

Response to Offeror Questions

Division of Behavioral Health Responses

RFP# 1182

Question One:

Does the contractor have training objectives or required training topics to be included in the training, or is the grantee responsible for identifying all training material?

Response:

The grantee would work collaboratively with the Division of Behavioral Health to develop the training objectives and training topics based on the current staff knowledge in this area.

Question Two:

What is meant by “enhance basic services within the call center”?

Response:

The intent is to add to or supplement what a call center may already have in place when responding to calls related to addiction issues. The proposal may also include what other enhancements may be needed to expand the capacity to respond to calls related to opioid use/misuse.

Question Three:

Who does the contractor envision as the target market for one-way texting group? Does the contractor have a general idea of the type of information to be disseminated?

Response:

The target market could be individuals that have called the call center seeking information or service supports related to opioid use/misuse. Additional target markets could be proposed in the RFP as well. The type of information to be disseminated is not defined however could be proposed, or a means to determine the type of information could be part of the proposal.

Question Four:

In what types of clinical settings/clinicians does the state plan to implement the teleECHO model for this RFP?

Response:

The reference on Page 5 to teleECHO is a general reference in relation to the work that will be supported through the State Targeted Response to Opioid Crisis Grant in general and is not specific to this RFP solicitation.

Question Five:

Can you please confirm that the expectation for Year 1 is to develop a budget for up to \$200,000 to be spent in 4 months?

Response:

Per the RFP on page 6:

“Ideal proposals will complete year 1 work elements by the end of Budget Period 1 (April 30, 2018). Proposals may also be submitted indicating which of the elements will be met by the end of Budget Period 1 and will include a timeline to meet remaining required elements.”

This can also include what funding may need to be carried over from Period 1 to Period 2.

Question Six:

Is it the expectation of the RFP that applicants will: a) have their own call center to be expanded or b) contract with another vendor offering call center services.

Response:

The proposal should outline which approach the vendor is proposing to meet the objectives of the RFP.

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Question Seven:

Is there another mechanism through which the funder is or will be contracting directly with a call center to be expanded (apart from this RFP solicitation)?

Response:

No

Question Eight:

Are the applicants to this RFP responsible for running the call center?

Response:

That would be up to the applicant to describe or propose.

Question Nine:

What are the RFP response page length requirements for general narrative and any exhibits/appendices?

Response:

Please refer to section 5.2 for clarification on any specific requirements.

Question Ten:

Are there RFP response font style and size requirements?

Response:

Please refer to section 5.2 for clarification.

Question Eleven:

Is there any relationship between this RFP solicitation and the RFP #: 18-0901001-008: Opioid Abuse & Misuse Prevention Public Education Campaign? If so, please describe relationship.

Response:

At this time, there is not a direct relationship however both RFP's are supporting the public awareness around the opioid crisis utilizing different approaches.