New York State Office of Mental Health

Request for Proposal (RFP)

Statewide Network for Family Peer Support

September 8, 2017
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I. Introduction and Background

1.1 Purpose of the Request for Proposal

OMH is dedicated to keeping pace with developments in the national family peer support movement. Growing research suggests that peer support has made significant advances in the delivery of high quality family peer support to assist families/caregivers who are raising youth with significant behavioral health challenges. As noted in a report from the National Technical Assistance Center for State Mental Health Planning (NTAC), “As traditional mental health programs are strained by demands for services at a time of limited fiscal resources, the inclusion of consumer-operated/peer-support services within the continuum of community care is expanding the capacity of the mental health delivery system and promoting recovery in cost effective ways.”

As the understanding of the importance and value of family peer support in the children’s behavioral health system grows, there is a need for infrastructure development to support families, behavioral health providers, government agencies and managed care organizations. This is particularly vital as family peer support service transitions to a Medicaid billable service under the State Plan.

The goal of this proposal is to:

- work collaboratively with the Office of Mental Health to provide family peer voice to agency program and policy development,
- create the capacity to increase family involvement and the family peer voice at the regional and local/county levels,
- empower families to know their parental rights and use their voice to influence policy and practice,
- support a statewide network of families who are raising youth with behavioral health challenges to facilitate the family peer voice and involvement at the state and local levels, and
- assist in building the capacity of the FPA workforce

The outcomes will lead to families who are more knowledgeable about services and rights, a service provider network more attuned to the needs of families and to the value of family peer support services, and a child-serving system more informed by family driven practices.

To achieve the goals and outcomes associated with implementation of these goals, the New York State Office of Mental Health (OMH), Division of Integrated Community Services for Children and Families, announces the availability of funds for infrastructure development of a Statewide Network for Family Peer Support.

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1.2 Availability of the RFP
The RFP will be available on the OMH website and advertised through the NYS Contract Reporter.

1.3 Award and Funding Methodology
$275,000 will be available to one contractor annually for a five-year contract.

II. Proposal Submission Requirements

2.1 Issuing Officer/Designated Contract
OMH has assigned an Issuing Officer for this project. The Issuing Officer or a designee shall be the sole point of contact regarding the RFP from the date of issuance until the Notice of Conditional Award has been issued. An offerer/bidder is restricted from making contact with any other OMH personnel regarding the RFP to avoid being deemed non-responsible. Certain findings of non-responsibility can result in rejection for a contract award.

The issuing officer for this RFP is:
Carol Swiderski
New York State Office of Mental Health
Contracts and Claims Unit, 7th Floor
44 Holland Avenue
Albany, NY 12229
Carol.Swiderski@omh.ny.gov

2.2 Letter of Intent
Organizations interested in responding to the Request for Proposals must submit (via regular mail or email) a Letter of Intent to Bid to the OMH Designated Contact to be received by September 22, 2017. The Letter of Intent to Bid shall be non-binding.

Please send the Letter of Intent to:
Carol Swiderski
New York State Office of Mental Health
Contracts and Claim Unit, 7th Floor
Albany, NY 12229
carol.swiderski@omh.ny.gov
Attn: Statewide Network for Family Peer Support

2.3 Key Events/Time Line

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<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>RFP Release</td>
<td>September 8, 2017</td>
</tr>
<tr>
<td>Letter of Intent Due</td>
<td>September 22, 2017</td>
</tr>
</tbody>
</table>
2.4 RFP Questions and Clarifications
All questions or requests for clarification concerning the RFP shall be submitted in writing by email to the Issuing Officer, Carol.Swiderski@omh.ny.gov or by fax (518) 402-2529.

The questions received by the October 6, 2017 deadline will be posted with answers on the OMH website by 5:00 PM on October 20, 2017 and will be limited to addressing only those questions submitted by the deadline. No questions will be answered by telephone or email.

2.5 Addenda to Request for Applications
In the event that it becomes necessary to revise any part of the RFP during the application submission period, an addendum will be posted on the OMH website and included in the NYS Contract Reporter. It is the bidder’s responsibility to periodically review the OMH website, and the NYS Contract Reporter to learn of revisions or addendums to this RFP. No other notification will be given.

2.6 Eligible Applicants
Eligible bidders must be not-for-profit, 501(c)(3), statewide, family-run entities located in New York State.

Family-run entities are defined as follows:
- at least 50% of organization’s Board must be primary caregivers of children currently under age 21 who are receiving children’s mental health services and who have a social emotional, behavioral or mental health challenges; or,
- individuals who were the primary caregivers for children who have had a social, emotional, behavioral or mental health challenge and have received mental health services prior to age 21,
- the organization’s mission must be to provide and/or promote family-to-family peer advocacy, support, and other services for families whose children have social, emotional, behavioral or mental health needs, and
- the propensity* of staff should be family members

* Propensity does not necessarily mean “majority.” The types of positions held by family members will be taken into consideration.

Eligible bidders must also have experience and proficiency in:
- working with the NYS Office of Mental Health as well as other child-serving systems in NYS,
• working with OMH licensed and non-licensed service providers as well as providers from other child-serving systems in NYS, and
• providing services on a statewide basis.

2.7 **Disqualification Factors**
Following receipt of a proposal, a preliminary review will be conducted by the Issuing Officer or a designee to assess completeness and verify that all eligibility criteria have been met. Applications that do not meet minimum and mandatory eligibility requirements will be disqualified, specifically:

- Proposals from applicants that do not meet the eligibility criteria as outlined in Section II, 2.6;
- Proposals that do not comply with bid submission and/or required format instructions as specified in Section II, 2.8

2.8 **Instructions for Application Submission and Required Format**
Each proposal is required to contain:
1. Agency Transmittal Form: Appendix A
2. Proposal Narrative (no more than 20 pages)
3. Operating Budget: for each year of contract Appendix B
4. Budget Narrative for each year of contract: Appendix B1
5. Entire submission on agency identified flash drive as one Word or PDF document, as well as one hard copy

The Proposal Narrative must respond to the criteria in the sequence as outlined in Section 5 and should be concise (no more than 20 pages, not including attachments), one-sided 12-point font. Please number pages “1 of 20”, “2 of 20” etc. The Operating Budget and Budget Narrative (Appendix B and B1) are separate documentations that appear in the RFP section of the OMH website and can be downloaded in PDF format. Bidders must NOT substitute their own budget format. **Failure to use the provided Operating Budget and Budget Narrative formats will result in disqualification for non-responsiveness.**

Bidders must submit one complete, signed hard copy of the full proposal package and one (1) flash drive with your agency’s name on it containing the proposal as one document (Word or PDF format) by mail, delivery service, or hand delivery to be received by 4:00 PM EDT on November 8, 2017. Each package must include the required proposal components cited above.

Bidders mailing proposals should allow a sufficient mail delivery period to ensure timely arrival of their proposals. Proposals cannot be submitted via email or fax. All proposals received after the due date and time cannot be accepted and will be returned unopened.

2.9 **Executive Order #38**
Pursuant to Executive Order #38, dated **January 18, 2012**, OMH promulgated regulations regarding limits on administrative costs of and executive compensation. See 14 NYCRR Part 513. Any contract awarded through this RFA will be subject to such restrictions and to related requirements. See Section VI, Appendix C of this RFA for a link to OMH Master Contract Forms and Instructions, Attachment A-1, Section A.12 (Mental Health Regulations). See also the **Executive Order #38**.
2.10 Equal Opportunity for Minorities and Women: Minority and Women Owned Business Enterprises

In accordance with Section 312 of the Executive Law and 5 NYCRR 143, it is expected that all contractors make a good-faith effort to utilize Minority and/or Women Owned Business Enterprises (M/WBE) when there is an opportunity to subcontract or purchase supplies to carry out a contract with the lead contracting agency.

2.11 Packaging of RFP Responses

See Section II, 2.8 for detailed requirements. Proposals should be sealed in an envelope or boxed and sent to:

Carol Swiderski
New York State Office of Mental Health
Contracts and Claims Unit, 7th Floor
44 Holland Avenue
Albany, NY 12229
Attn: Statewide Network for Family Peer Support

III. Administrative Information

3.1 Term of Contract

The contract is for five (5) years, dependent upon appropriated funding. The anticipated start date is January 1, 2018. OMH reserves the right to change the contract period for the first or second year so that it is more or less than 12 months in order to align the contract dates with OMH's Upstate contract cycle (January 1 – December 31) or Downstate contract cycle (July 1 – June 30).

3.2 Reserved Rights

The Office of Mental Health reserves the right to:

Withdraw the RFP at any time, at the agency’s sole discretion;

- Make an award under the RFP in whole or in part;
- Disqualify a bidder whose conduct and/or proposal fails to conform to the requirements of the RFP;
- Seek clarifications and revisions of proposals for the purposes of assuring a full understanding of the responsiveness to the solicitation requirement;
- Use proposal information obtained through the State’s investigation of a bidder’s qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the agency’s request for clarifying information in the course of evaluation and/or selection under the RFP;
- Prior to bid opening, amendments to the RFP specifications to correct errors or oversight, supply additional information, or extend any of the scheduled dates or requirements will be made via the OMH website and the NYS Contract Reporter;
- Eliminate mandatory, non-material specifications that cannot be complied with by all of the prospective bidders;
- Waive requirements that are not material;
- Negotiate with the successful bidder within the scope of the RFP in the best interests of the State;
- Conduct contract negotiations with the next responsible applicant, should the agency be unsuccessful in negotiating with the selected applicant;
• Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of an applicant’s proposal and/or to determine compliance with the requirements of the solicitation; and
• Cancel or modify contracts due to the insufficiency of appropriations.

3.3 Debriefing Process
The Office of Mental Health will issue award and non-award notifications to all applicants. Non-awarded applicants may request a debriefing in writing regarding the reasons that their own proposal was not selected and/or disqualified within 15 business days of the OMH dated letter. OMH will not offer ranking, statistical, or cost information of other proposals until after the NYS Office of the State Comptroller has approved all awards under this RFA. Debriefing requests must be made in writing (fax and e-mail is acceptable) and sent to the Designated Contact identified in Section II, 2.1 of this RFP.

3.4 Protests of Award Outcome
Protests of an award decision must be filed within twenty (20) business days after the date of the notice of non-award, or five (5) business days from the date of a completed debriefing. The Commissioner or her designee will review the matter and issue a written decision within twenty (20) business days of receipt of protest.

All protests must be in writing and must clearly and fully state the legal and factual grounds for the protest and include all relevant documentation. The written documentation should clearly state reference to the RFA title and due date. Such protests must be submitted to:

    Ann Marie T. Sullivan, M.D., Commissioner
    New York State Office of Mental Health
    44 Holland Avenue
    Albany, NY 12229

IV. Evaluation Factors for Awards

4.1 Method of Evaluation
Evaluation of proposals will be conducted in two parts: Technical Evaluation and Financial/Cost Assessment. An independent evaluator will compute the Cost Assessment score using a weighted formula, and a committee consisting of at least three evaluators will complete the Technical Evaluation.

    4.1.1. Technical Evaluation
Designated staff will review each proposal for completeness and verify that all eligibility criteria are met. A complete proposal shall include all required components as described in Section 2.8. If a proposal is not complete or does not meet the basic eligibility and participation standards as outlined in Sections 2.6 and 2.8, the proposal will be eliminated from further review. The agency will be notified of the rejection of its proposal within 15 business days from the proposal due date.

Proposals that meet the criteria as defined in section 2.6 and 2.8 will be reviewed comprehensively to assess the bidder’s commitment and ability to accomplish the objectives outlined in this RFP.
4.2.2  The Technical score and Cost Assessment score will be added together to come up with a final Technical score. Evaluators of the Technical Evaluation component may then meet to provide clarity or review any questions an evaluator has about a particular section of a proposal. Following any such discussion, evaluators may independently revise their original score in any section, and will note changes on the evaluation sheet. Once completed, final Technical Evaluation scores will then be recalculated, averaged to come up with a final Technical score.

4.1.2  Financial/Cost Assessment
Designated staff will review the budget documents and utilize the formula as detailed in Section 4.2.2 to arrive at a Cost Assessment score.

The Technical score and Cost Assessment score will be added together to come up with a final score.

One award will be made to the vendor proposing the best value. Best value means the basis for awarding contracts for services to the bidder, which optimizes quality, cost, and efficiency, among responsive and responsible bidders. The proposal with the best value will be deemed the proposal with the highest final evaluation score. In the event of a tie score, the award will go to the bidder who scored highest in the Family Peer Support Workforce section.

4.2. Scoring
Scoring will be as follows:

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<thead>
<tr>
<th>Component</th>
<th>Maximum Points</th>
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<tbody>
<tr>
<td>Family Peer Voice in State Policies and Programs</td>
<td>10 points</td>
</tr>
<tr>
<td>Family Peer Involvement in Communities</td>
<td>10 points</td>
</tr>
<tr>
<td>Family Peer Empowerment</td>
<td>10 points</td>
</tr>
<tr>
<td>Statewide Family Peer Network</td>
<td>10 points</td>
</tr>
<tr>
<td>Family Peer Support Workforce</td>
<td>20 points</td>
</tr>
<tr>
<td>Outcomes</td>
<td>10 points</td>
</tr>
<tr>
<td>Staffing</td>
<td>10points</td>
</tr>
<tr>
<td>Technical Score =</td>
<td>80 points</td>
</tr>
<tr>
<td>Cost Assessment (Budget)</td>
<td>20 points</td>
</tr>
<tr>
<td>Total Proposal Score =</td>
<td>100 points</td>
</tr>
</tbody>
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4.2.1 Technical Evaluation
The technical evaluation will apply points to each narrative question addressed in Section 5.

4.2.2 Cost Assessment
Final Number of Points = (Lowest Cost bid received divided by the bid being evaluated) x 20 points
4.3 Agency Recommended Award and Notification Process

At the conclusion of the procurement, notification will be sent to the successful and all non-successful bidders. The award is subject to successful budget negotiations between OMH and awardee, as well as approval by the NYS Attorney General and the Office of State Comptroller before an operating contract can be finalized. OMH reserves the right to negotiate special terms and conditions with the selected bidder when making the award. The bidder must accept such terms and conditions for the award to take effect.

OMH reserves the right to conduct a readiness review of the selected bidder prior to the execution of the contract. The purpose of this review is to verify that the bidder is able to comply with all participation standards and meets the conditions detailed in its proposal.

V Scope of Work-Proposal Narrative

5.1 Introduction

OMH intends to continue to support and expand the Family Peer Support movement. The goal of this funding opportunity is to ensure that:

- family driven principles and practices are embedded in the children’s behavioral health system across NYS,
- the family voice is infused in child specific treatment planning, program development and policy decisions at local, regional and State level,
- families/caregivers are supported and empowered in raising their youth with behavioral health challenges through a Statewide Network of peers, and
- there is an infrastructure to foster the growth family peer support services and the next generation of Family Peer Advocates.

Applicants will be expected to support, expand capacity and enhance these efforts.

5.2 Proposal Narrative- Objectives

The selected bidder will work in collaboration with the OMH Central Office Family Peer Support Coordinator and the designated Regional Office Liaisons in each of the five OMH regions to advance a Statewide Network for Family Peer Support by implementing and delivering Objectives 1-6 within this section.

Objective 1

Family Peer Voice in State Policies and Programs:
The applicant will work collaboratively with the Office of Mental Health to provide family peer voice to agency program and policy development, through, but not limited to:

- bringing concerns of families in the Network to the Office of Mental Health on at least a quarterly basis,
- hosting family peer focus groups, at the request of the Office of Mental Health, for feedback on programs and policy directions, and
- increasing the family voice in State cross-systems coordination efforts, oversight committees, councils, taskforces, workgroups, etc.
The applicant must describe the:
- method for implementing the activities,
- agency’s experience working with state agencies to provide input and feedback into statewide programs and policy development,
- agency’s experience in soliciting, gathering, and presenting feedback from large stakeholder groups and how it was shared with state/local agencies to inform their practice, and
- plan for collecting and providing ongoing feedback and input from the Statewide Family Peer Support Network to the Office of Mental Health, including approaches for collection, means of presenting the information and the frequency for sharing.

Objective 2
Family Peer Involvement in Communities:
The applicant will create the capacity to increase family involvement and the family peer voice at the regional and local/county levels through, but not limited to,
- providing technical assistance and support to regions, counties and/or providers on how to build and sustain meaningful family peer support networks,
- assisting regions, counties and/or providers in the development of family peer advisory councils to support local family peer input into policy and program development,
- providing training to systems’ partners and OMH providers on how to work effectively with families and
- creating opportunities for families to network at a local or regional level through meetings, technology, conference calls, etc.

The applicant must describe:
- the method for implementing the activities,
- the agency’s experience providing on-site technical assistance and support to local providers or agencies on how to foster family peer involvement,
- the agency’s experience in providing training and education to other child serving systems and OMH providers on how to effectively engage and involve families, and
- the plan for how technical assistance, support and training will be made available to local counties, regions or communities statewide

Objective 3
Family Peer Empowerment
The applicant will empower families to know their parental rights and use their voice to influence policy and practice through, but not limited to:
- hosting regional events to empower families, build advocacy skills and gain insight into current issues facing families who are raising youth with behavioral health challenges,
- providing statewide empowerment and/or educational opportunities for families who are raising youth with behavioral health challenges to learn about advocacy and family involvement, and
• providing training for families/caregivers on advocacy, leadership and family peer mentoring to empower families/caregivers to engage in civic affairs

The applicant must describe the:
• method for implementing the activities,
• agency’s understanding of the varying types of family involvement and how to ensure families/caregivers are engaged at the highest levels of participation,
• agency’s experience with family engagement and involvement, including the strategies and approaches employed to effectively engage and involve families/caregivers in treatment planning for their child,
• agency’s experience in educating and/or providing training to families/caregivers on how to become an active participant in treatment planning for their child, and
• the plan for empowering, training, and mentoring families/caregivers statewide, including activities, events and trainings, and who in the staffing plan will provide the support.

Objective 4
Statewide Family Peer Support Network
The applicant will support a statewide network of families/caregivers who are raising youth with behavioral health challenges to facilitate the family peer voice and involvement at the state and local levels through, but not limited to
• outreach to these families regionally, locally and on a statewide basis using various strategies, such as technology and peer-to-peer mentoring,
• the production of outreach materials and communications, such as emails, newsletters, social networking outreach, etc.,
• engaging network members in activities to support family involvement and family voice, and
• utilizing network members to guide activities, plan special events, provide input to state and local programs and policies, and engage other families/caregivers to participate in the network.

The applicant must describe:
• the method for implementing the activities,
• the agency’s plan to outreach to and engage families/caregivers of youth with behavioral health challenges on a local, regional and statewide basis. Detail the methods and strategies that will be employed to facilitate family voice and involvement,
• the agency’s various activities and events that will take place on a local, regional and statewide level to engage, empower, educate and involve families/caregivers in their child’s recovery, and
• how the agency will ensure that members of the family peer network will be actively engaged and directly involved in planning, facilitating, and guiding family peer support activities at a local, regional and statewide level.
Objective 5
Family Peer Support Workforce
Within the next year the Family Peer Support Service delivered by Family Peer Advocates (FPAs) will transition from a program that is primarily supported through State Aid to a Medicaid billable service under the umbrella of the State Plan. The applicant will assist in preparing family peer support providers for this transition by building their:
- capacity to become a viable Medicaid billable program, and
- FPA workforce.

The applicant must describe how they will:
- prepare Family Peer Support Providers to build the organizational administrative infrastructure necessary for the transition to Medicaid Managed Care. This includes but not limited to:
  - Billing
  - Documentation
  - Value-based contracting
- assist providers in building the FPAs workforce, and
- assist the provider system in embracing family peer support delivered by FPAs.

Objective 6
Reporting Accountability
Historically, contract deliverables count specific units of work in their quarterly reporting to the Office of Mental Health. For example, two informational groups were held in the Western and Long Island regions in the second quarter 2017 that highlighted the Committee on Special Education (CSE) process and a family’s rights within that process.

For this contract the Office of Mental Health is requiring the applicant to measure the outcomes of deliverables in Objectives 1-5. Utilizing the example above, an outcome of the activity could be attendees self-reported that they better understood the CSE process and indicated that they felt better equipped to participate in the process for their child.

The applicant must:
- describe the outcome that will be utilized to determine whether deliverables in Objectives 1-5 are accomplished
- attach the measurement tool to be utilized for each outcome, and
- describe the measurement tool’s relevance to the desired outcome.

Outcomes and measurement tools will be approved by the Office of Mental Health and reported on a quarterly basis, by region and statewide the Division of Integrated Community Services for Children and Families for the length of the contract.
Objective 7
Staffing
To perform the objectives in this proposal an adequate and experienced workforce is essential.

The applicant must:

- describe the staffing plan, including leadership and any oversight body, to achieve the objectives outlined above,
- provide a job description including a list of required qualifications for each staff position identified in the plan, and
- describe the member composition of the oversight body (denote whether it is existing or to be developed) and any professional or personal requirements for participation in the oversight entity.

Objective 8
Financial

Use the OMH Operating Budget Form and Narrative to submit with your proposal. The Operating Budget template can be found as separate document on the RFP section of the OMH website as well as in the Grants Gateway and can be downloaded in PDF format. Failure to complete the Operating Budget using the correct form may be cause to reject your proposal for non-responsiveness.

The proposal must include a 5-year Budget (Appendix B) inclusive of each year from January 1, 2018 through December 31, 2022. Each year is funded at $275,000.

The Budget Narrative (Appendix B1) must include the following:

- detailed expense components that make up the total operating expenses
- the calculation or logic that supports the budgeted value of each category

Appendix A: Transmittal Form
Appendix B: Operating Budget Form
Appendix B1: Budget Narrative
Appendix C: OMH Direct Contract Form