



OFFICIAL RESPONSES TO VENDOR QUESTIONS  
RFP-2024-DLTSS-06-HCBSP

No.	Section #	Question	Answer
1.	Section 1, Purpose and Overview, Subsection 1.2., Key Information	What is the approved budget range or constraints for the proposing Vendors to work with?	Vendors are required to propose cost as described in Section 3.3 of the RFP.
2.	Section 1, Purpose and Overview, Subsection 1.3., Procurement Timetable	Will the Department consider granting an extension of the proposal submission date?	No, not at this time. However, if the submission date is extended an Addendum will be posted on the Department's website.
3.	Section 1, Purpose and Overview, Subsection 1.4., Background, Paragraph 1.4.2	<p>a. Is there a menu/schedule of current NH trainings on these topics available?</p> <p>b. Does the Department have a person-centered plan template providers are required to use? If so, has guidance been issued about HCBS compliance in that plan?</p>	<p>a. No.</p> <p>b. No. Vendors are required to propose their own PCP trainings. The selected Vendor will collaborate with the Department to assess utilization of PCP throughout different systems.</p>
4.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.1.	<p>a. Is it required for all Case Managers (CM) and Service Coordinators (SC), clinicians, provider agencies and direct support professionals (DSP) in New Hampshire to attend this training?</p> <p>b. How many CMs, SCs, clinicians, provider agencies and direct support professionals are there in the state who will need this training?</p>	<p>a. All providers listed are required to be trained in PCP, and the selected Vendor's proposed training would be an option to fulfill this requirement.</p> <p>b. This will include statewide coverage for all covered populations in 1.4.3., which may result in a high volume of attendance.</p>

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		<p>c. How many trainings does the Department anticipate being conducted for each entity (CM/SC, clinicians, provider agencies, DSPs, and individuals and/or guardians)?</p> <p>d. How long is the training program? Is there a required number of hours and course offerings required in a specific period of time?</p>	<p>c. Vendors are required to propose the number of trainings necessary to fully train the covered populations.</p> <p>d. Training should be of a sufficient length for the covered populations to gain competencies in PCP. Vendors should propose PCP training from a recognized curriculum. The Department is seeking proposals for the number of course offerings and timing.</p>
5.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.2.	What other State and local programs is this section referencing? Please share the links to the rules and regulations around the Individual Service Plan for the IDD, aging and disabled, and Acquired Brain Disorder populations.	<p>This includes provider networks, NH CarePath, and the National Center on Advancing Person-Centered Practices and Systems (NCAPPS). The selected Vendor would also work with the Aging and Disability Resource Centers and Area Agencies throughout the state. Areas of NH Administrative Rule where PCP is referenced include He-M 310, 503, 504, 505, 506, 507, 517, 522, found here: <a href="https://mm.nh.gov/media/dhhs-trainings/nh-developmental-services-system/presentation_content/external_files/He-M%20500.htm">https://mm.nh.gov/media/dhhs-trainings/nh-developmental-services-system/presentation_content/external_files/He-M%20500.htm</a>, and will soon be referenced in He-M 1001.</p> <p>References can also be found in He-E 501, 502 and 801, here: <a href="https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/beas-adopted-rule-he-e-501-social-services-block-grant-title-xx.pdf">https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/beas-adopted-rule-he-e-501-social-services-block-grant-title-xx.pdf</a>.</p>
6.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.3.	Have the key competencies for provider agency personnel been identified?	Competencies and standards are in the process of being established through the Department, drawing from the National Center on Advancing Person-Centered Practices and Systems (NCAPPS), here: <a href="https://ncapps.acl.gov/">https://ncapps.acl.gov/</a> , and the National Alliance for Direct Support Professionals (NADSP).

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7.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.4., Subparagraph 2.1.4.3.	<p>a. Can the Department provide any further insights on what “other training topics” might encompass? Should Vendors propose other topics which may address the goals of this solicitation?</p> <p>b. How many other training topics does the Department intend on requesting? When would other learning topics be determined?</p>	<p>a. There are other training topics which are like PCP, such as Person-Centered Thinking Trainings and trainings on best practices for working with different populations. Follow-ups may come about over the course of training which may indicate need for additional topics. The Department will work with the selected Vendor to develop further topics based on need, if applicable.</p> <p>b. The Department will work with the selected Vendor to determine if additional training topics are needed over the course of the resulting contract.</p>
8.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.5.	<p>a. Please provide examples of “hands-on practical applications.”</p> <p>b. Is it the Department’s intention that the selected Vendor will observe implementation of PCP?</p>	<p>a. In-person training on specific tools and resources for PCP, case study examples, and PCP in practice with individuals.</p> <p>b. No.</p>
9.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.6.	Will the Department need to approve instructors and facilitators the selected Vendor chooses to deliver learning content?	The Department does not need to approve instructors if they have been vetted by the selected Vendor and meet the personnel requirements of the resulting contract.

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10.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.7.	Does NH have an estimate of the approximate total number of users who would access the Learning Management System (LMS) for training?	No, but if a training is virtual, the Department would expect a high volume of attendees, given that this is a statewide initiative.
11.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.7. and 2.1.11.	<ul style="list-style-type: none"> <li>a. For any eLearning training used for this initiative, does the Department have a single LMS in mind already?</li> <li>b. Would the Department be open to using IntellectAbility's existing LMS for this person-centered training initiative?</li> </ul>	<ul style="list-style-type: none"> <li>a. No.</li> <li>b. Yes. Vendors are required to propose solutions which will meet the requirements of this solicitation.</li> </ul>
12.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.8.	<ul style="list-style-type: none"> <li>a. Are refresher courses expected in the first year of the contract when initial training would have occurred?</li> <li>b. Are there any post-training support or resources available for participants?</li> </ul>	<ul style="list-style-type: none"> <li>a. The Department would be amenable to proposals for refresher courses within the timeframe allotted.</li> <li>b. The Department is interested in proposals for how post-training support and resources could be utilized after each training and upon contract completion.</li> </ul>
13.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph	<ul style="list-style-type: none"> <li>a. What percentage is anticipated for each mode of training (e.g., 20% virtual, 75% in-person, and 5% hybrid), or what is the specific desired number of trainings for each type?</li> <li>b. When requesting a recording of each training, is the expectation that each</li> </ul>	<ul style="list-style-type: none"> <li>a. Vendors may propose percentages. The Department will work with the selected Vendor to determine the number of trainings for each mode of training.</li> </ul>

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	2.1.9.	<p>training session will be recorded, or can there be one recording for each training topic?</p> <p>c. Will there be an in-person requirement, or will online/zoom training be accepted for rural areas?</p>	<p>b. The Department will collaborate with the selected Vendor to determine frequency of recordings.</p> <p>c. Please see Section 2.1.9. of Solicitation. The Department is seeking solutions for all the following: in-person, hybrid, and virtual trainings.</p>
14.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.11.	<p>a. Will the selected Vendor be able to invoice the Department for the costs associated with speech, language, and visual needs accommodations as required by the Department? For example, will proposing Vendors need to include a budget for accommodations for speech, language, and visual needs?</p> <p>b. Does the Department have a specific standard they will require to ensure the accessibility of the training?</p>	<p>a. Vendors may propose funding to support these accommodations within their proposed budget sheets for the contract period.</p> <p>b. The Department follows all Americans with Disabilities Act (ADA) and Communication Access requirements and requires the selected Vendor to adhere to these as well.</p>
15.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.19.	<p>What are the expectations for satisfaction surveys regarding the effectiveness and value of the training in a pre-survey, prior to the training occurring?</p>	<p>The pre-surveys will act as a baseline for these trainings.</p>
16.	Section 2, Statement of Work, Subsection 2.1. Scope of	<p>a. Is the selected Vendor required to cover marketing costs associated with this solicitation upfront?</p> <p>b. Will the selected Vendor be able to</p>	<p>a. Yes.</p> <p>b. Yes, as cost reimbursement through the cost proposal. Please see</p>

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	Services, Paragraph 2.1.20.	submit for marketing, software, advertising, and internet costs associated with this solicitation?	Section 3.3 of the RFP.
17.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.25.	Is the expectation that the Department will stop using the training program after the first year of the contract, or should our sustainability plan provide guidance for continued use of the program after the first year?	The Department will continue to evaluate funding through the contract period to determine ongoing training needs, and Vendors are encouraged to submit a sustainability plan which supports continued training services after the contract end date.
18.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.28.	<p>a. For in-person training sessions, is the selected Vendor responsible for finding training facility locations or are there already designated locations around the state?</p> <p>b. Will participants receive any certification or documentation upon completion of the training from the Department or the selected Vendor?</p>	<p>a. The selected Vendor may work with the Department to provide trainings through Department facilities. If providing training in the community, Vendors may propose funding to support these accommodations within their proposed budget sheets through the contract period, by including training facilities as a line item in their proposed budgets.</p> <p>b. Yes. The Department will work with the selected Vendor to determine the most appropriate acknowledgement of completion.</p>
19.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.30., Article 2.1.30.1, Sub-	Is the expectation that pre- and post-training surveys will have scores attached to them?	No.

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	article 2.1.30.1.2.		
20.	Section 2, Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.30., Article 2.1.30.1, Sub- article 2.1.30.2.2.	What are the performance outcomes for the Department?	The Department will develop performance outcomes with the selected Vendor during contract development.
21.	Section 8, Compliance, Subsection 8.1.	If the selected Vendor is required to follow applicable federal and state laws, is the selected Vendor required to be licensed by the Department of Education to deliver this training?	No.
22.	Section 8, Compliance, Subsection 8.4., Credits and Copyright Ownership	Who has ownership of any new eLearn modules built off existing training material currently in use?	The selected Vendor would retain ownership of pre-existing material.
23.	Appendix D, Budget Sheet	Is the Department amenable to entering N/A for the Indirect Cost Rate for proposals, and to provide Federally Negotiated Indirect Rate Agreement to the Department before a contract award is finalized?	Yes.

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24.	Appendix D, Budget Sheet & Program Staff List	Is the Budget Sheet submission for one (1) year ending March 31, 2025 only?	Yes. The Department may renew services, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council. If the contract is renewed a new budget will be completed.
25.	Appendix D, Budget Sheet & Program Staff List	Can the information in the Program Staff List be redacted from any publicly shared documentation?	No, not all information can be redacted. Please see Section 7.8. of the Solicitation for instructions regarding redactions and information about New Hampshire's Right-to-Know law, RSA 91-A. The percentage of the salary proposed to provide services is subject to public disclosure as part of the cost proposal.
26.	General	Are there any prerequisites or eligibility requirements for attending the training?	No, however, the covered populations listed in 1.4.3. are the groups targeted to receive training through this solicitation.
27.	General	What is the proposed approval period from the Department when a Vendor submits materials? What does the approval process entail?	The approval period will vary based on the contracting process, trainings proposed, and implementation timelines. The Department expects to review and approve materials promptly.
28.	General	a. Does the Department expect trainings to have a registration fee, or will trainings be provided at no cost to the attendees? b. Will the selected Vendor be able to charge for registrations that do not arrive for scheduled training?	a. The resulting contract will be cost reimbursement. Trainings are required to be free-of-charge to the participants, and the selected Vendor will be reimbursed for services rendered by the Department. b. No.
29.	General	Who will the assigned Department liaison, or Project Manager for this contract be?	The selected Vendor will be introduced to and work with Department staff upon Vendor selection.
30.	General	Will a no-cost extension likely be needed to achieve the scope of work outlined?	No.