

Questions & Answers

Q	Bidder Question	DHS Answer	Section	Pg.
1.	Would DMHAS consider existing 988 providers in NJ be seen as a conflict of interest to apply for the role of Managing Entity?	<i>No. Existing 988 service providers do not pose a conflict of interest as long as there is a separate administrative system established for the Managing Entity. An existing provider must detail how the call center and Managing Entity will function independently and how each would be responsible for their own performance and quality assurance.</i>	III	5
2.	Can companies from outside USA apply for this? (like, from India or Canada)	<i>Bidders must meet the terms and conditions of the DHS contracting rules and regulations as set forth in the Standard Language Document, the Contract Reimbursement Manual and the Contract Policy and Information Manual.</i> <i>Every NJ State contract primarily for the performance of services shall include provisions which specify that all services performed under the contract or performed under any subcontract awarded under the contract shall be performed within the United States. NJS 52:34-13.2(1)(a)</i>	V	10
3.	Does provider need to come to DMHAS for meetings?	<i>If meetings are held at DMHAS, it is expected that the agency representative(s) be able to attend meetings in person.</i>	IV	6
4.	Can provider perform the tasks (related to RFP) outside USA? (like, from India or Canada)	<i>Bidders must meet the terms and conditions of the DHS contracting rules and regulations as set forth in the Standard Language Document, the Contract Reimbursement Manual and the Contract Policy and Information Manual.</i> <i>Every NJ State contract primarily for the performance of services shall include provisions which specify that all services performed under the contract or performed under any subcontract awarded under the contract shall be performed within the United States. NJS 52:34-13.2(1)(a)</i>	V	10

Q	Bidder Question	DHS Answer	Section	Pg.
5.	Can bidder submit the proposals via email?	<i>No. The bidder should follow the steps outlined on the RFP regarding submission.</i>	VIII	19
6.	Will DMHAS be entering into a separate contract for the statewide Mobile Crisis Response program?	<i>Yes. DMHAS will be providing a separate funding opportunity for the Mobile Crisis Response Teams.</i>	IV	10
7.	Who manages the five current DMHAS contracted call centers? Is it the awardee's responsibility to identify new contact centers?	<i>The five call centers are independently operated and are certified by Vibrant Emotional Health. Each center receives state funding to assist them in providing 988 services. The Managing Entity does not have to help identify new contact centers. If new centers join the 988 Lifeline network in NJ (through Vibrant), it will be the Managing Entity's responsibility to establish a formal relationship with these centers.</i>	IV	6
8.	What is the expected relationship between the managing entity and the Mobile Crisis Response teams? Who will be responsible for the accountability and quality of service delivery?	<i>The Managing Entity will be responsible for establishing, staffing and supervising the dispatch system for the Mobile Crisis Response system. The Managing Entity will also be responsible for timely and efficient dispatching of teams but not for the quality of service delivery. That is the responsibility of the entity operating the Teams.</i>	IV	9, 10
9.	If a call center or mobile response team fails to respond, what is the liability of the managing entity?	<i>The Managing Entity will be required to dispatch Mobile Crisis Response teams once they are established. The Managing Entity will be responsible for keeping track of the Mobile Crisis Response Teams and ensuring their arrival to the scene. If a Mobile Crisis Response Team, for any reason, is unable to reach the destination, it is the responsibility of the Managing Entity to ensure the next closest and available team is dispatched.</i>	IV	9, 10
10.	Are there expectations regarding the capacity of call centers? How many employees staff these call centers? What are the projected number of calls that will be coming into these centers?	<i>New Jersey currently has five 988 Lifeline call centers. Call centers are expected to internally manage their own individual capacity with the expectation that 90% of calls routed to their center are answered. Within the past year, New Jersey received approximately 4,458 988 Lifeline calls per month.</i>	II	4,5

Q	Bidder Question	DHS Answer	Section	Pg.
11.	<p>What is the geographic breakdown of the origins of the 29,926 calls received by locally operated Lifeline centers? What is the geographic breakdown of the over 10,000 chats/texts initiated from New Jersey? What is the average length of calls?</p>	<p><i>New Jersey currently has five 988 Lifeline centers that answer incoming calls originating from New Jersey based telephone numbers. These calls come in from each of the 21 counties and are allocated to centers based on the counties to which they provide coverage.</i></p> <p><i>The “ideal” average length of a 988 call, as outlined by SAMHSA and Vibrant, is 15 minutes. However, calls vary in acuity and some calls may be much longer or shorter. The 15-minute example is an ideal and not an expectation.</i></p> <p><i>Chats to the 988 Lifeline are routed based on the area code provided by the individual contacting 988 in the pre-chat survey. Text messages to the 988 Lifeline are routed based on the phone number of origin. NOTE: The Managing Entity is not responsible for answering 988 calls, chats and/or texts.</i></p>	II	4
12.	<p>How will DMHAS define the success of an answered call?</p>	<p><i>When an individual who has reached out to the Lifeline receives the support and services they need (i.e. de-escalation, resources, referrals, warm transfer, etc.), a call is deemed successful. Each call requires a different response as driven by caller’s unique needs, presentation, etc. NOTE: The Managing Entity is not responsible for answering 988 calls, chats and/or texts.</i></p>	I IV	3 7
13.	<p>What is the managing entity's responsibility in engaging law enforcement, OEM, screening centers, etc.?</p>	<p><i>The Managing Entity might reach out to 911 if a person in crisis would not or could not provide their location for Mobile Crisis Response so that 911 could ping their phone. In situations where a Mobile Crisis Response Team determined that Law Enforcement, OEM, or screening centers were needed for crisis response, the Team would make that call directly.</i></p>	IV	9, 10
14.	<p>Has a workflow been developed by DMHAS that informs law enforcement and other public stakeholders on how calls will be routed and how law enforcement and other public stakeholders will engage with the managing entity?</p>	<p><i>No. A definitive workflow has not yet been developed by DMHAS for how law enforcement and other public stakeholders will engage with the Managing Entity. DMHAS has been collaborating with law enforcement and public stakeholders on best practices in the community. A more definitive system will be established as the 988 project continues to develop.</i></p>	IV	9, 10

Q	Bidder Question	DHS Answer	Section	Pg.
15.	How will the New Jersey 988 Suicide and Crisis Lifeline system fit within New Jersey's current crisis system?	<p><i>988's mission is to provide immediate crisis intervention and support. 988 operates with the guiding principle that there is "someone to call, someone to respond, and somewhere to go".</i></p> <p><i>Currently in New Jersey you can contact 988 (someone to call) via call, chat or text. A trained counselor will listen, provide support, and, if appropriate, share resources and referrals tailored to the needs of the individual(s).</i></p> <p><i>Crisis response services (someone to respond) already available in New Jersey include: Psychiatric Emergency Screening Services, Children's Mobile Outreach, Law Enforcement (through 911) and Emergency Medical Services (through 911). 988 call, chat and text specialists are able to provide direct referrals to these agencies when deemed necessary.</i></p> <p><i>Several stabilization services (somewhere to go) are already available in New Jersey as well and can be provided as resources and referrals to individuals contacting 988. These services include: Designated Screening Centers, Early Intervention Support Services, Crisis Residential Services Programs, and Certified Community Behavioral Health Clinics.</i></p>	IV	9, 10
16.	Regarding Data Collection and Reporting: What are the key Performance Indicators (KPIs) established by SAMHSA? What are the Infrastructure, Prevention, and Promotion (IPP) indicators as established by SAMHSA?	<p><i>KPIs established by SAMHSA:</i></p> <ol style="list-style-type: none"> <i>1. Calls, Chats, Texts received</i> <i>2. Calls, Chats, Texts answered</i> <i>3. Call, Chat, Text average speed to answer</i> <i>4. Call, chat, text abandonment Rate</i> <i>5. Direct/Rollover calls to Backup centers</i> <p><i>IPPs established by SAMHSA:</i></p> <ol style="list-style-type: none"> <i>1. Number of people in the mental health/related workforce trained (using grant funds) in mental health-related practice/activities consistent with the goals of the grant.</i> <i>2. Number of individuals referred to mental health or related services resulting from grant.</i> 	IV	7

Q	Bidder Question	DHS Answer	Section	Pg.
		<p>3. Number of individuals screened to mental health/related interventions.</p> <p>4. Number and percentage of individuals receiving mental health/related services after referral.</p> <p>5. Number of organizations that entered into formal written/intra-org agreements (e.g., MOUs, MOAs) to improve mental health related practices/activities that are consistent with the goals of the grant.</p>		
17.	What are the expected credentialing and licensures that 988 Suicide and Crisis Lifeline system staff will be required to hold? Are there any expectations regarding bilingual staff?	<i>Credentialing of 988 Lifeline center staff is handled by Vibrant, the organization that oversees and manages the 988 Suicide and Crisis Lifeline system. The Managing Entity will not be responsible for the credentials or licensure of 988 Lifeline center staff.</i>	VII	15, 16
18.	In creating the budget for this project, how should a managing entity budget for the required IT platform?	<i>The 988 Lifeline centers will be using the Unified Platform (UP) provided by Vibrant at no cost. DMHAS will provide the platform for Mobile Crisis Response dispatch at no cost to the Managing Entity. Beyond this, it is up to the bidder to propose a budget that is appropriate for their agency's needs in order to fulfill the requirements of this RFP.</i>	VII	16, 17
19.	In creating the budget for this project, how much can the managing entity budget for technological and training costs?	<i>It is up to the bidder to propose a budget that is appropriate for their agency's needs in order to fulfill the requirements of this RFP.</i>	VII	16, 17
20.	Will the managing entity be expected to record and store calls for quality assurance/monitoring purposes?	<i>DMHAS intends for all NJ 988 Lifeline centers to utilize the Unified Platform (supplied by Vibrant). This platform includes a recording and storage feature so the Managing Entity will not need to provide this capacity.</i>	VII	15
21.	Will the managing entity be expected to provide text/chat services in both English and Spanish?	<i>The Managing Entity does not respond to 988 Lifeline contacts whether that be via phone call, chat or text.</i>	IV VII	8 14
22.	After notification of our interest to apply, when will we receive the link for submission?	<i>Bidders must request login credentials by emailing MH.upload@dhs.nj.gov on or before 4:00 p.m. on January 24, 2023, in order to receive unique login credentials to upload your proposal to the SFTP site. Email requests for login credentials must include the individual's first name, last</i>	VIII	19

Q	Bidder Question	DHS Answer	Section	Pg.
		<i>name, email address and name of agency/provider.</i>		
23.	Can you break down the page limits? For example, is it 30 pages for the narrative and 20 pages for all appendices? Or is it 30 pages for narrative, 20 pages for all appendices with no limit on additional documentation (i.e. letters of support, org charts)?	<i>Page limits are as follows: Narrative – No more than 30 pages Appendices – Please refer to pages 18 and 19 of the RFP. Specifically, the collective of Required Attachments #1 through #6 and Appendices #1 through #8, is limited to a total of 50 pages. Audits (Required Attachments #7 and #8) do not count towards the appendices' 50-page limit. Appendix information exceeding 50 pages will not be reviewed.</i>	VIII	19
24.	Is there a specific timeline for activities/implementation dates?	<i>Currently, there is no specific timeline for the implementation of the activities outlined in this RFP. The anticipated start date for the contract is April 1, 2023.</i>	VII	14
25.	Is the budget a 12 or 14 month budget?	<i>Total annualized funding for this program is \$2,000,000. The proposed budget should reflect this funding level during the period between April 1, 2023 and June 30, 2024. Proposed one-time costs should be included separately in Section 2 of the budget Annex B Excel Template.</i>	V	10
26.	Can the 988 Managing Entity be a currently licensed treatment provider?	<i>Yes. An existing provider must detail how it would establish a separate administrative system for the Managing Entity and how each would be responsible for its own performance and quality assurance.</i>	III	5
27.	Will the 988 Managing Entity be able to apply for future RFPs for additional 988 related services, such as mobile response teams?	<i>Yes. However, the bidder would be required to provide details as to how the Managing Entity will function independently of an additional 988-related service.</i>	III	5
28.	Can a vehicle be request in the budget?	<i>A vehicle should only be included in the budget if the bidder can justify how the Managing Entity requires a vehicle to fulfill the contracted scope of work.</i>	VII	16, 17
29.	Are the one time allowances in the budget in addition to the 2mm?	<i>Yes. One-time costs are in addition to the \$2,000,000 annualized funding. As always, one-time costs will be discussed with the provider during the contract negotiation process.</i>	VII	16, 17

Q	Bidder Question	DHS Answer	Section	Pg.
30.	Is there specific technology and or technology specifications? (Including software cost)	<i>The 988 Lifeline centers will be utilizing the Unified Platform (UP) provided by Vibrant at no cost to the Managing Entity. DMHAS will also provide the platform for Mobile Crisis Response dispatch at no cost to the Managing Entity.</i>	VII	13
31.	Is there a specific interoperability utility and/or system that will need to be purchased within the 2mm – or can the grantees recommend and purchase and include those costs in the 2mm?	<i>As mentioned in #30 above, DMHAS will provide the platforms for the 988 Lifeline centers and Mobile Crisis Response program at no cost to the Managing Entity. Beyond this, it is the responsibility of the bidder to propose a budget that is appropriate for their agency’s needs in order to fulfill the requirements of this RFP.</i>	VII	13
32.	If the bidder has an existing technology for core functions such as a call center, back center and data analytics/BI, can this be used?	<i>The Managing Entity must utilize the following platforms: 1. The Unified Platform from Vibrant for receiving contacts from 988 and for contact data management 2. A platform system yet to be named for dispatching Mobile Crisis Response and for the Resource and Referral database. Other technology or platforms may be used to support these required systems.</i>	VII	13
33.	For the CLAS training, is there an existing curriculum requiring copyright trademark costs in the budget, or will the bidder develop curriculum independently based on CLAS National parameters?	<i>The expectation is that the bidder will develop policies and procedures for the Managing Entity that adhere to the National CLAS Standards and ensure that the Lifeline centers adhere to these Standards as well. DMHAS is not aware of an existing CLAS curriculum nor is purchase/use of a specific curriculum required. The Cultural Competence Training Centers, funded by the DMHAS, provide relevant training. A Diversity Consultant is also available through the Cultural Competence Training Centers to develop an agency cultural competence plan.</i>	IV	8, 12, 14
34.	Page 19 of the RFP indicates proposals should be submitted with specific labels and files. Please clarify labels for files.	NOTE: There is an error in the RFP regarding the TITLES for file names (see page 19). <i>Please use the following format when submitting three (3) required files: Name of agency/988 Managing Entity Proposal</i>	IIIX	19
35.	What’s required to “dispatch mobile response team?” Is there data available presently regarding that? How many deployments are there statewide now?	<i>There is currently no data on Mobile Crisis Response teams because this component of the 988 project is currently in development. The Managing Entity will be required to use the platform chosen by DMHAS.</i>	IV	9

Q	Bidder Question	DHS Answer	Section	Pg.
36.	What happens when the contracted mobile team doesn't respond to a request or doesn't deploy after being requested?	<i>The Managing Entity will be required to dispatch Mobile Crisis Response teams once they are established. The Managing Entity will be responsible for keeping track of the Mobile Crisis Response Teams and ensuring their arrival to the scene. If a Mobile Crisis Response Team, for any reason, is unable to reach the destination, it is the responsibility of the Managing Entity to ensure the next closest and available team is dispatched.</i>	IV	9
37.	Would you provide NJ 988 call and response data for the past year?	<i>988 data is available to the public at Our Network : Lifeline (988lifeline.org)</i>	IV	6,7
38.	Is the Referral & Resource database intended to be specifically for NJ suicide prevention services?	<i>The Database must include the following resources in NJ at a minimum: - Mental Health (MH) and Substance Use Disorder (SUD) treatment programs -Social services - Services for specialized and historically underserved populations</i>	IV	7
39.	Is the expectation to have national resources since calls may be re-routed from another state who doesn't respond quickly enough?	<i>No. NJ 988 Lifeline centers primarily respond to calls originating from New Jersey based phone numbers. The Lifeline Centers are experienced at contacting crisis response services in other states when necessary. Tri-State area resources would be helpful if/when available.</i>	IV	7, 8
40.	Will the new Managing Entity have "direct" supervisory and/or fiscal control over the funding or operation of the 988 call centers providing, or will that remain with DMHAS?	<i>No. The Lifeline centers independently manage their daily operations. DMHAS provides the funding of contracted NJ 988 Lifeline centers.</i>	IV	6
41.	Do we know if the Unified Platform will accommodate a resource and referral database that will be easily shared amongst State Centers?	<i>The Managing Entity will be expected to populate and maintain a specific Resource and Referral database for NJ-based mental health and substance use services within the platform identified by DMHAS. (See #38 for more details)</i>	III	5
42.	Have there been discussions with Vibrant regarding a Managing Entity being granted access to other statewide center data in the Unified Platform?	<i>Yes, but this capacity is not currently in the Unified Platform (UP) design. (See #41 for more information)</i>	IV	6
43.	Does DMHAS have or plan to establish standards on the vetting process for provider inclusion in the database?	<i>DMHAS plans to develop standards for provider/agencies inclusion in the database.</i>	IV	7

Q	Bidder Question	DHS Answer	Section	Pg.
44.	Will the providers entered in the database only be New Jersey based?	<i>NJ 988 Lifeline centers primarily respond to calls originating from New Jersey based phone numbers. The Lifeline Centers are experienced at contacting crisis response services in other states when necessary. Tri-State area resources would be helpful if/when available.</i>	IV	7
45.	Is DMHAS willing to consider a threshold for confirming linkages? (for examples, those assessed as requiring and referred to urgent care and above rather than all referrals)	<i>Vibrant requires follow-up by the 988 Lifeline centers for anyone who reports having suicidal thoughts (within the last 24 hours) during their initial 988 contact. Centers will also need to get data about the success of referrals/linkages. However, the Managing Entity is not responsible for following up with individuals who are provided resources/referrals through 988.</i>	IV	7
46.	Regarding the development of the Resource and Referral Database, are there any technical requirements/guardrails that should be considered to be certain the database can be accessed by all Centers?	<i>The Resource and Referral Database must be established on a platform that has limited access (i.e. is not public facing) but can be accessed by all 988 Lifeline centers. Bidders must explore and evaluate platform options with these requirements in mind.</i>	IV	7, 8
47.	Last paragraph on page 9- can the division provide further clarification on what is meant by "overseeing" the mobile teams?	<i>The Managing Entity will be responsible for dispatching Mobile Crisis Response teams on a 24/7 basis, for ensuring the Mobile Crisis Response teams' arrival on scene and for dispatching an alternate team if the first does not/cannot respond. Also, the Managing Entity must collect data from the Mobile Crisis Response teams and share this with DMHAS on a regular schedule.</i>	IV	9
48.	Will the funding for mobile crisis teams be separate and distinct from this RFP?	<i>Yes.</i>	IV	9
49.	Will NJ DMHAS develop or fund software to manage and coordinate mobile responses?	<i>Yes. DMHAS will be contracting with a yet to be identified entity to provide the platform for coordinating Mobile Crisis Response teams.</i>	IV	9
50.	Is there data on how many times each month emergency services are sent out for the entire state? This will inform staffing for dispatch center. o How many of these dispatches are voluntary? o What is the procedure/process for involuntary dispatches? Who will dispatch involuntary dispatches?	<i>DMHAS has no public data that specifically reports emergency services response to community-based mental health and substance use crises. The decision to request emergency services is made by the crisis counselor answering the call, chat or text at the 988 Lifeline center. In this situation, the 988 counselor will contact 911 which can dispatch Law Enforcement</i>	IV	9, 10

Q	Bidder Question	DHS Answer	Section	Pg.
	o Who establishes the criteria for voluntary/involuntary dispatches?	or EMS. Every decision to request emergency services is based on the specific needs and circumstances of each contact.		
51.	Is there data on how many times each month requests for mobile outreach by screening centers are made for the entire state? This will better inform staffing for the dispatch center	DMHAS has no public data regarding statewide mobile screening requests.	IV	9, 10
52.	Does NJDMHAS have or plan to establish criteria for Mobile Crisis versus law enforcement/EMS dispatch?	Yes. DMHAS plans to establish a workflow for determining which system will respond to a 988 call, chat or text that requires immediate in-community intervention. This will include warm transfers to 911 for law enforcement/EMS dispatch when an emergency rescue is needed.	IV	9, 10
53.	How do the current county screener centers and their current workflows fit into the new model?	Mobile Screening (an outreach component of Designated Screening Services) is available in every NJ county. Mobile Screening is often dispatched with Law Enforcement and is intended to assess whether an individual in crisis is in need of commitment to inpatient or outpatient treatment. Mobile Crisis Response is designed to de-escalate individuals in crisis within the community setting and will be dispatched without Law Enforcement whenever it is safe to do so. Once the Mobile Crisis Response system is in place, it will complement current crisis response services.	IV	9, 10
54.	When will the statewide mobile crisis response program be completed?	The Mobile Crisis Response (MCR) program is in development. Funds must be procured and awarded to establish MCR Teams throughout the state. A projected launch date will be provided to the Managing Entity when available.	IV	9, 10
55.	When will the mobile teams be operational?	The Mobile Crisis Response (MCR) program is in development. Funds must be procured and awarded to establish MCR Teams throughout the state. A projected launch date will be provided to the Managing Entity when available.	IV	9, 10
56.	What is the criteria for differentiating screening center mobile outreaches versus the new mobile response process?	Each 988 Lifeline center assesses the contact (call/text/chat) for current risk, then makes referrals based on assessment. Mobile Screening (an outreach component of Designated Screening Services) is often dispatched with Law Enforcement and is intended to assess whether an individual in crisis is in need of commitment to	IV	9, 10

Q	Bidder Question	DHS Answer	Section	Pg.
		<i>inpatient or outpatient treatment. Mobile Crisis Response is designed to de-escalate individuals in crisis within the community setting and will be dispatched without Law Enforcement whenever it is safe to do so. Once the Mobile Crisis Response system is in place, it will complement current crisis response services.</i>		
57.	Is this new Mobile Response Program just for adults or will it also apply to children/adolescents? Is there any crossover with Perform Care?	<i>988 has established a warm transfer protocol to connect youth and their families to PerformCare, the agency that is contracted by the Children’s System of Care to provide mental health services (including mobile response) to this population. The Mobile Crisis Response program will serve adults and PerformCare will continue to serve children, youth and their families.</i>	IV	9, 10
58.	How will future independently operated centers be selected and funded? What is the timeline to add on future centers? Will the Managing Entity be responsible for selecting potential centers?	<i>Providers that want to become 988 Lifeline centers must apply to and be approved by Vibrant. New centers will be added to the network once they are approved by Vibrant which generally takes 6-12 months. Neither DMHAS nor the Managing Entity will select call centers to become 988 Lifeline centers. Lifeline centers can apply to receive funding when a competitive procurement process is offered by DMHAS. If new centers join the 988 Lifeline network in NJ (through Vibrant), it will be the Managing Entity’s responsibility to establish a formal relationship with these centers.</i>	IV IV	13 6
59.	Does the cost of the mobile response dispatching technology come out of this RFP or will there be additional funding once the state plan is finalized?	<i>DMHAS will provide the technological platform for Mobile Crisis Response at no cost to the Managing Entity. All other technological needs must be detailed in the bidder’s proposed budget.</i>	VII	16, 17
60.	Will the funding be modified commensurate to the increase in the number of centers?	<i>Not in the foreseeable future. The \$2 million award for the Managing Entity is expected to cover the costs of working with current and future 988 Lifeline centers.</i>	VII	16, 17
61.	Will the funding and budgets of each center be managed by DMHAS or the Managing Entity?	<i>The funding of each center will be managed by DMHAS. Budgets will be reviewed with each center by DMHAS. The Managing Entity will not have a role in budget or funding.</i>	VII	16, 17

Q	Bidder Question	DHS Answer	Section	Pg.
62.	Can an organization apply for funding for a single aspect of the RFP (such as Training or the Development of the Referral & Resource Database) or must a single organization assume responsibilities for all aspects listed in Section IV (Contract Scope of Work)	<i>No. The Managing Entity is responsible for providing all services outlined in the Contract Scope of Work.</i>	VII	16, 17
63.	Will the managing entity be allowed to utilize vendors for portions of this work and if so, will we be required to specifically identify each vendor in the RFP proposal?	<i>Managing Entities are only allowed to utilize a vendor for the Resource and Referral database. In the bidder's response to this RFP, the bidder must identify if they plan to subcontract for the Resource and Referral database. The bidder does not need to identify the specific vendor in the response to this RFP.</i>	VII	16, 17
64.	When should organizations expect the answers to the questions that have been submitted?	<i>Answers will be provided as quickly as possible.</i>	VI	11
65.	Is the \$2M inclusive of the cost for the Resource and Referral Database or is DMHAS funding this separately?	<i>The \$2M award includes the cost of the Resource and Referral Database.</i>	I IV	3 7
66.	Will there be an implementation period between the contract start date and the go-live of services? Is there an Implementation Budget or is the \$2 million inclusive of this?	<i>There will be an implementation period. Details of the bidder's plan for this period should be provided in the application. One-time costs needed to support the implementation are in addition to the \$2,000,000 annualized funding. As always, one-time costs will be discussed with the provider during the contract negotiation process.</i>	I	4
67.	How many currently DMHAS-contracted centers are there? How many non-contracted centers are there?	<i>Currently all 5 of the 988 Lifeline centers in NJ are contracted with DMHAS.</i>	IV	6
68.	Please confirm that the call metric and other tracking data required for the reporting will be captured in the Vibrant Unified Platform. Will DMHAS require the Managing Entity to capture data in an alternate form until the Unified Platform is available?	<i>Many of the 988 call, chat and text metrics will be captured through the Unified Platform (UP). Until the UP is available, 988 Lifeline centers will continue to capture all data required by SAMHSA, DMHAS and other entities. Once centers are connected to the UP, they will continue to collect any data that the UP does not, and deliver it to the Managing Entity.</i>	IV	7
69.	What is the timeframe for the State to determine a platform for mobile dispatch, and will it be available before the selection of the Managing Entity? If a platform has been identified, can the state say who the vendor is or anything about the platform?	<i>DMHAS has not yet determined the platform that will be used for the Mobile Crisis Response system. However, it will be identified as soon as possible.</i>	IV	9

Q	Bidder Question	DHS Answer	Section	Pg.
70.	Please clarify what oversight role the Managing Entity will provide regarding the Mobile Crisis Outreach Teams. Will DMHAS directly contract with the Teams? Does DMHAS set the guidelines for crisis response times?	<i>The Managing Entity will be responsible for dispatching Mobile Crisis Response teams on a 24/7 basis, for ensuring the Mobile Crisis Response teams' arrival on scene and for dispatching an alternate team if the first does not/cannot respond. Also, the Managing Entity must collect data from the Mobile Crisis Response teams and share this with DMHAS on a regular schedule. DMHAS will contract with the Mobile Crisis Response teams and will determine the guidelines for crisis responses.</i>	IV	9
71.	Please clarify the numbering of the questions (it appears that 6, 7, and 8 are repeated).	NOTE: There is an error in the RFP regarding the numbering under Project Description (see page 14). Numbering should continue sequentially so that there are 14 items in this list.	VII	14
72.	Is there a readiness review process contemplated before the contract go-live date? If so, what is the proposed scope of the readiness review?	<i>Once a final award is made, DMHAS will meet with the Managing Entity awardee for contract negotiations. There is no formal readiness review process. The Managing Entity is required to maintain regular contact with DMHAS following the award of this RFP.</i>	VII	14
73.	Will bidders have the opportunity to ask clarifying questions regarding the Excel Budget template once it has been released?	<i>Questions about the Excel Budget template should be submitted through the same portal as these questions were. Answers will be posted and emailed to all bidders that submit a timely intent to apply. Beyond that, bidders should rely upon the information in this RFP and the responses provided to these questions that were submitted by email. Specific guidance will not be provided to individual bidders.</i>	VII	16
74.	Please clarify if RFP Attachment A is included in the 30-page limit for the Proposal Narrative.	<i>No. Attachment A is not included in the 30-page limit. Attachment A is the proposal cover sheet.</i>	VIII	18
75.	Please confirm that the budget is also not counted in the page limit.	<i>The budget, budget notes and appendices are not counted in the 30 page limit for the narrative portion of the proposal.</i>	VIII	19
76.	In Items 1, 2, and 3, please clarify the file label for the proposal files (i.e., "Name of Agency/Provider Residential Services for Individuals Discharged from Nursing Facilities Proposal").	NOTE: There is an error in the RFP regarding the TITLES for file names (see page 19). <i>Please use the following format when submitting three (3) required files: Name</i>	VIII	19

Q	Bidder Question	DHS Answer	Section	Pg.
		<i>of agency/988 Managing Entity Proposal</i>		