



REQUEST FOR PROPOSALS

Title	Peer Listener Training Manual
RFP Number	6560.23.01
Project Manager	Danielle Verna
Submittal Deadline	February 15, 2023
Award Announcement	March 10, 2023

Submit Proposals to:

Danielle Verna, PWSRCAC Project Manager
Prince William Sound Regional Citizens' Advisory Council
PO Box 3089
Valdez, Alaska 99686

or

via email at the following address:

dverna@pwsrcac.org

To verify receipt of proposal, proposer must contact **Danielle Verna** before the submittal deadline.

Proposal submission requirements:

- a. Proposals shall be submitted in electronic form in portable document format (PDF) (Acrobat 7.0 or later). The PDF file for the proposal itself shall be created directly from the authoring application. It is permissible but not preferred for appendices and other attachments to the proposal to be submitted in scanned PDF format.
- b. To assure consideration, proposals must be received by Prince William Sound Regional Citizens' Advisory Council (PWSRCAC) by the deadline. Proposals received after the deadline may be considered but only if they can be accommodated by PWSRCAC's review process. Additional information provided after the deadline may also be considered but only if such information can be accommodated by the review process.

Inquiries regarding this request for proposals shall be directed to the project manager named above via email.

REQUEST FOR PROPOSALS

The Prince William Sound Regional Citizens' Advisory Council (PWSRCAC) is inviting proposals for a project to update its Peer Listener Training manual based on recently compiled recommendations on best practices for developing and maintaining peer-to-peer support networks. The final work product of this effort is

to be an updated Peer Listener Training manual, that will be included as an appendix to the existing PWSRCAC Guidebook for Coping with Technological Disasters discussed below. The contractor will meet virtually with PWSRCAC staff and a volunteer committee to review the updated manual.

ABOUT PWSRCAC

MISSION STATEMENT: Citizens promoting environmentally safe operation of the Alyeska terminal and associated tankers.

PWSRCAC was formed following the Exxon Valdez oil spill to advise Alyeska Pipeline Service Company and the public on issues related to oil spill prevention and response, and mitigating the environmental impacts of terminal and tanker operations. PWSRCAC also advises oil shippers, regulatory agencies, and elected officials on these issues.

PWSRCAC's membership is comprised of communities affected by the Exxon Valdez oil spill and interest groups with a stake in safe oil transportation in the region. PWSRCAC's 18 member organizations are communities and boroughs impacted by the 1989 Exxon Valdez Oil Spill, as well as Alaska Native, commercial fishing, aquaculture, recreation, tourism, and environmental representatives.

PWSRCAC was chartered as a non-profit corporation by the State of Alaska on December 26, 1989. PWSRCAC is funded under a contract with Alyeska and is

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certified as the alternative voluntary advisory group for Prince William Sound under the Oil Pollution Act of 1990 (OPA90).

Please note: All of PWSRCAC's products and the products resulting from contracts are considered public information. Proposals and work plans may be distributed throughout the organization for review and comment. Proprietary information should not be submitted in any proposal. PWSRCAC will not knowingly reveal the contents of a proposal that is not subsequently accepted for contract; however, PWSRCAC accepts no liability should such contents inadvertently be revealed to third parties.

1. PROJECT

INTRODUCTION

After the 1989 Exxon Valdez oil spill (EVOS), social scientists working with the impacted communities developed a Peer Listener Training Program to build community resilience. Created in 1999 and revised in 2004, the training was designed to teach peer listening techniques that allow community members to better support each other. The Peer Listener training was shared with communities within the EVOS region, and a video series of the training was produced on DVD and available online in 2010. The training was also adapted and used in the Gulf of Mexico after the 2010 BP Deepwater Horizon oil spill. Recognizing that having a program in place before a disaster occurs allows for timely response to community social well-being, in 2016 PWSRCAC hosted a Train the Trainer event with the intention to seed more trainers in Alaskan communities.

The Peer Listener Training Program has a corresponding manual, which is included as Appendix F in the Council's Guidebook for Coping with Technological Disasters. Between 2017-2020, the Guidebook for Coping with Technological Disasters and associated appendices were updated. At that time, the Council recognized that the Peer Listener Training manual in Appendix F from 2004, [available here](#), would require additional updates, given how the fields of peer-to-peer support and community resilience have evolved since this training was originally created in the mid-1990s. The current version of Appendix F, updated in 2021 and [available online](#), still provides an introduction and background information on the original program, as well as resource links for those looking for additional information.

In 2022, the PWSRCAC supported Phase 1 of a project to fully evaluate and update the Peer Listener Program. Phase 1 included a review of the original Peer Listener Training manual, a nationwide scan of similar programs, and interviews with key stakeholders of the original program. The result of Phase 1 was a series of recommendations to update the Peer Listener Program for a contemporary audience with improved techniques and current best practices for delivering peer listener training. This proposed Phase 2 project is to take recommendations of Phase 1, described above, and update the Peer Listener Training manual as Appendix F of the Guidebook for Coping with Technological Disasters.

Ultimately, PWSRCAC aims to modernize its Peer Listener Program with a goal of promoting community resiliency and mental health through a peer-to-peer support network. The intended outcomes of the program are to train community residents with active listening skills and provide the tools and resources necessary to

promote informal social support in response to traumatic events. The revised Peer Listener Program will incorporate active learning components and modern methods of delivery across remote and unique communities and cultures. PWSRCAC intends to identify current barriers for participating in the Peer Listener Program, develop a support network for Peer Listeners, and develop metrics to assess the effectiveness and reach of the program. PWSRCAC is interested in assessing the value and feasibility of partnering with other community-based organizations to achieve the goals of the Peer Listener Program. These elements of the program will be further refined in subsequent phases, pending Board of Directors approval and the availability of funding.

GOALS and DELIVERABLES

This RFP is for Phase 2 of a more comprehensive project to update the entire PWSRCAC Peer Listener Program. In Phase 2, the contractor will revise and update the Peer Listener Training manual based on recommendations generated in Phase 1. The contractor should also take into consideration the future application of the manual and continued development of the program.

In Phase 2, the contractor will revise the PWSRCAC's Peer Listener Training manual with the following considerations:

- Current best practices for peer listening programs, as described in the report from Phase 1 of the project
- Building community resilience as it relates to technological disasters and other traumatic, complex incidents by promoting peer-to-peer support
- Gathering input from communities on Peer Listener program design

- The transferability of content in the Peer Listener Training manual into video or other electronic media for distribution and ease of access
- Incorporating the concepts of cultural awareness, relevancy, and implicit bias with existing materials and tools

The contractor will meet with the PWSRCAC Scientific Advisory Committee to present a draft of the revised manual and will incorporate feedback from that review into the final manual. The final manual will go to the Board of Directors for acceptance.

DESCRIPTION of REQUESTED WORK

Scope of Work. The scope of work shall include, but is not limited to the following:

1. Review the 2004 and 2021 versions of the PWSRCAC's Peer Listener Training manual, the Phase 1 report and recommendations, and other provided resources.
2. Revise and modernize the Peer Listener Training manual with the considerations listed above and input from the PWSRCAC project manager.
3. Meet with PWSRCAC staff and a volunteer committee virtually to present a draft of the manual, take feedback, and answer questions.
4. Incorporate suggestions, as appropriate, into a final draft of the manual.
5. Present the final draft manual.

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PWSRCAC will provide the contractor with the following:

- Final report and appendices from Phase 1 of the project;
- Original and current Peer Listener Training manual and all associated documents and video trainings;
- Known resources that can aid in the development of the revised manual, such as the Mississippi-Alabama Sea Grant Peer Listener Training manual, <https://masgc.org/peer-listening/training>; and
- Information about the region PWSRCAC represents, communities within the region, and our capacity to support the Peer Listener program.

Schedule and Completion Date

Award Announcement: Final announcement by March 10, 2023

Draft manual due: May 1, 2023

Final draft and presentation to the PWSRCAC Scientific Advisory Committee due:
July 31, 2023

Presentation to PWSRCAC Board of Directors: September 22, 2023

2. GENERAL REQUIREMENTS

PWSRCAC Costs. PWSRCAC is not liable for any costs incurred by the proposer during the proposal preparation.

Single Point of Contact. The contractor will designate one person as the project manager and point of contact with PWSRCAC. In the case of multiple investigators, one shall be designated as the lead to serve as the project manager and point of contact.

Subcontracts. Proposers may subcontract minor portions of the contract. However, the proposer must have the major elements of expertise in house and demonstrate the ability to manage the subcontractor.

Schedule. Progress reports shall be submitted to the contract manager upon completion of each phase described in the scope of work. At a minimum, progress reports shall include:

- a. An introduction;
- b. An overview of progress to date;
- c. Identification of any difficulties encountered in accomplishing the work;
- d. A schedule for completion of the remaining tasks; and
- e. Specific recommendations concerning the matters addressed.

Final Deliverable. The contractor shall submit a final written Peer Listener Training manual. The final written manual shall be of a professional quality suitable for release.

The final manual must be submitted in an electronic file in Microsoft Word, and data in Excel or Access. In addition, the final manual shall be submitted in a PDF version optimized for web viewing and created directly from the authoring application using Adobe Acrobat 7.0 or later. Project maps, photos or other graphics shall be included as part of the digital submittal in a common graphic format. Any data or collection of information resulting from work done under the contract is the property of PWSRCAC and shall be submitted either in Microsoft Access or Excel to PWSRCAC.

Oral Report. The contractor may be asked to deliver an oral presentation at a Council meeting upon completion of the work.

Final Payment. A portion of the total payment to the contractor will be withheld until all requirements are met. No interest will be paid on any withheld payments.

3. REQUIRED PROPOSAL CONTENTS

Any submitted proposal shall include the following as appropriate to the requirements of the scope of work:

Cover Sheet.

- Name, address, telephone number and facsimile number of proposer
- RFP Title and Number
- Name of Principal Consultant(s)
- Cost of Proposal

Table of Contents. May include a list of Tables and Figures if appropriate.

Introduction. This section shall include the RFP title and number, brief general discussion of the problem and the proposed project. Scientific and technical terms shall be clearly defined, and a list of pertinent enclosures included.

Goals and Deliverables. Describe how the proposer intends to address the specific goals and provide the deliverables of the work requested, as listed above.

Materials and Methods. Describe in detail the methods to be used and how they will produce the deliverables. Cite references and provide background information where applicable and as needed.

Project Duration and Work Schedule. Describe the schedule in which the proposed work will be completed. Include specific milestones, work phase completion dates and the timing of progress reports. Indicate what will be achieved by the completion of each milestone or phase of work.

Management Scheme. Clearly describe how the work will be managed including the role of each key individual expected to be involved in the work. Provide names and resumes of each. This section should also include information on how the scope, time and costs of the project will be controlled.

Budget. Include information about the total costs (cited in U.S. Dollars), professional fees, expenses, and contingencies. In case of overhead rates or administrative fees, give percent of direct personnel cost. Provide a breakdown of hours per individual and rates per individual. If subcontractors are used, indicate the percentage of work to be performed by each subcontractor with respect to the entire proposed scope of work.

Consultant/Contractual Services. Indicate if, how, and why a subcontractor will be used for any portion of the work.

Logistics and On-Site Visits. Describe logistics and schedules for all travel in conjunction with the proposed work.

Statement of Qualifications. Describe, relevant to the proposed work, previous work experience, related technical accomplishments and educational background

of each of the principal investigators and subcontractors if used. If multiple investigators are involved, describe the role of each individual.

References. The names, contact persons, and telephone numbers of firms for which the respondent recently performed services shall be included. A minimum of three such references is suggested.

Conflict of Interest. Describe all financial, business, or personal ties contractor has to Alyeska Pipeline Service Company or members of the Alyeska consortium, excluding normal commercial purchases of petroleum products.

4. SUBMITTAL AND EVALUATION PROCESS

A. Evaluation Criteria. Proposals will be evaluated based on, but not limited to, the following:

- 1) Proposal Format.** Does the proposal follow the requested format?
- 2) Proposed Scope of Work.** Does the proposal clearly address the requested scope of work?
- 3) Technical Approach.** Is the proposed approach to the scope of work technically feasible?
- 4) Qualifications.** Does the principal investigator possess expertise and experience to assure successful completion of the scope of work?
- 5) Management Scheme.** Will the proposed management scheme reasonably lead to successful development of the deliverables?

- 6) **Schedule.** Is the proposed schedule for completion of the scope of work in accordance with the requested project duration and schedule?
- 7) **Deliverables.** Are the proposed deliverables in accordance with the deliverables requested in the scope of work?
- 8) **References and Conflicts of Interest.** Does a reference check indicate proposer has the potential to successfully complete the proposed scope of work? If conflicts of interest are stated, are they sufficiently relevant to preclude an offer to perform the work for PWSRCAC?
- 9) **Budget and Cost Justification.** Is the budget reasonable and adequate for the work proposed? Does the budget provide good value for the funds requested?

B. Contract Award. The successful proposal will be the one that, in PWSRCAC sole opinion, best meets the needs as outlined in this RFP. In the event that PWSRCAC determines that no proposal completely meets all of the needs as outlined in the RFP, PWSRCAC shall have the option not to accept any proposal or enter into any contract whatsoever. In the alternative, PWSRCAC may select the proposal or proposals that, in its sole view, most nearly conform to its needs as outlined in this RFP; and then negotiate directly with that contractor to refine the proposal to achieve a contract that fully satisfies PWSRCAC needs.

C. Professional Services Contract. A copy of PWSRCAC's standard professional services contract form can be found at http://www.pwsrcac.org/wp-content/uploads/filebase/newsroom/rfps/professional_services_agreement.pdf or can be made available upon request.

D. PWSRCAC Information. The following information about PWSRCAC is available upon request to the project manager:

PWSRCAC/Alyeska Contract

PWSRCAC Bylaws

PWSRCAC Observer Newsletter

PWSRCAC Annual Report