-led location for Adults experiencing SMI and/or co-occurring SUD that provides individuals the opportunity to both offer and receive support in their community environment. Centers are a welcoming, non-judgmental spaces grounded in the values and principles of IPS. Centers are staffed by trained CIPSS who encourage hope and promote independence and self-reliance. In addition, Centers assist Participants to become meaningfully involved in their communities, as determined by the Participant. Participants have access to IPS, Structured Group Support, and Self-help Activities. The Centers also assist in linking Participants to needed services such as housing, behavioral health treatment, and vocational rehabilitation services. All services are Center based. |
| **Multiple Pathways to Recovery** | A highly personalized approach that is based on the core concepts of strength building, individualized skills development, and providing resources. Multiple Pathways to Recovery helps the person find their own path through increased commitment, and includes abstinence, harm-reduction, managed use, medication assisted Recovery, Peer Support, clinical support, twelve (12) step, and faith-based approaches. |
| **Participant** | An Adult who attends a Center and meets eligibility requirements. |
| [**Pathways to Recovery**](https://www.amazon.com/Pathways-Recovery-Group-Facilitators-Guide/dp/1470057069/ref=asc_df_1470057069?tag=bingshoppinga-20&linkCode=df0&hvadid=80882875798464&hvnetw=o&hvqmt=e&hvbmt=be&hvdev=c&hvlocint=&hvlocphy=&hvtargid=pla-4584482467874603&psc=1) | A person-centered self-help group that utilizes a specific curriculum that focuses on assisting individuals to identify and work towards attainment of their life goals and plan for long-term Recovery. |
| **Peer** | Describes a relationship between two (2) or more Adults who are receiving, or who have received, services related to the diagnosis of an SMI and/or Co-occurring Disorders and is willing to self-identify with individuals on this basis in the community. |
| **Peer Support Line** | A toll-free phone service staffed by a CIPSS who practices IPS with callers experiencing issues related to mental health, SMI and/or Co-occurring Disorders, emotional distress, and/or trauma. |
| **Recovery** | A process of change through which individuals improve health and wellness, live a self-directed life, and strive to reach their full potential. |
| **Representative Payee** | An individual who acts as the recipient of United States Social Security Disability or Supplemental Security Income for another individual who is not fully capable of managing their own benefits and cannot be their own payee. The Representative Payee is expected to assist the individual with money management, along with providing protection from financial abuse and victimization. |
| [**Restorative Practices**](https://www.iirp.edu/) | Strategies that help to proactively build community and relationships and manage conflict and tensions in ways that treat humans with dignity and respect. Restorative Practices are based on principles of fairness, respect, honesty, and community problem-solving. |
| **RFP** | Request for Proposals |
| **Self-help Activities** | Informal activities completed individually or with a group of individuals who come together to address their common challenges. |
| **Self-management** | The ability to manage one's own work and time. This includes the skills of self-organization, self-direction, self-motivation, and self-monitoring. |
| **Serious Mental Illness (SMI)** | A diagnosable mental, behavioral, or emotional disorder that causes serious functional impairment that substantially interferes with or limits one (1) or more major life activities. |
| **State** | State of Maine |
| **Structured Group Support** | A formal curriculum-based gathering of people with common experiences and concerns who meet to provide emotional and moral support for one another, encourage a sense of community, provide a source of empathetic understanding, and provide an avenue for establishing social networks. |
| **Substance Use Disorder (SUD)** | The recurrent use of alcohol and/or drugs that has caused clinical and functional significant impairment evidenced by impaired control, social impairment, risky use, and pharmacological criteria. |
| **Successful Linkage** | Connecting Participants with resources to support their wellness independently of the Center and its staff. Center staff may not contact referrals on behalf of a Participant directly. |
| **Trauma-responsive** | An internal process of looking at every aspect of an organization's programming, environment, language, and values, and involving all staff in better serving clients who have experienced trauma. |
| **Vocational Preparedness** | An educational activity with the purpose of gaining specific skills or training needed to search for, secure, and maintain employment. |
| [**Wellness Recovery Action Plan (WRAP)**](https://www.wellnessrecoveryactionplan.com/) | A personalized wellness and Recovery system resulting from and developed by the principle of self-determination. |

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of Health and Human Services (Department) is seeking Mental Health Peer Support Centers Services (Centers) for Adults experiencing Serious Mental Illness (SMI) and/or Co-occurring Disorders as defined in this Request for Proposals (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder.

The Department is dedicated to promoting health, safety, resiliency, and opportunity to all Maine residents. The Office of Behavioral Health (OBH) is the State’s administrative authority responsible for the planning, development, implementation, regulation, and evaluation of Substance Use Disorder (SUD) and mental health services. The mission of OBH is to support a complete and coordinated behavioral health continuum of care that serves the whole person, the whole community; and to ensure that all Maine residents with mental health challenges, SUDs, and/or Co-occurring Disorders are not simply managing symptoms, but are living independent lives of dignity, hope, and meaning.

Awarded Bidders shall ensure Centers provide:

* Recovery-oriented Center-based community services, delivered by Certified Intentional Peer Support Specialists (CIPSS) with Lived Experience, to individuals with SMI and/or Co-occurring Disorders;
* Social, recreational, leisure, and some skill-building activities from a fixed location;
* Evidence-based services, consistent with the Consumer Operated Service Program (COSP) model as described in this RFP, which are adjunct to traditional behavioral health care treatment; and
* Intentional Peer Support (IPS) through Structured Group Support and educational activities focused on goal planning, Self-management and problem-solving skills, and Vocational Preparedness.

In addition, awarded Bidders shall develop relationships with local community behavioral health and community service agencies and shall assist with Successful Linkage.

Through this RFP the Department anticipates $3.8 million dollars to be available for Statewide services distributed between all five (5) target areas for the initial period of performance (refer to Part I, C.) The awarded Bidders will be expected to use a Department-approved Fidelity Tool to measure the performance of their Center, which will determine future funding of these services.

1. **General Provisions**
   1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
   2. Issuance of the RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
   3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
   4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
   5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
   6. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
   7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
   8. In the event that a Bidder believes any information that it submits in response to this RFP is confidential, it must mark that information accordingly, and include citation to legal authority in support of the Bidder’s claim of confidentiality. In the event that the Department receives a FOAA request that includes submissions marked as confidential, the Department shall evaluate the information and any legal authority from the Bidder to determine whether the information is an exception to FOAA’s definition of public record. If the Department determines to release information that a Bidder has marked confidential, it shall provide advance notice to the Bidder to allow for them to seek legal relief.
   9. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
   10. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
2. **Contract Term**

The Department is seeking cost-efficient proposals to provide services, as defined in this RFP, for the anticipated contract period defined in the table below. The dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for two (2) renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 7/1/2025 | 6/30/2027 |
| Renewal Period #1 | 7/1/2027 | 6/30/2029 |
| Renewal Period #2 | 7/1/2029 | 6/30/2030 |

1. **Number of Awards**

The Department anticipates making multiple awards, at least one (1) award in each of the target areas identified on **Appendix K** (Notice of Intent to Bid Form) as a result of this RFP process.

**Bidders interested in providing services for multiple target areas must indicate the location on Appendix A (Proposal Cover Page) and submit a separate proposal for each target area.**

**PART II SCOPE OF SERVICES TO BE PROVIDED**

**Specific instructions for the Bidder to provide a narrative response to the Scope of Services may be found in Part IV, Section III, Services to be Provided.**

1. **Facility and Operational Standards**
2. Operate an administrative and direct service office location, referred to as the Mental Health Peer Support Center (Center), within the target area and ensure administrative staff are available during business hours, open a minimum of forty (40) hours per week, excluding [State holidays](https://www.maine.gov/bhr/state-employees/2024-holiday-schedule) and administrative closings.
   1. Ensure the Center operates according to community needs, including evenings and/or weekends, at the Center’s discretion, to accommodate Participant schedules.
3. Ensure a Center-specific phone line is available during business hours which includes a voicemail system dedicated to Center operations.
   1. The outgoing Center message recording must include the phone number to the Peer Support Line and may include other community-based mental health provider contact information.
4. Ensure all awarded Bidder’s staff, identified by the Department, meet with the Department monthly, as mutually agreed upon, to discuss contract management and administration.
5. Respond to Department requests within two (2) business days.
6. Operate the Center in adherence to the Maine [Certified Intentional Peer Support Specialist (CIPSS) Code of Ethics](https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/Maine%20CIPSS%20Code%20of%20Ethics.pdf).
7. Ensure Participants have access to in-person and online Center services, which includes accommodations, as needed, and requested by the Participant.
8. Obtain and maintain insurance as outlined in the State of Maine [IT-Service Contract](http://inet.state.me.us/dhhs/contracts/contract-2025/documents/contractdocuments/Common%20Attachments/dhhs-it-service-contract-(it-sc)%20template-aug-2024.docx), under Rider B-IT, 19. Insurance Requirements.
9. **Participant Eligibility**
10. Provide Center services, at no cost, to Adults with Serious Mental Illness (SMI) and/or Co-occurring Disorders, including those who self-report.
    1. Provide an orientation process to any individual, by their third visit the Center, in alignment with Intentional Peer Support (IPS) values and principles.
11. If a prospective Participant is found to not meet eligibility criteria for services, including choosing not to self-report, refer the individual to other appropriate community resources.
12. **Participant Tracking**
    * + - 1. Develop and maintain a process for tracking Participants attendance and participation in Center services, ensuring compliance with the [U.S. Department of Health and Human Services, HHS Privacy policies](https://www.hhs.gov/web/policies-and-standards/hhs-web-policies/privacy/index.html) and the [Department’s Privacy and Security of Health Information](https://www.maine.gov/dhhs/privacy).

If the awarded Bidder electronically collects sensitive information (PII, PHI, and/or other confidential data) as part of the service delivery under the contract awarded under this RFP, the Department recommends implementing risk assessment and vulnerability scanning policies and procedures, at minimum to be equivalent to MaineIT policies for:

[Risk Assessment Policy & Procedures (RA-1)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/RiskAssessmentPolicyProcedure.pdf); and

[Vulnerability Scanning Procedure (RA-5)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/VulnerablityScanningProcedure.pdf).

Comply with all State and Federal laws regarding the protection of confidential and/or sensitive information that is collected or maintained by the awarded Bidder, including, as applicable, notification to individuals in the event of unauthorized access or disclosure.

Comply with all confidentiality requirements outlined in the State of Maine [IT-Service Contract](http://inet.state.me.us/dhhs/contracts/contract-2025/documents/contractdocuments/Common%20Attachments/dhhs-it-service-contract-(it-sc)%20template-aug-2024.docx), under Rider B-IT, 37. Confidentiality.

At the Participant’s discretion, for Participant tracking purposes, the Participant may choose to provide a pseudonym or nickname as opposed to their legal name.

1. **Groups, Trainings, and IPS for Participants**

Provide or support the delivery of, at minimum, five hundred twenty (520) hours of Center services quarterly, including at least one hundred eighty (180) hours of Department-approved evidence-based and/or promising practices Structured Group Support opportunities covering topics or information to support Recovery for Center Participants.

Service delivery shall total, at minimum, two thousand and eighty (2,080) hours annually.

Ensure Structured Group Support services are designed to teach self-determination, personal responsibility, Self-management, and problem-solving strategies by:

Ensuring Participants identify, develop, and agree to a schedule of Structured Group Support curriculum.

Ensuring Structured Group Support is designed to teach Self-management strategies by incorporating various skill-building opportunities that cultivate self-directed care.

Ensuring Structured Group Support opportunities include:

Alternatives to Suicide group(s);

Hearing Voices group(s);

Maine Can Work group(s); and

* + - 1. Other evidence-informed Department-approved Structured Group Support.

Providing other Structured Group Support opportunities, as needed based on Participant need, which may include but are not limited to:

Community building Restorative Practices group(s);

Pathways to Recovery group(s); and

Wellness Recovery Action Plan (WRAP).

Ensuring access and opportunities for education and groups such as project planning, fundraising, physical health and wellbeing topics, artistic expression, financial literacy, food purchasing, cooking, nutrition, and self-advocacy skills, as directed by Participants.

1. Provide Structured Group Support and individual access to IPS led or co-led by a CIPSS, volunteer and/or other non-CIPSS Structured Group facilitator.
2. Volunteers and other non-Center staff must receive a Center orientation prior to working with Participants in the Center.
   1. Provide orientation procedures to the Department for review within thirty (30) business days of the start of the initial period of performance.
   2. Ensure all orientation procedures, including any subsequent changes/revision are reviewed and approved by the Department prior to implementation.
3. Ensure Center staff interactions with Participants align with the IPS.
4. Inform Participants and the local community about the schedule and the availability of IPS groups, education classes, and activities that will be offered by and/or at the Center on the Center’s website and on location.
5. Provide Participants with opportunities for education on:
   1. The Center’s budget;
   2. Self-sufficiency and self-advocacy;
   3. Behavioral health consumer/survivor/ex-patient movement and advocacy, as described in the [California Association of Mental Health Peer Run Organizations Mental Health Consumer Movement 101 document](https://bhdp.sccgov.org/sites/g/files/exjcpb716/files/camhpro-outreach-materials-mh-consumer-movement-issue-brief-03-2016.pdf); and
   4. Information and privacy.
6. Prepare Participants for employment:
   1. Utilize the Maine Can Work curriculum as the foundation of the Center’s vocational services and supplement:
      1. Support Participants in Vocational Preparedness activities including job searching, resume writing, submitting applications for competitive employment opportunities, and job interview skills.
   2. Provide Participants who seek employment with Successful Linkage to the Vocational Rehabilitation Service through a referral process; and
   3. Provide Participants with information about local volunteer opportunities.
7. Provide Participants seeking community resources and/or services including, but not limited to, behavioral health services, mental health services and housing with Successful Linkage to appropriate services.
8. Provide services to Participants without coercion; allowing Participants to choose whether to engage.
9. Provide services in alignment with empowerment principles and Restorative Practices, ensuring Participants achieve autonomy, and self-determination in their lives.
10. **Participant Self-help Activities**
11. Provide opportunities for Participants to engage in Self-help Activities in addition to IPS, including but not limited to:
12. Providing opportunities for Participants to engage in Self-help Activities and to work

productively on their personal wellness to live a self-directed life and strive to reach their full potential.

1. Ensuring mutual informal, non-structured, support groups are available as requested by Participants, including mutual support groups for people in/seeking employment.
   1. Mutual support groups must support Participants’ needs as they relate primarily to Substance Use Disorder (SUD) challenges, are inclusive of mental health and co-occurring challenges, and are inclusive of Multiple Pathways to Recovery.
2. **Center Website, Social Media, and Outreach** 
   * + 1. Maintain and provide Participants with relevant and up-to-date information pertaining to the Center.
   1. Develop and/or maintain a Center website as a resource directory for all Center services which:
      1. Is separate from the agency website and not hosted on a social media platform.
      2. Provides Participants, interested Participants, and the general community with:
         * 1. Hours of operation and contact information for the Center;
           2. Links to available local community resources and Center-based resources including the phone number to the Peer Support Line;
           3. An event calendar that contains availability of IPS groups, education classes, and community and Center-based activities; and
           4. Access to local community and Center-based newsletters, flyers, brochures, and social media.
      3. Complies with the State’s [MaineIT Policies and Standards](https://www.maine.gov/oit/policies-standards), specifically:
         * 1. [Digital Accessibility Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DigitalAccessibilityPolicy.pdf);
           2. [Domain Name Policy & Procedures](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DomainNamePolicyProcedure.pdf);
           3. [Maine State Web Standards](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/WebStandards.pdf);
           4. [Social Media for State Business Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SocialMediaStateBusiness.pdf); and
           5. [Information Security Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SecurityPolicy.pdf), specifically:

5.6 Backups; and

5.26 Vulnerability Management.

* + 1. Ensuring no data is released regarding the usage of the website without the written approval from the Department. This is regardless of whether the data would be given away, sold, bartered, or any through any other arrangement.
    2. Ensuring any data collected, used, and reported on will be de-identified meeting the definition of TLP White as per MaineIT [Data Classification Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DataClassificationPolicy.pdf).
    3. Ensure any Center social media platform is in addition to and does not take the place of the dedicated Center website and does not include:
       1. TikTok, which describes the social networking service TikTok or any successor application or service developed or provided by ByteDance Limited or an entity owned by ByteDance Limited.
  1. Update information contained on the Center website, within brochures, and on event calendars, at a minimum quarterly or as event dates change, whichever is sooner.
  2. Ensure Center policies and accessibility-related-items, such as an [Americans with Disabilities Act ramp on-site](https://www.access-board.gov/ada/guides/chapter-4-ramps-and-curb-ramps/), are posted publicly on the Center website.
  3. Maintain a description of opportunities available for social, recreational, art, and leisure activities provided at the Center and in the broader community.
  4. Engage with the local community, including potential Participants in the local community, twice per year, to ensure Center services are meeting the needs of the local community and to ensure barriers are minimized.

1. **General Requirements**
2. Ensure Participant information is not shared by the Center with any other outside entities, except when explicitly requested by the Participant.
   1. Ensure information sharing is completed through an IPS lens and is time-limited (not to exceed a sixty (60) calendar days).
   2. Ensure Participants who request information sharing:
      1. Have participated in an information and privacy rights training; and
      2. Sign a release of information form with a check box confirming the Participant has participated in an information and privacy rights training at the time of signature.
3. Ensure integration of IPS principles and practices in policy and day-to-day activities.
4. Ensure the Center and its services are:
   1. Welcoming, non-judgmental, and that a Diversity of ideas and behaviors are allowed as long as they are not harmful to others through the utilization of IPS practices.
   2. Promote Diversity, Equity, and Inclusion.
   3. Trauma-responsive.
   4. Enhance and protect the rights of recipients of mental health services pursuant to [14-193 C.M.R. Ch.1](https://www.maine.gov/sos/cec/rules/14/193/193c001.docx).
5. Ensure all materials are no higher than a sixth (6th) grade reading level.
   1. If a sixth (6th) grade reading level cannot be obtained, reading levels shall not be higher than an eighth (8th) grade reading level.
6. Provide interpreter services as required or needed by Participants.
   1. For languages less commonly available, interpreter services must be secured within seven (7) calendar days.
7. Center policy must be contained within the Center’s Policy and Procedure Manual and be easily accessible to Participants at all times.
   1. Centers with a separate overarching organizational entity, Center Policy and Procedure must supersede organization policy.
   2. Provide Participants a copy of the Center’s Policy and Procedure Manual at orientation.
8. If it occurs that a Center must request a Participant to leave, the Center must report such incident to the Department within twenty-four (24) hours. Non-violent behaviors that, at most, cause minimal disruption to the Center, shall be tolerated as long as a Participant is not harmful to others. At a minimum, the report must contain:
   1. The reason for requesting the Participant to leave;
   2. Steps taken by the Center to support the Participants ability to remain at the Center;
   3. The Participant’s re-entry plan, which must include the length of time the Participant has before they may return to the Center; and
   4. Reference to the Center’s policy related to Participant conduct and expectations.
9. Support Network
10. Create and/or maintain collaborative relationships with mental health and/or other local community service organizations to assist Participants in achieving the lives they desire, which may include attaining housing and/or employment.
11. Ensure the Center develops community collaboration to increase Participant engagement and participation in Meaningful Activities independently in the community.
12. Create and/or maintain Memorandum of Understanding (MOUs) that reflect the nature of the existing or proposed collaborations related to the Center, as appropriate.
    * 1. Ensure MOUs do not contain any Participant information.
13. Outreach and Engagement

Deliver outreach and engagement activities to increase Center utilization and Participant Diversity.

Build and maintain ongoing relationships with community organizations serving and/or representing marginalized communities in the area in order to market services to the broader community.

* + 1. Annually, review the policy and procedure manual to improve Equity and representation for marginalized Center Participants with regard to Center operations.
    2. Ensure the Center’s contact information is updated in 2-1-1 Maine annually, or more frequently as needed when information changes.
    3. Ensure Center Participants, who self-identify as needing support, are assisted within twenty-four (24) hours or sooner in accessing 2-1-1 Maine or a similar community resource to address their needs.

1. **Participant Engagement**
2. Involve Participants in the ongoing planning and decision-making processes for the Center operations and Policies and Procedures Manual by:
3. Ensuring Participants, in consultation with Center staff, review all existing policies, quarterly, to ensure Center compliance with Department requirements and that Participant needs are being met. Policy reviews shall minimally include:
4. Facility standards and access policy;
5. The budget process;
6. The grievance policy;
7. Expectations of Conduct;
8. The dispute resolution process;
9. Adequate controls and safeguards to ensure Participants feel safe from physical and/or emotional harm; and
10. The Peer review process, to include the process for returning to the Peer community if expelled.
11. Ensuring Participant involvement in the planning and decision-making processes including, but not limited to, setting goals and objectives for the Center, governance, fiscal, personnel, operations, and any other Center policies.
12. Provide opportunities for Participants to actively engage:
    1. On the creation and oversight of the Center budget; and
    2. In hiring practices and performance reviews for all staff, as legally allowable.
13. Ensuring decisions are made by consensus of Participants.
    1. Any changes to Center policy must be sent to the Department quarterly.
    2. The Center policy manual must be reviewed by the Department on an annual basis. This will be considered the Department’s annual review of Center policy.
14. Hold weekly Center meetings to provide education to Participants regarding processes to be implemented to allow for Participant input.
15. Create and maintain a functioning governing board which:
    1. Includes a minimum of eight (8) and a maximum of fourteen (14) individuals consisting of in-State community members, Participants, and professionals in the field of mental health, Recovery, and wellness.
       1. Ensure one hundred percent (100%) of members identify as an individual with Lived Experience.
    2. Meets at least quarterly.
    3. Collaborates with experts and/or consultants to gain knowledge necessary to provide guidance on Center activities including:

Identification and use of evidence-based practices;

Support for Center activities;

Creation and/or revision of a policy and procedure manual; and

Other topics applicable to the Center.

1. Provide Participants with the anonymous Quarterly Center Participant Survey (refer to **Appendix J**).
   1. Submit the collected survey data to the Department with the Quarterly Center Report.
2. **Community Activity Fund**
3. Utilize the Community Activity Funds to provide Participants with opportunities to engage in the broader community through short-term recreational, social, art and leisure activities, independent of Center staff.
4. Ensure activities are designed to help Adults become integrated in their communities and link to existing opportunities within their community by providing activity information, leisure planning, and advocacy.
5. Ensure Community Activity Funds do not exceed one hundred dollars ($100.00) per individual, per year.
6. Ensure individuals receiving mental health services but are not associated with a Center have access to Community Activity Funds as approved by the Department.
7. **Staffing**
8. Hire and maintain Center staff who:
   1. Identify as a person with direct Lived Experience; and
   2. Obtain and maintain annual CIPSS certification.
      1. Exceptions will be reviewed by the Department on a case-by-case basis.
      2. Newly hired Center staff must obtain CIPSS certification by:
         * 1. Completing the CIPSS Pre-Training within the first thirty (30) calendar days of hire.
           2. Attending monthly co-reflections within sixty (60) calendar days of hire.
           3. Attending Peer Support 101 and applying for the next available CIPSS core training within ninety (90) calendar days of hire.
           4. Upon successful completion of core training, Center staff will be provisionally certified.
           5. After one (1) year of meeting co-reflection and continuing education requirements, staff will be fully certified as a CIPSS.
      3. Co-reflection and continuing education requirements for CIPSS must be met annually.
9. Ensure at least one (1) staff person at the Center has completed Restorative Practices training, which must be approved by the Department.
10. **Performance Measures**
11. Perform all services proposed in response to this RFP by achieving all Performance Measures listed in **Table 1**.
    1. Submit data to support the performance measure utilizing a third-party data source, as indicated within the performance measure data source column of **Table 1**.
    2. Provide additional supportive documentation as indicated in **Table 1**, for Department validation of the summary data submitted in the Performance Measures Report as requested by the Department.

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 1**  **Mandatory Performance Measures** | | | |
|
| **Performance Measure** | | **Assessment Cycle** | **Supportive Documentation and Performance Measure Data Source** |
| *Office Goal/Initiative: Promote community integration by increasing participation in Vocation Preparedness for Adults with SMI and/or Co-occurring Disorders.* | | | |
| **a.** | Increase Participant utilization of the Center by at least five percent (5%), annually.  *\*\*\* Baseline to be established in the first year.* | Annually | **Appendix I** – Center Quarterly Report |
| **b.** | Increase Diversity among Participants of the Center by at least five percent (5%), annually.  *\*\*\* Baseline to be established in the first year.* | Annually | **Appendix J** – Quarterly Center Participant Survey |

1. **Reports**
2. Ensure all reports submitted to the Department are password protected and submitted through a File Transfer Protocol (FTP) system. The Department will provide the FTP portal system and instructions on how to submit the required data.
3. Assist the Department and/or its designee(s) in conducting an annual assessment using the Department-approved Fidelity Tool.
   * 1. The Center shall produce all requested documentation to complete the annual assessment, including but not limited to site visits, review of formal policy and procedures, requests for documentation of Successful Linkages, group attendance lists and meeting, and event schedules.
4. Facilitate and participate in interviews, of Center staff and Participants, conducted by the Department’s assessment team.
5. Track and record all data/information necessary to complete the required reports/one-site visits listed in **Table 2**:

|  |  |  |
| --- | --- | --- |
| **Table 2 – Required Reports** | | |
| **Name of Report or On-Site Visit** | | **Description or Appendix #** |
| **a.** | Performance Measures Report | As agreed, between the Department and awarded Bidder |
| **b.** | Center Quarterly Report | **Appendix I** |
| **c.** | Quarterly Center Participant Survey | **Appendix J** |
| **d.** | Department On-Site Visit | As agreed, between the Department and awarded Bidder. |
| **e.** | Quarterly Report of Revenue and Expenses | Located at the Department’s [Division of Contract Management website](https://www.maine.gov/dhhs/about/financial-management/contract-management/contract-documents). |
| **f.** | Contract Closeout Report | Located at the Department’s [Division of Contract Management website](https://www.maine.gov/dhhs/contracts/index.html). |

# Submit all the required reports to the Department in accordance with the timelines established in **Table 3**:

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 3 – Required Reports Timelines** | | | |
| **Name of Report or On-Site Visit** | | **Period Captured by Report or On-Site Visit** | **Due Date** |
| **a.** | Performance Measures Report | Each quarter | Thirty (30) calendar days after the end of each quarter |
| **b.** | Center Quarterly Report | Each quarter | Thirty (30) calendar days after the end of each quarter |
| **c.** | Quarterly Center Participant Survey | Each quarter | Thirty (30) calendar days after the end of each quarter |
| **d.** | Department On-Site Visit | Point-in-time | Annually, at the Department’s discretion |
| **e.** | Quarterly Report of Revenue and Expenses | Each quarter | Thirty (30) calendar days after the end of each quarter |
| **f.** | Contract Closeout Report | Entire contract period | Sixty (60) calendar days following the close of the contract period. |

**PART III KEY RFP EVENTS**

1. **Informational Meeting**

The Department will sponsor an Informational Meeting concerning the RFP beginning at the date, time and location shown on the RFP cover page. The purpose of the Informational Meeting is to answer and/or field questions, clarify for potential Bidders any aspect of the RFP requirements that may be necessary and provide supplemental information to assist potential Bidders in submitting responses to the RFP. Although attendance at the Informational Meeting is not mandatory, it is strongly encouraged that interested Bidders attend.

1. **Questions**
   1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
      1. Bidders and other interested parties should use **Appendix L** (Submitted Questions Form) for submission of questions. If used, the form is to be submitted as a WORD document.
      2. Questions must be submitted, by e-mail, and received by the RFP Coordinator identified on the cover page of the RFP as soon as possible but no later than the date and time specified on the RFP cover page.
      3. The RFP number and title must be included in the subject line of the e-mail containing the submitted questions. The Department assumes no liability for assuring accurate/complete/on-time e-mail transmission and receipt.
   2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the State’s [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps) no later than seven (7) calendar days prior to the proposal due date. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website are considered binding.
2. **Amendments**

All amendments released in regard to the RFP will be posted on the State’s [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

## Notice of Intent to Bid

* + - 1. **Notice of Intent Due:** Bidders interested in submitting a proposal are required to submit **Appendix K** (Notice of Intent to Bid) by the date and time specified on this RFP’s cover page.

Failure to submit a Notice of Intent to Bid by this deadline will automatically result in a Bidder’s proposal being disqualified from the evaluation process.

* + - 1. **Submission:** Notices of Intent to Bid are to be submitted only to the RFP Coordinator listed on this RFP’s cover page. The Bidder is responsible for allowing adequate time for delivery. The Department assumes no liability for assuring accurate/complete/on-time e-mail transmission and receipt.

1. **Bidders must submit a separate Notice of Intent for each target area they intend to bid on.**
2. **Proposal Submission**
   1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
      1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
   2. **Bidders must submit a separate proposal for each target area they intend to bid on.**
   3. **Delivery Instructions:** E-mail proposal submissions must be submitted to the Office of State Procurement Services at [Proposals@maine.gov](mailto:Proposals@maine.gov).
      1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
         1. Proposal submission e-mails that are successfully received by the [proposals@maine.gov](mailto:proposals@maine.gov) inbox will receive an automatic reply stating as such.
      2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
      3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Bidders should work with their Information Technology team to ensure that the proposal submission will not be encrypted due to any security settings.
      4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
   4. **Submission Format:**
      1. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202410184 Proposal Submission – [Bidder’s Name]”**
      2. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:

* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Responsible Bidder Certification)

All required documentation stated in PART IV, Section I.

* **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**

*PDF format preferred*

**Appendix C** (Organization Qualifications and Experience Form)

**Appendix D** (Subcontractor Form), if applicable

**Appendix E** (Litigation Form)

All required information and attachments stated in PART IV, Section II.

* **File 3 [Bidder’s Name] – Proposed Services:**

*PDF format preferred*

**Appendix F** (Response to Proposed Services)

All required information and attachments stated in PART IV, Section III.

* **File 4 [Bidder’s Name] – Cost Proposal and Budget Narrative:**

*Excel format preferred*

**Appendix G** (Cost Proposal and Budget Narrative)

All required information and attachments stated in PART IV, Section IV.

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The Department seeks detailed yet succinct responses that demonstrate the Bidder’s qualifications, experience, and ability to perform the requirements specified throughout the RFP.

Bidder proposals must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Bidders must include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

**Proposal Format and Contents**

**Section I Preliminary Information** (File #1)

* 1. **Proposal Cover Page**

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Responsible Bidder Certification**

Bidders must complete **Appendix B** (Responsible Bidder Certification). The Responsible Bidder Certification must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

**Section II Organization Qualifications and Experience** (File #2)

* 1. **Overview of the Organization**

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three (3) examples of projects within the last five (5) years, which demonstrates their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills. In addition, Bidders must describe their experience:

* + 1. Addressing needs related to issues of Diversity, Equity, and Inclusion.
    2. With culturally competent and responsive services.
  1. **Subcontractor**

If subcontractors are to be used, including consultants, Bidders must complete **Appendix D** (Subcontractor Form) providing a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an enterprise-wide organization chart showing officers, major organization components, and the project team proposed to meet the requirements of this RFP. This chart must indicate to whom the project team reports and must include the Bidder’s decision-making process, with an emphasis on how Participants are involved. Note: individual project team positions are to be identified in the job description and staffing plan requirements of **Appendix F** (Response to Proposed Services).

* 1. **Litigation**

Bidders must complete **Appendix E** (Litigation Form) providing a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome. If no litigation has occurred, write “none” on **Appendix E** (Litigation Form).

* 1. **Financial Viability**

Bidders must provide the three (3) most recent years of Financial Statements audited or reviewed by a Certified Public Accountant.

* 1. **Certificate of Insurance**

Bidders must provide a valid certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

|  |  |
| --- | --- |
| **Required Attachments Related to Organization Qualifications and Experience** | |
| **Attachment #:** | **Attachment Name:** |
| One (1) | Qualifications and Experience Form |
| Two (2) | Subcontractor Form |
| Three (3) | Organizational Chart |
| Four (4) | Litigation Form |
| Five (5) | Financial Viability |
| Six (6) | Certificate of Insurance |

Attachments 1 – 6 must be included in numerical order, as part of File 2, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 1 – 6 will be reviewed and evaluated by the Department’s evaluation team under the Organization Qualifications and Experience section of this RFP.

**Section III Proposed Services** (File #3)

Bidder must complete **Appendix F** (Response to Proposed Services) by providing a detailed response to the requirements outlined in this RFP.

|  |  |
| --- | --- |
| **Required Attachments Related to Proposed Services** | |
| **Attachment #:** | **Attachment Name:** |
| Seven (7) | Participant Safety Plan |
| Eight (8) | Data Security Plan |
| Nine (9) | Identity and Access Management Plan |
| Ten (10) | Structured Group Support Model/Curriculum |
| Eleven (11) | Release of Information Form |
| Twelve (12) | Center Policy and Procedure Manual |
| Thirteen (13) | Applicable MOUs related to any existing support networks |
| Fourteen (14) | Expectations of Conduct |
| Fifteen (15) | Job Descriptions |
| Sixteen (16) | Staffing Plan |
| Seventeen (17) | Implementation - Work Plan |

Attachments 7 – 17 must be included in numerical order, as part of File 3, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 7 – 17 will be reviewed and evaluated by the Department’s evaluation team under the Proposed Services section of this RFP.

**Section IV Cost Proposal and Budget Narrative** (File #4)

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the period starting 7/1/2025 and ending on 6/30/2027.
     2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.

**Community Activity Funds will be provided through the contract at a Department-set rate and frequency. Bidders are not to include Community Activity Funds in their Cost Proposal (Appendix G)**.

* + 1. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
  1. **Cost Proposal and Budget Narrative Form Instructions**

1. Bidders must fill out **Appendix G** (Cost Proposal and Budget Narrative), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in disqualification or reduction in scoring of the cost proposal, at the discretion of the Department.
2. **Budget Narrative:** Bidders are to include a brief budget narrative to explain the basis for determining the expenses submitted on the budget forms.

***Representative Payee Service is not allowable under the scope of services and cannot be included in the budget.***

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

1. **Evaluation Process – General Information**
   1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
   2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
   3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations.
   4. Changes to proposals, including updating or adding information, will not be permitted during any portion of the evaluation process. Therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.
2. **Scoring Weights and Process**
   1. **Scoring Weights:** Proposal scores will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria:

|  |  |  |
| --- | --- | --- |
| **Section I.** | **Preliminary Information**  Proposal materials to be evaluated in this section: all elements addressed in Part IV, Section I of the RFP. | **(No Points)** |
| **Section II.** | **Organization Qualifications and Experience** Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section II of the RFP. | **(30 points)** |
| **Section III.** | **Proposed Services**  Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section III of the RFP. | **(40 points)** |
| **Section IV.** | **Cost Proposal and Budget Narrative**  Proposal materials to be evaluated in this section:all elements addressed above in Part IV, Section IV of the RFP.   * 1. Cost Proposal (25 points)   2. Budget Narrative (5 Points) | **(30 points)** |

* 1. **Scoring Process:** The evaluation team will use a consensus approach to evaluate and score Sections II & III above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Section IV, the Cost Proposal, will be scored as described below.
  2. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in the RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded 25 points. Proposals with higher bids values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x 25 = pro-rated score

No Best and Final Offers: The State of Maine will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process.  All Bidders are expected to provide their best value pricing with the submission of their proposal.

The remaining five (5) points allocated to the Cost Proposal (**Appendix G**) will be used to evaluate the responsiveness of the narrative material and supporting documentation for accuracy and reasonableness of the proposed cost (assumptions used in calculating the costs). The evaluation team will use a consensus approach to evaluate and score the budget narrative.

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

1. **Selection and Award**
   1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
   2. Notification of conditional award selection or non-selection will be made in writing by the Department.
   3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
   4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

Any person aggrieved by the award decision that results from the RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in [5 M.R.S.A. § 1825-E](http://www.mainelegislature.org/legis/statutes/5/title5sec1825-E.html) and [18-554 Code of Maine Rules Chapter 120](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-120).  The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of conditional contract award.

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
   1. The awarded Bidder will be required to execute a State of Maine Service Contract with appropriate riders as determined by the issuing department.

The complete set of standard State of Maine Service Contract documents, along with other forms and contract documents commonly used by the State, may be found on the [Office of State Procurement Services forms](https://www.maine.gov/dafs/bbm/procurementservices/forms) website.

Forms and contract documents commonly used by the Department can be found on the Department’s [Division of Contract Management website](https://www.maine.gov/dhhs/about/financial-management/contract-management).

* 1. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, [Chapter 110, § 3(B)(i)](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-110).)

This provision means that a contract cannot be effective until at least 14 calendar days after award notification.

* 1. The State recognizes that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Procurement Review Committee. Any appeals to the Department’s award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in the RFP may need to be adjusted, if necessary, to comply with mandated requirements.
  2. In providing services and performing under the contract, the awarded Bidder must act as an independent contractor and not as an agent of the State of Maine.

1. **Standard State Contract Provisions**
   1. Contract Administration

Following the award, a Contract Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.

* 1. Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from the RFP.

**PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A** – Proposal Cover Page

**Appendix B** – Responsible Bidder Certification

**Appendix C** – Qualifications and Experience Form

**Appendix D** – Subcontractor Form

**Appendix E** – Litigation Form

**Appendix F** – Response to Proposed Services

**Appendix G** – Cost Proposal and Budget Narrative

**Appendix H** – Fidelity Tool

**Appendix I** – Center Quarterly Report

**Appendix J** – Quarterly Center Participant Survey

**Appendix K** – Notice of Intent to Bid

**Appendix L** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

**PROPOSAL COVER PAGE**

**RFP#** **202410184**

**Mental Health Peer Support Centers Services**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Proposed Target Area** | | **1** York and Cumberland, excluding Brunswick | | | | |
| **2** Androscoggin, Franklin, and Oxford | | | | |
| **3** Waldo, Lincoln, Knox, and Sagadahoc, including Brunswick | | | | |
| **4** Somerset, Kennebec, Penobscot, and Piscataquis | | | | |
| **5** Washington, Hancock, and Aroostook | | | | |
| **Bidder’s Organization Name:** | | |  | | | |
| **Vendor Customer Code**  (for current State of Maine vendors)**:** | | | | | VC | |
| **Chief Executive - Name/Title:** | | |  | | | |
| **Tel:** |  | | | | **E-mail:** |  |
| **Headquarters Street Address:** | | |  | | | |
| **Headquarters City/State/Zip:** | | |  | | | |
| ***(Provide information requested below if different from above)*** | | | | | | |
| **Lead Point of Contact for Proposal - Name/Title:** | | | |  | | |
| **Tel:** |  | | | | **E-mail:** |  |
| **Street Address:** | | |  | | | |
| **City/State/Zip:** | | |  | | | |

* This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
* No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting contract with the Department if they are awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

**RESPONSIBLE BIDDER CERTIFICATION**

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
   1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
   2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
4. *Have not within a three (3) year period preceding this proposal had one or more federal, state, or local government transactions terminated for cause or default*.
5. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*
6. *Is not a foreign adversary business entity (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*).*
7. *Is not on the list of prohibited companies (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*) or does not obtain or purchase any information or communications technology or services included on the list of prohibited information and communications technology and services* [*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies) *(Title 5 §2030-B).*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX C**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Present a brief statement of qualifications and describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. In addition, Bidders must describe their experience:**   1. **Addressing needs related to issues of Diversity, Equity, and Inclusion.** 2. **With culturally competent and responsive services.**   **Bidders may expand this form and use additional pages to provide this information.** |
|  |
| * **If the Bidder is an incumbent, describe the Bidder’s experience with integrating Participant voice in the creation of the Bidder’s proposal and how Participants were involved in the development of the response to this RFP.** * **If the Bidder is not an incumbent, describe how the Bidder engaged with their stakeholder community to develop the proposal, and describe how stakeholders were involved in the development of the response to this RFP.** |
|  |
| **Describe how your organization involves recipients of mental health services in every aspect of your programs and decision-making processes.** |
|  |

|  |
| --- |
| **Provide a description of three (3) projects that occurred within the past five (5) years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Contract history with the State of Maine, whether positive or negative, may be considered in evaluating proposals even if not provided by the Bidder.**  *If the Bidder has not provided similar services, note this, and describe experience with projects that highlight the Bidder’s general capabilities.* |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project One** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Two** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Three** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
|  | | | | |

**APPENDIX D**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

## SUBCONTRACTOR FORM

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **If subcontractors, including consultants, are to be used, provide each individual subcontractor’s business or consultant’s name, contact person, address, phone number, and a brief description of the subcontractor’s organizational or consultant’s capacity and qualifications. Bidders should add additional Subcontractors/Consultants as needed.** |

|  |  |
| --- | --- |
| **Subcontractor/Consultant** | |
| **Subcontractor Business or Consultant’s Name:** |  |
| **Contact Person:** |  |
| **Address:** |  |
| **Phone Number:** |  |
| **E-Mail:** |  |
| **Subcontractor/consultant organizational capacity and qualifications** | |
|  | |

|  |  |
| --- | --- |
| **Subcontractor/Consultant** | |
| **Subcontractor Business Name:** |  |
| **Contact Person:** |  |
| **Address:** |  |
| **Phone Number:** |  |
| **E-Mail:** |  |
| **Subcontractor’s organizational capacity and qualifications** | |
|  | |

**APPENDIX E**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

## LITIGATION FORM

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Provide a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree. For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome. If no litigation has occurred, write “none.”** |

|  |  |
| --- | --- |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |

**APPENDIX F**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

## RESPONSE TO PROPOSED SERVICES

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

**The response to proposed services form may be obtained in a Word (.docx) format by double clicking on the document icon below.**

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**APPENDIX G**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

**COST PROPOSAL AND BUDGET NARRATIVE**

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

|  |  |  |
| --- | --- | --- |
| **Proposed Target Area** | **1** York and Cumberland, excluding Brunswick | |
| **2** Androscoggin, Franklin, and Oxford | |
| **3** Waldo, Lincoln, Knox, and Sagadahoc, including Brunswick | |
| **4** Somerset, Kennebec, Penobscot, and Piscataquis | |
| **5** Washington, Hancock, and Aroostook | |
| **Bidder’s Organization Name:** | |  |
| **Proposed Cost:** | | **$** |

Bidders must submit a cost proposal that includes the cost necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.

The Total Expense on Form 2 Expense Summary will be used to score the cost proposal as defined in Part V, B.3. of the RFP.

***Representative Payee Service is not allowable under the scope of services and cannot be included in the budget.***

**Community Activity Funds will be provided through the contract at a Department-set rate and frequency. Bidders are not to include Community Activity Funds in their Cost Proposal**.

**The Budget Form may be obtained in an Excel (.xlsx) format by double clicking on the document icon below.**

****

**The Budget Form Instructions may be obtained in a PDF (.pdf) format by double clicking on the document icon below.**

****

|  |
| --- |
| **Budget Narrative:** Bidders are to include a brief budget narrative to explain the basis for determining the expenses submitted on the budget forms. |
|  |

**APPENDIX H**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

**FIDELITY TOOL**

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

**The Fidelity Tool may be obtained in a PDF (.pdf) format by double clicking on the related document icon below.**



**APPENDIX I**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

**CENTER QUARTERLY REPORT**

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

**The Center Quarterly Report may be obtained in an Excel (.xlsx) format by double clicking on the document icon below.**



**APPENDIX J**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

**QUARTERLY CENTER PARTICIPANT SURVEY**

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

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**APPENDIX K**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

**NOTICE OF INTENT TO BID**

**RFP# 202410184**

**Mental Health Peer Support Centers Services**

|  |  |
| --- | --- |
| **Proposed Target Area** | **1** York and Cumberland, excluding Brunswick |
| **2** Androscoggin, Franklin, and Oxford |
| **3** Waldo, Lincoln, Knox, and Sagadahoc, including Brunswick |
| **4** Somerset, Kennebec, Penobscot, and Piscataquis |
| **5** Washington, Hancock, and Aroostook |

**Bidders must submit a separate Notice of Intent for each target area they intend to bid on.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Bidder’s Organization Name:** | |  | | |
| **Chief Executive - Name/Title:** | |  | | |
| **Tel:** |  | | **E-mail:** |  |
| **Headquarters Street Address:** | |  | | |
| **Headquarters City/State/Zip:** | |  | | |
| ***(Provide information requested below if different from above)*** | | | | |
| **Lead Point of Contact for Proposal - Name/Title:** | | |  | |
| **Tel:** |  | | **E-mail:** |  |
| **Street Address:** | |  | | |
| **City/State/Zip:** | |  | | |

|  |
| --- |
| **Provide a brief description of the Bidder’s experience and ability to perform the work required within this RFP.** |
|  |

|  |  |
| --- | --- |
| **Signature of person authorized to enter into the contract with the Department:** | |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX L**

**State of Maine**

**Department of Health and Human Services**

*Office of Behavioral Health*

**SUBMITTED QUESTIONS FORM**

**RFP#** **202410184**

**Mental Health Peer Support Centers Services**

This form should be used by Bidders when submitting written questions to the RFP Coordinator as defined in Part III of the RFP.

If a question is not related to any section of the RFP, enter “N/A” under the RFP Section & Page Number. Add additional rows as necessary.

|  |  |
| --- | --- |
| **Organization Name:** |  |

|  |  |
| --- | --- |
| **RFP Section & Page Number** | **Question** |
|  |  |
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