

STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
DIVISION OF MENTAL HEALTH AND ADDICTION SERVICES

REQUEST FOR PROPOSALS

988 Suicide and Crisis Lifeline Managing Entity

January 3, 2023

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Division of Mental Health and Addiction Services

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I. Purpose and Intent

This Request for Proposals (RFP) is issued by the New Jersey Department of Human Services (DHS), Division of Mental Health and Addiction Services (DMHAS) for a Managing Entity for the New Jersey 988 Suicide and Crisis Lifeline system. Total annualized funding is \$2,000,000 subject to State appropriations. DMHAS anticipates awarding funds to a singular agency.

The purpose of this RFP is to provide funds to a single agency to establish itself as the Managing Entity for the 988 Suicide and Crisis Lifeline in New Jersey. The award recipient will be responsible for:

- Collaborating with all current and future independently operated, DMHAS-contracted contact centers into the New Jersey 988 Suicide and Crisis Lifeline system
- Establishing and maintaining affiliation agreements with any non-contracted 988 Lifeline center
- Serving as Liaison between New Jersey 988 Lifeline crisis centers and Vibrant Emotional Health in relation to Vibrant's Unified Platform
- Data collection and reporting to DMHAS and SAMHSA as outlined in this RFP
- Creating and maintaining a Resource and Referral Database, or subcontracting for this responsibility using a system identified and/or approved by DMHAS
- Assertively monitoring referrals made by 988 contact centers to ensure connections are made during these handoffs to treatment
- Ensuring that both the Managing Entity and the 988 Lifeline centers adhere to diversity, inclusion, equity, and cultural sensitivity expectations outlined in the National CLAS standards.
- Providing training to 988 Lifeline centers as required by DMHAS, Vibrant or SAMHSA, or subcontracting for this responsibility
- Dispatching Mobile Crisis Response teams

No funding match is required; however, bidders will need to identify any other sources of funding, both in-kind and monetary, that will be used. Bidders may not fund any costs incurred for the planning or preparing a proposal in response to this RFP from current DHS/DMHAS contracts.

The following summarizes the RFP schedule:

January 3, 2023	Notice of Funding Availability
January 10, 2023	Questions on RFP due no - later than 4pm EST
January 24, 2023	Deadline to submit written intent to apply - no later than 4pm EST
January 24, 2023	Deadline to request DHS secure file transfer protocol (SFTP) site login credentials - no later than 4pm EST
January 31, 2023	Deadline for receipt of proposals – no later than 4pm EST
February 21, 2023	Preliminary award announcement
February 28, 2023	Appeal deadline - no later than 4pm EST

March 7, 2023 Final award announcement
April 1, 2023 Anticipated contract start date

II. Background and Population to be Served

The National Suicide Prevention Lifeline, a project funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and administered by Vibrant Emotional Health (Vibrant), was established in 2005 as the nation’s public safety net for individuals experiencing emotional distress or a suicidal crisis. The Lifeline was established to provide free and confidential emotional support to individuals in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States. The Lifeline is comprised of a national network of over 200 local crisis centers, combining custom local care and resources with national standards and best practices. Individuals can call anytime from anywhere in the nation and speak to a trained call specialist that provides resources for and referrals to the most appropriate nearby behavioral health treatment, support, crisis, and/or emergency services.

In July of 2020, the Federal Communications Commission (FCC) mandated that all states in the United States and its territories have access to suicide prevention and crisis services through a three-digit dialing code, established by the National Suicide Hotline Designation Act of 2020 as 988. In 2021, the FCC also required covered text providers to support text messaging to 988. The texting option will make the service more accessible to those with difficulties speaking on the phone, as well as individuals who prefer more anonymity.

As of July 16th, 2022, 988 became available to all phones in the United States and its territories. This dialing code now reaches the 988 Suicide and Crisis Lifeline (formerly the National Suicide Prevention Lifeline).

Calls come into the 988 Lifeline crisis center network from across the United States and its territories are routed to independently operated call centers based on the caller’s area code (as indicated by the telephone number from which the call originates). Each center must have at least one primary coverage area and, if desired, backup coverage area(s). The 988 Lifeline utilizes a location-based routing system that includes a regional back-up system and national back-up centers. Calls are first routed to the designated primary coverage center. If not promptly answered, calls are rerouted to the backup coverage center and then, if necessary, to a national backup center. The ideal model is to have all calls answered by an independently operated call center in the state from where the call originates. Currently in the state of New Jersey, there are five (5) agencies that answer these calls.

Most recent data gathered by Vibrant for the months of June through October 2022 showed that in New Jersey, 29,926 were received by locally operated Lifeline centers. The in-state answer rate was 70% in June and rose to 78% in October. The goal established by Vibrant for in-state answer rates is 90%.

In 2013, the Lifeline worked with CONTACT USA to pilot the nation's first federally supported online crisis chat program. After a successful pilot, over 30 Lifeline centers now provide 24/7 chat services through 988 Lifeline's Unified Platform¹ that connects all chat centers to one routing queue. Chat services tend to be used by a younger demographic with the majority of chatters self-reporting as under the age of 25. From July 2020 to July 2021, the Lifeline received over 586,000 chats nationally.

Data regarding chat and text demand indicate that between June and October, 2022, over 10,000 chats/texts were initiated from New Jersey. Historically, the Lifeline Chat and Text network has not routed by location, but more targeted routing (by state) is being implemented by Vibrant now and New Jersey is expanding its response capacity for chats and texts.

III. Who Can Apply?

To be eligible for consideration for this RFP, the bidder must satisfy the following requirements:

- The bidder may be a non-profit or for-profit entity or governmental entity;
- For a bidder that has a contract with DMHAS in place when this RFP is issued, that bidder must have all outstanding Plans of Correction for deficiencies submitted to DMHAS for approval prior to submission;
- The bidder must be fiscally viable based upon an assessment of the bidder's audited financial statements. If a bidder is determined, in DMHAS' sole discretion, to be insolvent or to present insolvency within the twelve (12) months after bid submission, DMHAS will deem the proposal ineligible for contract award;
- The bidder must not appear on the State of [New Jersey Consolidated Debarment Report](#)² or be suspended or debarred by any other State or Federal entity from receiving funds;
- The bidder shall not employ a member of the Board of Directors as an employee or in a consultant capacity;
- Pursuant to N.J.S.A. 52:32-44, a for-profit bidder and each proposed subcontractor must have a valid Business Registration Certificate on file with the Division of Revenue. (This statutory requirement does not apply to non-profit organizations, private colleges and universities, or state and municipal agencies).

¹ The Unified Platform, developed by Vibrant, is a unified technological platform that will allow all 988 providers, the network administrator and SAMHSA to better assure efficient access to quality care for all residents in the U.S. and territories, no matter when, when and how they are seeking to be helped. The Unified Platform will: allow for more efficient connection to care; allow for seamless coordination with local crisis, emergency response and receiving services; facilitate follow-up and community resource linkages; unify provider data collection and reporting; and ensure all counselors responding to 988 contacts have access to the same trainings, resources, announcements, etc.

² <http://www.nj.gov/treasury/revenue/debarment/debarsearch.shtml>

IV. Contract Scope of Work

Funds made available through this RFP will be used to establish and maintain an organizational management system (Managing Entity) which will be responsible for coordination and oversight of New Jersey's 988 Lifeline crisis system. The specific requirements and expectations for the Managing Entity include:

COORDINATION AND INTEGRATION

- Establish formal relationships with current and future DMHAS-contracted 988 Lifeline centers in New Jersey. This will allow for coordination of operations and of the network of 988 Lifeline providers.
- Provide Technical Assistance to DMHAS-contracted centers on matters including but not limited to: data collection and management, and use of Resource and Referral Database.
- Require, review and monitor a plan of correction from any contracted call center that falls under the set threshold for the performance measures
- Establish and maintain affiliation agreements (MOUs/MOAs, etc.) with Centers that are not DMHAS-contracted. Agreements should include a requirement for centers to provide data in compliance with DMHAS, DHS, SAMHSA, Vibrant as detailed below, and other entities as deemed necessary.
- Facilitate regularly scheduled meetings and ongoing communication with DMHAS-contracted and non-contracted Centers, and additional meetings with Centers as needed.
- Consult with Centers about building infrastructure and capacity to respond to projected 988 contact volume.
- Provide reports to and/or attend occasional meetings as required by DMHAS (e.g. Systems Review Committee (SRC), Mental Health Boards, Behavioral Health Planning Council, etc.)
- Ensure that Lifeline centers maintain operational, clinical, and performance standards established and regulated by DMHAS, SAMHSA and Vibrant;
- Ensure and maintain 24/7/365 schedule for primary and backup coverage of calls for each county. Integrate any new Center(s) into the coverage map.
- Ensure and maintain 24/7/365 schedule for primary and backup coverage of New Jersey-based chats and texts.
- Establish and maintain procedural standards for follow-up contact to consumers by each of the Centers to meet Vibrant requirements.
- Develop a plan for and oversee distribution of a survey to individuals that contact the 988 Suicide and Crisis Lifeline. The survey would be available through various formats, (i.e. text, email, etc.) and sent with the individual's permission following their initial interaction with 988.
- Develop and implement a plan for surge in calls, chats, texts following local or larger disaster/crisis (hurricane and/or flooding, celebrity suicide, financial market crash, etc.).

- Serve as the New Jersey contact with Vibrant for integration of the Unified Platform. The Unified Platform will provide a mechanism for calls/chats/texts to be routed to 988 Lifeline crisis centers as well as for data collection and information management to be standardized. It is anticipated that the Unified Platform will be available in early 2023.
- Collect, review and monitor Centers' Continuity of Operations Plans (COOPs).
- Assure adequate COOPs are in place for each center and alert DMHAS whenever a COOP is activated.
- DATA COLLECTION AND REPORTING
- Develop policies and procedures to assure that all centers collect and report data on performance measures identified by DMHAS, SAMHSA and Vibrant.
 - Educate and train call centers on data collection and reporting
 - Develop standards for data collection e.g. timeliness and completeness of data
 - Analyze data submitted and develop reports to DMHAS and crisis centers in an easy to read format
 - Report monthly to DMHAS any ongoing and unresolved problems with crisis center performance
- Collect data from the provider network of crisis centers and deliver information to DMHAS, SAMHSA and Vibrant. Data requirements include but are not limited to:
 - Key Performance Indicators (KPIs) established by SAMHSA
 - Infrastructure, Prevention, and Promotion (IPP) indicators as established by SAMHSA.
 - Additional monthly data required by NJ DHS, DMHAS

RESOURCE AND REFERRAL DATABASE

- Establish and maintain, or procure and subcontract for, a statewide Resource and Referral Database software application/solution, to be identified and/or approved by DMHAS, that will be available to all Centers. Describe the process by which the database will be maintained, so that information is accurate.
 - The Database must include the following resources at a minimum:
 - Mental Health (MH) and Substance Use Disorder (SUD) treatment programs, physical health services and social services
 - Services for specialized and historically underserved populations
 - Whenever possible, share and coordinate information with existing services such as NJ 211, NJ MentalHealthCares, ReachNJ, PerformCare, Division of Developmental Disabilities, etc.
 - Maintain the IT platform that is easily updated and user friendly for Call Centers.

- Develop and utilize mechanisms and timeframes to routinely assess the accuracy of the information in the database and make corrections as appropriate
- Develop and utilize mechanisms and timeframes to identify and add new providers and those providers who drop out when notified
- The successful applicant will provide details pertaining to the maintenance of the Database platform and assurance that resources will remain current.
- The successful applicant will assertively and proactively monitor all referrals made to ensure the individuals are connected to needed services.

DIVERSITY, INCLUSION, EQUITY, CULTURAL SENSITIVITY

The successful bidder will include evidence of their commitment to equity and reduction of disparities in access, quality, and program outcomes of marginalized populations. This includes a cultural competency plan that incorporates diversity, inclusion, equity, cultural and linguistic access through adherence to [National CLAS standards](#). The plan must include information about the following domains: workforce diversity (data informed recruitment), workforce inclusion, and reducing disparities in access quality. The successful bidder will monitor 988 Lifeline centers for outcomes in the target population as described in the DMHAS [Disparity Impact Statement](#), and soliciting input from diverse community stakeholders and organizations to ensure resources are included in the Resource and Referral Database. Additionally, the successful bidder will describe how it will use available demographic data (race/ethnicity/gender/sexual/orientation/language) to shape decisions pertaining to agency policies, recruitment, and hiring of staff.

The successful bidder will:

- Interact with 988 Lifeline centers in a culturally sensitive manner that exemplify National CLAS Standards
- Ensure that 988 Lifeline centers follow National CLAS Standards
- Ensure Lifeline center services meet the language access needs of individuals served by this project (e.g., limited English proficiency, Video Relay Service/American Sign Language, limited reading skills).
- Ensure that 988 Lifeline centers are working to reduce disparities in access, quality, and program outcomes
- Use data to drive decisions about changes needed in the NJ Lifeline center system to address cultural and linguistic needs
- Work with contracted and non-contracted 988 Lifeline centers to develop cultural and linguistic capacity

- Hold community forums and provide other feedback mechanisms to gather information on the community perception of the service and how it can be improved.

TRAINING

- Develop and deliver trainings for Centers on topics including:
 - Risk assessment
 - De-escalation Techniques
 - Request for Mobile Crisis Response
 - Referral protocol and use of Resource and Referral database
 - Trauma-Informed Response
 - Cultural sensitivity (diversity, inclusion, equity, and cultural/linguistic competence, implicit bias, diversified recruitment, creating inclusive work environments, and providing language access services)
 - Stress Management and Wellbeing for Center staff
 - Additional topics required and approved by NJ DMHAS

DISPATCH MOBILE CRISIS RESPONSE

DMHAS is developing a statewide Mobile Crisis Response program for situations requiring an in-person response to a behavioral health crisis in the community. Mobile Crisis Response will include 24/7/365 statewide coverage by Mobile Crisis Outreach Teams (Teams). Dispatch will be requested by 988 crisis counselors after receiving consent from the individual contacting 988. The Teams will include a bachelor's level mental health professional and a trained peer counselor. Teams in the field will be supervised remotely by a licensed mental health clinician.

Once on site, teams will help individuals de-escalate their crisis and access needed resources. The goal of this program is to provide assistance in the community without police involvement or emergency room visits whenever it is deemed safe to do so. According to [Cops, Clinicians, or Both?](#)³, in situations to which Mobile Crisis Teams were dispatched, 71% of these were resolved in the community without the need for transport to a higher level of care. These results are similar to those in other states which have used mobile response teams for mental health response.

The Managing Entity will be responsible for overseeing and dispatching Teams on a 24/7 schedule. Mobile Crisis Response will be available in all 21 counties which have been divided into approximately nine distinct regions for this program. It is anticipated that there will be a total of 60-65 teams across the state with approximately 20 teams available for dispatch at any given time.

³ [From Cops, Clinicians, or Both? Collaborative Approaches to Responding to Behavioral Health Emergencies](#), a paper by the National Association of State Mental Health Program Directors (NASMHPD), Data was provided by Arizona Complete Health and applies to the southern Arizona geographical service area for FY2019.

The time from dispatch of a Team to the end of contact with the individual in crisis should total no more than three (3) hours. This includes time for travel and documentation. The timely and efficient dispatching of teams by the Managing Entity will rely upon a platform that is to be determined by NJ DMHAS. The platform will provide the Managing Entity with real time information regarding the closest available Team to the individual in crisis. Teams will be able to login to the platform remotely and update their status as available or unavailable for dispatch. The Managing Entity will have real-time access to the status of each Team and will dispatch based on proximity to the individual and availability of the team.

The Managing Entity will be responsible for staffing and supervising the dispatch system to provide services to the state 24/7/365, managing approximately 20 teams at any given time. The Mobile Crisis Response dispatch system must be staffed by an appropriate number of trained dispatchers and a minimum of one supervisor at all times.

The Managing Entity will be responsible for providing monthly data to NJ DMHAS regarding volume of dispatches by region, volume by shift, and total volume and response times. Required data will include the number of situations that are resolved by Teams on site and the number requiring additional services and resources in order to resolve. Data may also include information deemed necessary by NJ DMHAS, NJ DHS, SAMHSA, Vibrant, or other entities.

V. General Contracting Information

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. These documents are available on the [DHS website](#)⁴.

Bidders are required to comply with the Affirmative Action Requirements of Public Law 1975, c. 124 (N.J.A.C. 17:27) and the requirements of the Americans with Disabilities Act of 1991 (P.L. 101-336).

Budgets should accurately reflect the scope of responsibilities in order to accomplish the goals of this project.

All bidders will be notified in writing of DHS' intent to award a contract.

The contract awarded as a result of this RFP is anticipated to have an initial term of April 1, 2023 through June 30, 2024, and will be renewable at DMHAS' sole discretion and with the agreement of the successful bidder. Funds may be used only to support services that are specific to this award; hence, this funding may not be used to supplant

⁴ <https://www.nj.gov/humanservices/olra/contracting/policy/>

or duplicate existing funding streams. Actual funding levels will depend on the availability of funds and satisfactory performance.

In accordance with Policy P1.12 available on the [DHS website](#)⁵, programs awarded a contract pursuant to this RFP will be separately clustered until DMHAS determines, in its sole discretion, that the program is stable in terms of service provision, expenditures, and applicable revenue generation.

Should the provision of services be delayed through no fault of the contracted agency, funding continuation will be considered on a case-by-case basis dependent upon the circumstances creating the delay. In no case shall DMHAS continue funding when service commencement commitments are not met, and in no case shall funding be provided for a period of non-service provision in excess of three (3) months. In the event that the timeframe will be longer than three (3) months, DMHAS must be notified so the circumstances resulting in the anticipated delay may be reviewed and addressed. Should services not be rendered, funds provided pursuant to this agreement shall be returned to DMHAS.

The bidder must comply with all rules and regulations for any DMHAS program element of service proposed by the bidder. Additionally, please take note of the Community Mental Health Services Regulations, N.J.A.C. 10:37, which apply to all contracted mental health services. These regulations can be accessed on the [DHS website](#)⁶.

VI. Written Intent to Apply and Contact for Further Information

Bidders must email MH.upload@dhs.nj.gov no later than 4:00 p.m. EST on January 24, 2023 indicating their agency's intent to submit a proposal for the 988 Suicide and Crisis Lifeline Managing Entity. It is required that the bidder email their notice of intent to submit a proposal no later than the January 24, 2023 deadline. If a bidder's notice of intent to submit a proposal is received after the deadline their agency is not eligible to submit a proposal for consideration. Submitting a notice of intent to apply does not obligate an agency to apply.

Any questions regarding this RFP should be directed via email to MH.upload@dhs.nj.gov no later than January 10, 2023. All questions and responses will be compiled and emailed to all those who submit a question or provide a notice of intent to apply. Bidders are guided to rely upon the information in this RFP and the responses to questions submitted by email to develop their proposals. Specific guidance, however, will not be provided to individual bidders at any time.

⁵ <https://www.nj.gov/humanservices/olra/assets/documents/CPIManual.pdf>

⁶ <http://www.nj.gov/humanservices/providers/rulefees/regjs/>

VII. Required Proposal Content

All bidders must submit a written narrative proposal that addresses the following topics, and adheres to all instructions and includes required supporting documentation, noted below:

Funding Proposal Cover Sheet (RFP Attachment A)

Bidder's Organization, History and Experience (10 points)

Provide a brief and concise summary of the bidder's background and experience in implementing this or related types of services and explain how the bidder is qualified to fulfill the obligations of the RFP. The written narrative should:

1. Describe the agency's history, mission, purpose, current licenses and modalities, and record of accomplishments and experience with historically underserved populations. Explain the agency's work with organizational management, data collection and management/maintenance of a resource and referral database.
2. Describe agency's work with call centers and crisis services
3. Describe the bidder's background and experience managing multiple programs and/or organizations, and collecting and reporting data. Describe why the bidder is the most appropriate and best qualified to implement this statewide program.
4. Summarize the bidder's administrative and organizational capacity to establish and implement sound administrative practices and successfully carry out the proposed program.
5. Describe the bidder's current status and history relative to debarment by any State, Federal or local government agency. If there is debarment activity, it must be explained with supporting documentation, such as an appendix, to the bidder's proposal.
6. Provide a description of all active litigation in which the bidder is involved, including pending litigation of which the bidder has received notice. Failure to disclose active or pending litigation may result in the agency being ineligible for contract award at DMHAS' sole discretion.
7. Include a description of the bidder's ability and commitment to provide culturally sensitive management services (CLAS Standards) and diversity (Law against Discrimination, N.J.S.A. 10.5-1et seq.). Attach a cultural competency plan as an addendum and discuss in the narrative how the plan will be updated and reviewed regularly.
8. Include a Continuity of Operations Plan (COOP) which addresses, at a minimum, risks that may occur that would challenge the full functioning of the Managing Entity, like power and telecommunication outages. A risk landscape analysis should be done to identify most probable issues, and the COOP should address each risk.
9. Document that the bidder's submissions are up-to-date in the New Jersey Substance Abuse Management System, Unified Service Transaction Form,

Quarterly Contract Monitoring Report and Bed Enrollment Data System (if applicable).

10. Describe the bidder's current status and compliance with DMHAS contract commitments in regard to programmatic performance and level of service (if applicable).

Project Description (25 points)

In this section, the bidder must provide an overview of how the services detailed in the contract scope of work will be implemented and the timeframes for each, specifically addressing the following:

1. The bidder's proposed approach to managing the New Jersey 988 Suicide and Crisis Lifeline system including the following:
 - a. how the bidder's approach satisfies the requirements as stated in the RFP Contract Scope of Work;
 - b. the bidder's plans for reaching the project goals and measurable objectives, including:
 - By January 2024, achieve and maintain a 90% in-state answer rate
 - Establish formal contracts with each NJ DMHAS contracted 988 Lifeline center
 - If applicable, establish MOUs/MOAs with each non-contracted 988 Lifeline center
 - Establish a monthly meeting schedule with all of the NJ 988 Lifeline centers (contracted and non-contracted)
 - Establish 24/7/365 backup coverage for 988 calls
 - Collect all 988 Lifeline center's Continuity of Operations Plans (COOPs)
 - Begin reporting required data to NJ DMHAS on a monthly basis
 - Create or subcontract for a Resource and Referral database
 - Establish 24/7/365 primary and backup coverage for 988 chats and texts;
 - c. all anticipated collaboration with other entities in the course of fulfilling the requirements of the contract resulting from this RFP;
 - d. all anticipated barriers and potential problems the bidder foresees itself and/or the State encountering in the successful realization of the initiative described herein and proposed solutions for these;
 - e. all other resources that the bidder proposes to use to satisfy the requirements of the contract resulting from this RFP;
2. Describe how your agency will set up infrastructure and technology to manage data collection required by DMHAS, DHS, SAMHSA, Vibrant, and other entities.
3. Describe how your agency will coordinate and collaborate with contracted and non-contracted NJ-based 988 Lifeline centers to gather required data as outlined above.
4. Summarize plans to develop and maintain a centralized database for referrals and resources to be used by all New Jersey Lifeline member centers. If planning on subcontracting for the database, explain how you will procure for that service. Describe plans for ensuring regular updating and maintenance of the resource and referral database.

5. Describe how referrals will be monitored to ensure successful and timely connections to services/treatment.
6. Describe your procedures for collecting, analyzing and reporting the data and performance measures.
7. Describe how you will educate the call centers on the process of data collection and reporting.
8. Describe how you will assess their plans of correction for failures to meet the performance thresholds.
6. Describe how your agency will develop partnerships with historically underserved communities throughout the state to be able to include resources in the Resource and Referral Database and ensure appropriate referrals.
7. Describe what expertise your agency has, if any, in the areas for which Training of the 988 Lifeline centers is required (as outlined in the RFP Contract Scope of Work). Explain how your agency will identify and meet any additional training needs of the 988 Lifeline centers.
8. Describe the organization's committees or workgroups that focus on efforts to reduce disparities in access, quality, and program outcomes for the target population. Include the membership of committee members and their efforts to review agency services/programs, correspond and collaborate with quality assurance/improvement, and make recommendations to executive management with respect to cultural sensitivity.
9. A description of the bidder's last Continuous Quality Improvement effort, identified issue(s), actions taken, and outcome(s).
10. Describe how your agency will ensure that call centers implement their COOPs when necessary.
11. The implementation schedule for the contract, including a monthly timeline of activities, commencing with the date of award, through service initiation and ongoing monthly/annual activity.

Outcome(s) and Evaluation (10 points)

Provide the following information related to the projected outcomes associated with the proposal as well any evaluation method that will be utilized to measure successes and/or setbacks associated with this project:

- 1) Describe the bidder's proposal for ongoing monitoring and reporting of program process and accomplishments, using performance measures for contact centers.
- 2) Describe all tools to be used in the evaluation of outcomes related to:
 - a) Contract performance
 - b) 988 Lifeline center call/chat/text volume
 - c) At least 90% answer rate
 - d) Follow up contacts
 - e) Referrals for service/treatment
 - f) Ensuring language needs of those contacting 988 are being met
 - g) Adherence to CLAS standards

- 3) Describe the bidder's proposal for ongoing monitoring and reporting of its own deliverables, using performance measures for the following areas:
 - a) Regular assessment of primary and backup coverage for all NJ counties and plans for revision of coverage assignments for Lifeline centers when necessary.
 - b) Measuring accuracy of referral database and developing processes for improvement when needed
 - c) Measuring mobile deployment timelines so that the 3-hour benchmark from deployment to completion of contact is achieved
- 4) Details about any an outside entity planned for use to conduct the evaluation, including but not limited to the entity's name, contact information, brief description of credentials and experience conducting program evaluation.
- 5) The review and evaluation of quality assurance and quality improvement efforts of the 988 Lifeline centers, particularly noting any reduction of disparities and barriers in access, quality, and service outcomes.
- 6) Describe how you will assess the satisfaction of those who contact 988 (by phone, chat and text), specifically how this information will be obtained and how soon after the initial contact it will be sought.
- 7) Describe how you will train, monitor, collect, report and work to improve call center performance measures.
- 8) Describe how you will train, monitor, collect, report and work to improve Managing Entity performance measures.

Staffing (20 points)

Bidders must determine staff structure to satisfy the contract requirements. Bidders should describe the proposed staffing structure and identify how many staff members will be hired to meet the needs of the program. The successful bidder will describe their efforts to ensure workforce diversity and inclusion in the recruiting, hiring, and retention of staff. Additionally, the successful bidder will ensure that there is a training strategy related to diversity, inclusion, and cultural sensitivity. The trainings will include education about implicit bias, diversity, and creating inclusive work environments.

1. Describe the number, roles, composition and skill set of the proposed program team, including staff qualifications, professional licensing and related experience, as appropriate.
2. Provide details of the Full Time Equivalent (FTE) staffing required to satisfy the contract scope of work. Details should include current staff or staff to be hired, with details of recruitment efforts.
3. Provide copies of job descriptions or resumes as an appendix – limited to two (2) pages each – for all proposed staff.
4. Identify the number of work hours per week that constitute each FTE in the bidder's proposal. If applicable, define the Part Time Equivalent work hours.
5. Description of the proposed organizational structure, including the submission of an organizational chart as an appendix to the bidder's proposal.

6. Describe the bidder's hiring policies, including background and credential checks, as well as handling of prior criminal convictions.
7. Describe the strategy for training staff regarding diversity, inclusion, cultural sensitivity, and implicit bias. Training for 988 Lifeline centers should include all of the above as well as information regarding recruitment of staff from diverse and historically underserved communities, recruitment of multilingual staff and creation of inclusive working environments.
8. A list of the bidder's board members and their current terms, including each member's professional licensure and organizational affiliation(s). The proposal shall indicate if the Board of Directors vote on contract-related matters.
9. A list of consultants the bidder intends to utilize for the contract resulting from this RFP, including each consultant's professional licensure and organizational affiliation(s). Each consultant must be further described as to whether they are also a board member and, if so, whether they are a voting member. The bidder must identify all reimbursement the consultant received as a board member over the last twelve (12) months.

Facilities, Logistics, Equipment (10 points)

The bidder should detail its facilities where normal business operations will be performed and identify equipment and other logistical issues, including:

1. A description of the manner in which tangible assets, i.e., computers, phones, other special service equipment, etc., will be acquired and allocated.
2. A description of the bidder's Americans with Disabilities Act (ADA) accessibility to its facilities and/or offices for individuals with disabilities.
3. A description of any specific or unusual equipment needed for data collection and reporting.

Budget (25 points)

DMHAS will consider the cost efficiency of your proposed budget as it relates to the contract scope of work. Therefore, bidders must clearly indicate how this funding will be used to meet the program goals and/or requirements. In addition to the required Budget forms, bidders are asked to provide budget notes.

The budget should be reasonable and reflect the scope of responsibilities required to accomplish the goals of this project. All costs associated with the completion of the project must be delineated and the budget notes must clearly articulate the details of all proposed budget items including a description of miscellaneous expenses and other costs.

1. A detailed budget using the Annex B Excel template is required. The Excel budget template will be emailed to those who submit a timely intent to apply. The Annex B Excel template must be uploaded as an Excel file onto the file transfer protocol site as instructed in VIII. Submission of Proposal Requirements. Failure to submit the budget as an Excel file may result in a deduction of points. The standard budget

categories for expenses include: A. Personnel, B. Consultants and Professionals, C. Materials & Supplies, D. Facility Costs, E. Specific Assistance to Clients, and F. Other. Supporting schedules for Revenue and General and Administrative Costs Allocation are also required. The budget must include two (2) separate, clearly labeled sections:

- a. Section 1 – Full annualized operating costs to satisfy the contract scope of work detailed in the RFP and revenues excluding one-time costs; and
 - b. Section 2 - Proposed one-time costs.
2. Budget Notes detailing and explaining the proposed budget methodology, estimates and assumptions made for expenses, and the calculations/computations to support the proposed budget. The State's proposal reviewers need to fully understand the bidder's budget projections from the information presented in its proposal. Failure to provide adequate information could result in lower ranking of the proposal. Budget notes, to the extent possible, should be displayed on the Excel template itself.
 3. The name and address of each organization – other than third-party payers – providing support and/or money to help fund the program for which the proposal is being submitted.
 4. For all proposed personnel, the template should identify the staff position titles and total hours per workweek.
 5. Identify the number of hours per clinical consultant (if applicable).
 6. Staff fringe benefit expenses, which may be presented as a percentage factor of total salary costs, should be consistent with the bidder's current fringe benefit package.
 7. If applicable, General & Administrative (G&A) expenses, otherwise known as indirect or overhead costs, should be included if attributable and allocable to the proposed program. Since administrative costs for existing DMHAS programs reallocated to a new program do not require new DMHAS resources, a bidder that currently contracts with DMHAS should limit its G&A expense projection to “new” G&A only by showing the full amount of G&A as an expense and the off-set savings from other programs’ G&A in the revenue section.
 8. Staffing and other startup costs required (equipment, technology, facilities, consultation, supplies, etc.). Provide month by month timeline for startup process and details of one-time costs on Budget document.

Appendices

The enumerated items of Required Attachments #1 through #8 and Appendices #1 through #8 must be included with the bidder's proposal.

Please note that if Required Attachments #1 through #5 below are not submitted and complete, the proposal will not be considered. Required Attachments #6 through #8 below are also required with the proposal unless the bidder has a current contract with DMHAS and these documents are current and on file with DMHAS.

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.

Required Attachments

1. Department of Human Services Statement of Assurances (RFP Attachment C);
2. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions (RFP Attachment D);
3. [Disclosure of Investment in Iran](#)⁷;
4. [Certification of Non-Involvement in Prohibited Activities in Russia or Belarus](#)⁸;
5. Statement of [Bidder/Vendor Ownership Disclosure](#)⁹;
6. Pursuant to Policy Circular P. 11, a description of all pending and in-process audits identifying the requestor, the firm's name and telephone number, and the type and scope of the audit;
7. Audited financial statements and Single Audits (A133), prepared for the two (2) most recent fiscal years; and
8. All interim financial statements prepared since the end of the bidder's most recent fiscal year. If interim financial statements have not already been prepared, provide interim financial statements (balance sheet, income statement and cash flows) for the current fiscal year through the most recent quarter ended prior to submission of the bid.

Appendices

1. Copy of documentation of the [bidder's charitable registration status](#)¹⁰;
2. Bidder mission statement;
3. Organizational chart;
4. Job descriptions of key personnel;
5. Resumes of proposed personnel if on staff, limited to two (2) pages each;
6. List of the board of directors, officers and terms;
7. Original and/or copies of letters of commitment/support
8. Cultural Competency Plan; and
9. Include additional attachments that were requested in the written narrative section.

VIII. Submission of Proposal Requirements

DMHAS assumes no responsibility and bears no liability for costs incurred by the bidder in the preparation and submittal of a proposal in response to this RFP. The narrative portion of the proposal should be no more than 30 pages, be single-spaced with one (1") inch margins, and not be in smaller than twelve (12) point Arial, Courier or Times

⁷ www.nj.gov/treasury/purchase/forms.shtml

⁸ www.nj.gov/treasury/purchase/forms.shtml

⁹ www.nj.gov/treasury/purchase/forms.shtml

¹⁰ www.njconsumeraffairs.gov/charities

New Roman font. For example, if the bidder's narrative starts on page 3 and ends on page 33 it is 31 pages long, not 30 pages. DMHAS will not consider any information submitted beyond the page limit for RFP evaluation purposes.

The budget notes and appendices do not count towards the narrative page limit. Proposals must be submitted no later than 4:00 p.m. on **January 31, 2023**. The bidder must submit its proposal (including proposal narrative, budget, budget notes, and appendices) electronically using the DHS secure file transfer protocol (SFTP) site.

Proposals should be submitted in the following three files.

1. PDF file of entire proposal consisting of proposal narrative, budget, budget notes, attachments and appendices. Do not include interim and audited financial statements and Single Audits (A133) which should be submitted in a separate PDF file (see #3 below). Label file with the following title: Name of Agency/Provider Residential Services for Individuals Discharged from Nursing Facilities Proposal

2. Excel file of budget using the DMHAS Excel budget template. Label file with the following title: Name of Agency/Provider Residential Services for Individuals Discharged from Nursing Facilities Budget

3. PDF file of interim and audited financial statements and Single Audits (A133), prepared for the two (2) most recent fiscal years template. Label file with the following title: Name of Agency/Provider Residential Services for Individuals Discharged from Nursing Facilities Audit.

Additionally, 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 name, email address and name of agency/provider.

Proposals must be uploaded to the DHS SFTP site, <https://securexfer.dhs.state.nj.us/login> using your unique login credentials.

IX. Review of Proposals

There will be a review process for all timely submitted proposals. DMHAS will convene a review committee of public employees to conduct a review of each responsive proposal.

The bidder must obtain a minimum score of 70 points out of 100 points for the proposal narrative and budget sections in order to be considered eligible for funding.

DMHAS will award up to 20 points for fiscal viability, using a standardized scoring rubric based on the audit, which will be added to the average score given to the proposal from the review committee. Thus, the maximum points any proposal can receive is 120

points, which includes the review committee's averaged score for the proposal's narrative and budget sections combined with the fiscal viability score.

In addition, if a bidder is determined, in DMHAS' sole discretion, to be insolvent or to present insolvency within the twelve (12) months after bid submission, DMHAS will deem the proposal ineligible for contract award.

Contract award recommendations will be based on such factors as the proposal scope, quality and appropriateness, bidder history and experience, as well as budget reasonableness. The review committee will look for evidence of cultural sensitivity in each section of the narrative. The review committee may choose to visit all bidder finalists to review existing program(s) and/or invite all bidder finalists for interview. The bidder is advised that the contract award may be conditional upon final contract and budget negotiation.

DMHAS reserves the right to reject any and all proposals when circumstances indicate that it is in its best interest to do so. DMHAS' best interests in this context include, but are not limited to, loss of funding, inability of the bidder(s) to provide adequate services, an indication of misrepresentation of information and/or non-compliance with State and federal laws and regulations, existing DHS contracts, and procedures set forth in [Policy Circular P1.04](#)¹¹.

DMHAS recognizes the invaluable perspective and knowledge that consumers and family members possess. Input from these groups is an integral component of a system that holds wellness and recovery principles at its core. To that end, DMHAS will assemble an advisory committee of consumers and family members to provide opinions and perspective about proposals or aspects of the proposals to the review committee. Members of the review committee may take the advisory committee's perspective into consideration in scoring the proposals but the advisory committee will not be scoring proposals. Any individual with access to the proposals prior to the final contract award will be screened for potential conflicts of interest and will be required to sign a certification attesting that they do not have any potential conflicts.

DMHAS will notify all bidders of contract awards, contingent upon the satisfactory final negotiation of a contract, by February 21, 2023.

¹¹ <https://www.nj.gov/humanservices/olra/contracting/policy/>

X. Appeal of Award Decisions

All appeals must be made in writing and be received by DMHAS at the address below no later than 4:00 p.m. on February 28, 2023. The written appeal must clearly set forth the basis for the appeal.

Appeal correspondence should be addressed to:

Valerie Mielke, Assistant Commissioner
Department of Human Services
Division of Mental Health & Addiction Services
5 Commerce Way
PO Box 362
Trenton, NJ 08625
Fax number: (609) 341-2302

Or via email: alicia.meyer@dhs.nj.gov

Please note that all costs incurred in connection with appeals of DMHAS decisions are considered unallowable cost for the purpose of DMHAS contract funding.

DMHAS will review all appeals and render a final decision by March 7, 2023. Contract award(s) will not be considered final until all timely filed appeals have been reviewed and final decisions rendered.

XI. Post Award Required Documentation

Upon final contract award announcement, the successful bidder(s) must be prepared to submit (if not already on file), one (1) original signed document for those requiring a signature or copy of the following documentation (unless noted otherwise) in order to process the contract in a timely manner, as well as any other contract documents required by DHS/DMHAS.

1. Most recent IRS Form 990/IRS Form 1120, and Pension Form 5500 (if applicable) (submit two [2] copies);
2. Copy of the [Annual Report-Charitable Organization](#)¹²;
3. A list of all current contracts and grants as well as those for which the bidder has applied from any Federal, state, local government or private agency during the contract term proposed herein, including awarding agency name, amount, period of performance, and purpose of the contract/grant, as well as a contact name for each award and the phone number;
4. Proof of insurance naming the State of New Jersey, Department of Human Services, Division of Mental Health and Addiction Services, PO Box 362,

¹² <https://www.njportal.com/DOR/annualreports/>

- Trenton, NJ 08625 as an additional insured;
5. Board Resolution identifying the authorized staff and signatories for contract actions on behalf of the bidder;
 6. Current Agency By-laws;
 7. Current Personnel Manual or Employee Handbook;
 8. Copy of Lease or Mortgage;
 9. Certificate of Incorporation;
 10. Co-occurring policies and procedures;
 11. Policies regarding the use of medications, if applicable;
 12. Policies regarding Recovery Support, specifically peer support services, if applicable;
 13. Conflict of Interest Policy;
 14. Affirmative Action Policy;
 15. Affirmative Action Certificate of Employee Information Report, newly completed AA 302 form, or a copy of Federal Letter of Approval verifying operation under a federally approved or sanctioned Affirmative Action program. (AA Certificate must be submitted within 60 days of submitting completed AA302 form to Office of Contract Compliance);
 16. A copy of all applicable licenses;
 17. Local Certificates of Occupancy;
 18. Current State of New Jersey Business Registration;
 19. Procurement Policy;
 20. Current equipment inventory of items purchased with DHS funds (Note: the inventory shall include: a description of the item [make, model], a State identifying number or code, original date of purchase, purchase price, date of receipt, location at the Provider Agency, person(s) assigned to the equipment, etc.);
 21. All subcontracts or consultant agreements, related to the DHS contract, signed and dated by both parties;
 22. Business Associate Agreement (BAA) for Health Insurance Portability Accountability Act of 1996 compliance, if applicable, signed and dated;
 23. Updated single audit report (A133) or certified statements, if differs from one submitted with proposal;
 24. Business Registration (online inquiry to obtain copy at [Registration Form](#)¹³; for an entity doing business with the State for the first time, it may register at the [NJ Treasury website](#)¹⁴;
 25. Source Disclosure ([EO129](#))¹⁵; and
 26. Chapter 51 [Pay-to-Play Certification](#)¹⁶.

¹³ https://www1.state.nj.us/TYTR_BRC/jsp/BRCLLoginJsp.jsp

¹⁴ <http://www.nj.gov/treasury/revenue>

¹⁵ www.nj.gov/treasury/purchase/forms.shtml

¹⁶ www.nj.gov/treasury/purchase/forms.shtml

XII. Attachments

Attachment A – Proposal Cover Sheet

Attachment B – Addendum to RFP for Social Service and Training Contracts

Attachment C – Statement of Assurances

Attachment D – Certification Regarding Debarment, Suspension, Ineligibility and
Voluntary Exclusion Lower Tier Covered Transactions

Attachment E – Mandatory Equal Employment Opportunity Language

Attachment A – Proposal Cover Sheet

_____ Date Received

**STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES**
Division of Mental Health and Addiction Services
Proposal Cover Sheet

Name of RFP 988 Suicide and Crisis Lifeline Managing Entity

Incorporated Name of Bidder: _____

Type: Public _____ Profit _____ Non-Profit _____ Hospital-Based _____

Federal ID Number: _____ Charities Reg. Number (if applicable) _____

DUNS Number: _____

Address of Bidder: _____

Chief Executive Officer Name and Title: _____

Phone No.: _____ Email Address: _____

Contact Person Name and Title: _____

Phone No.: _____ Email Address: _____

Total dollar amount requested: _____ Fiscal Year End: _____

Funding Period: From _____ to _____

Total number of unduplicated consumers to be served: _____

County in which services are to be provided: _____

Brief description of services by program name and level of service to be provided:

NOTE: In order to contract with the State of New Jersey, all providers applying for contracts, or responding to Request for Proposals (RFPs), *MUST* be pre-registered with the online eProcurement system known as NJSTART. You may register your organization by proceeding to the following web site: <https://www.nj.gov/treasury/purchase/vendor.shtml> or via telephone: (609) 341-3500.

Authorization: Chief Executive Officer (printed name): _____

Signature: _____ Date: _____

Attachment B – Addendum to RFP for Social Service and Training Contracts

STATE OF NEW JERSEY DEPARTMENT OF HUMAN SERVICES

ADDENDUM TO REQUEST FOR PROPOSAL FOR SOCIAL SERVICE AND TRAINING CONTRACTS

Executive Order No. 189 establishes the expected standard of responsibility for all parties that enter into a contract with the State of New Jersey. All such parties must meet a standard of responsibility that assures the State and its citizens that such parties will compete and perform honestly in their dealings with the State and avoid conflicts of interest.

As used in this document, "provider agency" or "provider" means any person, firm, corporation, or other entity or representative or employee thereof that offers or proposes to provide goods or services to or performs any contract for the Department of Human Services.

In compliance with Paragraph 3 of Executive Order No. 189, no provider agency shall pay, offer to pay, or agree to pay, either directly or indirectly, any fee, commission, compensation, gift, gratuity, or other thing of value of any kind to any State officer or employee or special State officer or employee, as defined by N.J.S.A. 52:13D-13b and e, in the Department of the Treasury or any other agency with which such provider agency transacts or offers or proposes to transact business, or to any member of the immediate family, as defined by N.J.S.A. 52:13D-13i, of any such officer or employee, or any partnership, firm, or corporation with which they are employed or associated, or in which such officer or employee has an interest within the meaning of N.J.S.A. 52:13D-13g.

The solicitation of any fee, commission, compensation, gift, gratuity or other thing of value by any State officer or employee or special State officer or employee from any provider agency shall be reported in writing forthwith by the provider agency to the Attorney General and the Executive Commission on Ethical Standards.

No provider agency may, directly or indirectly, undertake any private business, commercial or entrepreneurial relationship with, whether or not pursuant to employment, contract or other agreement, express or implied, or sell any interest in such provider agency to, any State officer or employee or special State officer or employee having any duties or responsibilities in connection with the purchase, acquisition or sale of any property or services by or to any State agency or any instrumentality thereof, or with any person, firm or entity with which he is employed or associated or in which he has an interest within the meaning of N.J.S.A. 52:13D-13g. Any relationships subject to this provision shall be reported in writing forthwith to the Executive Commission on Ethical Standards, which may grant a waiver of this restriction upon application of the State officer or employee or special State officer or employee upon a finding that the present or proposed relationship does not present the potential, actuality or appearance of a conflict of interest.

No provider agency shall influence, or attempt to influence or cause to be influenced, any State officer or employee or special State officer or employee in his official capacity in any manner which might tend to impair the objectivity or independence of judgment of said officer or employee.

No provider agency shall cause or influence, or attempt to cause or influence, any State officer or employee or special State officer or employee to use, or attempt to use, his official position to secure unwarranted privileges or advantages for the provider agency or any other person.

The provisions cited above shall not be construed to prohibit a State officer or employee or special State officer or employee from receiving gifts from or contracting with provider agencies under the same terms and conditions as are offered or made available to members of the general public subject to any guidelines the Executive Commission on Ethical Standards may promulgate.

Attachment C – Statement of Assurances

Department of Human Services Statement of Assurances

As the duly authorized Chief Executive Officer/Administrator, I am aware that submission to the Department of Human Services of the accompanying application constitutes the creation of a public document that may be made available upon request at the completion of the RFP process. This may include the application, budget, and list of applicants (bidder's list). In addition, I certify that the applicant:

- Has legal authority to apply for the funds made available under the requirements of the RFP, and has the institutional, managerial and financial capacity (including funds sufficient to pay the non-Federal/State share of project costs, as appropriate) to ensure proper planning, management and completion of the project described in this application.
- Will give the New Jersey Department of Human Services, or its authorized representatives, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with Generally Accepted Accounting Principles (GAAP). Will give proper notice to the independent auditor that DHS will rely upon the fiscal year end audit report to demonstrate compliance with the terms of the contract.
- Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain. This means that the applicant did not have any involvement in the preparation of the RFI, including development of specifications, requirements, statement of works, or the evaluation of the RFI applications/bids.
- Will comply with all federal and State statutes and regulations relating to non-discrimination. These include but are not limited to: 1) Title VI of the Civil Rights Act of 1964 (P.L. 88-352; 34 C.F.R. Part 100) which prohibits discrimination based on race, color or national origin; 2) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794; 34 C.F.R. Part 104), which prohibits discrimination based on handicaps and the Americans with Disabilities Act (ADA), 42 U.S.C. 12101 et seq.; 3) Age Discrimination Act of 1975, as amended (42 U.S.C. 6101 et seq.; 45 C.F.R. part 90), which prohibits discrimination on the basis of age; 4) P.L. 2975, Chapter 127, of the State of New Jersey (N.J.S.A. 10:5-31 et seq.) and associated executive orders pertaining to affirmative action and non-discrimination on public contracts; 5) federal Equal Employment Opportunities Act; and 6) Affirmative Action Requirements of PL 1975 c. 127 (N.J.A.C. 17:27).
- Will comply with all applicable federal and State laws and regulations.
- Will comply with the Davis-Bacon Act, 40 U.S.C. 276a-276a-5 (29 C.F.R. 5.5) and the New Jersey Prevailing Wage Act, N.J.S.A. 34:11-56.27 et seq. and all regulations pertaining thereto.

- Is in compliance, for all contracts in excess of \$100,000, with the Byrd Anti-Lobbying amendment, incorporated at Title 31 U.S.C. 1352. This certification extends to all lower tier subcontracts as well.
- Has included a statement of explanation regarding any and all involvement in any litigation, criminal or civil.
- Has signed the certification in compliance with federal Executive Orders 12549 and 12689 and State Executive Order 34 and is not presently debarred, proposed for debarment, declared ineligible, or voluntarily excluded. The applicant will have signed certifications on file for all subcontracted funds.
- Understands that this provider agency is an independent, private employer with all the rights and obligations of such, and is not a political subdivision of the Department of Human Services.
- Understands that unresolved monies owed the Department and/or the State of New Jersey may preclude the receipt of this award.

Applicant Organization

Signature: CEO or equivalent

Date

Typed Name and Title

6/97

Attachment D - Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions

READ THE ATTACHED INSTRUCTIONS BEFORE SIGNING THIS CERTIFICATION. THE INSTRUCTIONS ARE AN INTEGRAL PART OF THE CERTIFICATION.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a Federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name and Title of Authorized Representative

Signature

Date

This certification is required by the regulations implementing Executive order 12549, Debarment and Suspension, 29 C.F.R. Part 98, Section 98.510.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of facts upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 C.F.R. part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-- Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 C.F.R. part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-Procurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 C.F.R. part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Attachment EF

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE

N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)

N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer, advising the labor union of the contractor's commitments under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, and labor unions, that it does not discriminate on the basis of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval

Certificate of Employee Information Report

Employee Information Report Form AA302 (electronically provided by the Division and distributed to the public agency through the Division's website at:
(www.state.nj.us/treasury/contract_compliance)

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Public Contracts Equal Employment Opportunity Compliance as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Public Contracts Equal Employment Opportunity Compliance for conducting a compliance investigation pursuant to **Subchapter 10 of the Administrative Code at N.J.A.C. 17:27**