



REQUEST FOR PROPOSALS

Title	<i>Peer Listener Training Phase I</i>
RFP Number	6560.21.01
Project Manager	Betsi Oliver
Submittal Deadline	April 1, 2021
Award Announcement	April 23, 2021
Project completion	June 30, 2021

Submit Proposals to:

Betsi Oliver, Outreach Coordinator
Prince William Sound Regional Citizens' Advisory Council
3709 Spenard Road, Suite 100
Anchorage, AK 99503

or

via email at the following address:
betsi.oliver@pwsrcac.org

To verify receipt of proposal, proposer should contact [Betsi Oliver](#) after proposal is sent, before the submittal deadline.

Proposal submission requirements:

- a. Proposals shall be submitted in electronic form in Portable Document form (PDF).
- b. To assure consideration, proposals must be received by Prince William Sound Regional Citizens’ Advisory Council (PWSRCAC) by midnight on the deadline date. 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 Betsi Oliver via email.

REQUEST FOR PROPOSALS

The Prince William Sound Regional Citizens’ Advisory Council (PWSRCAC) is inviting proposals for a comprehensive review of its Peer Listener Training program and similar programs in Alaska and nationwide. The final work product of this effort is a report providing detailed assessment of the programs according to several variables, detailed below. The consultant will meet (virtually) with a PWSRCAC staff and volunteer committee to review the results of the study.

ABOUT PWSRCAC

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

The Prince William Sound Regional Citizens’ Advisory Council (PWSRCAC or Council) 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 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 PURPOSE AND BACKGROUND

INTRODUCTION

After the 1989 Exxon Valdez oil spill, social scientists working with the impacted communities developed a Peer Listener program to build community resilience. The training teaches peer listening techniques that allow community members to support each other. In 2016 PWSRCAC hosted a Train the Trainer program with the intention to seed more trainers in communities, recognizing that having a program in place before a disaster allows for timely response to community social well-being.

The training has a corresponding manual, which is included as an appendix in the Council's *Guidebook for Coping with Technological Disasters*, [available online](#). The training was adapted

and used in the Gulf of Mexico after the 2010 BP Deepwater Horizon. In 2017-2020, the *Guidebook for Coping with Technological Disasters* and associated appendices were updated. This project to review the Peer Listener Training and associated manual is to make recommendations for updating the program for a contemporary audience with improved techniques and methodologies for delivering peer listener training.

GOALS and DELIVERABLES

This RFP is for Phase I – to review and assess PWSRCAC’s Peer Listener Training and similar programs nationwide. The resulting report will inform the Council’s decisions about how to revise the peer listener training, the associated manual, and the train the trainer program going forward. A Phase II RFP for implementation may be forthcoming after completion of Phase I, subject to Board of Directors approval and the availability of funding.

PWSRCAC would like to understand the following for programs providing peer-to-peer community resiliency support:

- Best practices
- Ethical and legal considerations
- Other models to emulate
- Possible partners to engage to meet the Exxon Valdez oil spill (EVOS) region unique needs
- Potential partners in other regions who the PWSRCAC could continue to work with to keep the program updated and relevant over the long-term

As part of this review, key stakeholders from PWSRCAC must be engaged as contributors, to develop an understanding of:

- Successes of the current program
- Unique needs of the EVOS region
- Hopes for future improvements of the program
- Capacity of PWSRCAC to provide support for such a program

The contractor will write a report that provides the following:

- Description of study methodology
- Assessment of current program
 - Strengths and areas to improve
 - Key stakeholder input
- Description and comparison of similar or cross-applicable programs across Alaska and nationwide. This comparison should assess the following aspects, to be refined with input from PWSRCAC staff:
 - Ethics of paraprofessional mental health support
 - Legal concerns, including considerations of professional boundaries, confidentiality, and making referrals
 - Logistics of providing services and training
 - Recruiting and vetting of peer listeners
 - Training methodology
 - Ongoing support for active peer listeners
 - Professional supervision by licensed providers
 - Available resources (such as a manual or video modules)
 - Tone, readability, and style of resources
 - Train-the-trainer resources and protocol
 - Specific resources related to disaster recovery
- Analysis of additional models of programs that may not be considered peer-to-peer listening, but which nevertheless meet the targets of building community resilience, promoting peer-to-peer support, disaster recovery, and/or empathetic listening.

The contractor will meet with a PWSRCAC committee to present a draft of the report and will incorporate and feedback from that review into the final report. The final report will go to the Board of Directors, or its Executive Committee, for acceptance.

DESCRIPTION of REQUESTED WORK

The consultant will:

1. Meet with key stakeholders informally via telephone to consult about the existing program and future goals. Consultant will capture and catalogue the interviews' content for key ideas and trends. (Note: this should not be a formal survey; a qualitative chat with guiding prompts will suffice, to be provided by PWSRCAC.)
2. Devise a method by which to review programs, with PWSRCAC project manager input to refine topics to assess.
3. Provide a detailed report that incorporates all of the following:
 - a. review and analyze the current Peer Listener program,
 - b. present key stakeholder input,
 - c. describe other programs that might be relevant models for building community resilience, peer-to-peer support, and post-disaster recovery,
 - d. compare and contrast the PWSRCAC program with other programs nationwide,
 - e. advice on best practices and specific recommendations to improve our peer listener program.
4. Meet with a PWSRCAC staff and volunteer committee virtually to present a draft of the report, take feedback, and answer questions.
5. Incorporate suggestions, as appropriate, into a final draft of the report.
6. Present the final draft report.

PWSRCAC will provide the consultant with the following:

- Current, most up-to-date peer listener manual and all associated documents,
- Access to key stakeholders for consult,
- Questions/prompts for the informal interviews with stakeholders,
- Direction on specific information to include in the report,
- A starting list, to be expanded by the contractor, of known similar or cross-applicable programs.

SCHEDULE AND COMPLETION DATE

Award Announcement: Final announcement by April 23, 2021

Draft report due: June 1, 2021

Final draft and presentation to PWSRCAC committee no later than: June 30, 2021

Project completion: June 30, 2021

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 primary investigator and point of contact with PWSRCAC. In the case of multiple investigators, one shall be designated as the lead to serve as the administrative primary investigator and point of contact.

Legal Requirements and Insurance. If chosen as a vendor, any contractor must comply with the terms and conditions that accompanies the purchase order that will be issued to them. The Vendor shall maintain policies of workers' compensation and liability insurance. The Vendor shall have their insurance broker send directly to PWSRCAC a certificate of insurance showing these coverages. PWSRCAC may require additional insurance depending on the activities of the project. Please contact [Betsi Oliver](#) if you have any questions.

Final Report. The contractor shall submit a written final report.

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:

- **Cover Sheet**
 - Name, address, telephone number and email of proposer
 - Name of Principal Consultant(s)
 - Cost of Proposal
- **Introduction.** This section shall include a brief general explanation of the proposed project.
- **Goals and Deliverables.** Describe how the proposer intends to address specific goals and provide the deliverables of the work requested.
- **Project Duration and Work Schedule.** Describe the schedule in which the proposed work will be completed.
- **Budget.**
- **Qualifications.** Statement of qualifications for the firm and for the individuals who will be assigned work on this project, including references - the names, contact persons, and telephone numbers of selected other firms for which the respondent has performed services similar to the ones requested in this RFP.
- **Conflict of Interest.** Disclose 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, for purposes of transparency.
- **Contracting Requirements.** Identify the name and title of the person with contracting and signing authority for the organization. Please also provide the proper mailing address for this individual. A purchase order contract cannot be signed without this information.

4. 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 and answer the questions as described in that section of this RFP?
- 3) Qualifications. Does the principal investigator possess expertise and experience to assure successful completion of the scope of work?
- 4) Schedule. Is the proposed schedule for completion of the scope of work in accordance with the requested project duration and schedule?
- 5) Deliverables. Are the proposed deliverables in accordance with deliverables requested in the scope of work?
- 6) References and Conflicts of Interest. If conflicts of interest are stated, are they sufficiently relevant to preclude an offer to perform the work for PWSRCAC?
- 7) 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 one that, in PWSRCAC's 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 purchase order form can be made available upon request.

D. PWSRCAC Information. The following information about PWSRCAC is available upon request:

[PWSRCAC/Alyeska Contract](#)

[PWSRCAC Bylaws](#)

[PWSRCAC Observer Newsletter](#)

[PWSRCAC Annual Report](#)