



State of New Hampshire
Department of Health and Human Services

REQUEST FOR PROPOSALS

FOR

Home and Community Based Services Specialized Training

RFP-2024-DLTSS-08-HCBSS

RELEASE DATE: **March 26th, 2024**

TABLE OF CONTENTS

1. PURPOSE AND OVERVIEW	3
2. STATEMENT OF WORK	5
3. SOLICITATION RESPONSE EVALUATION	11
4. SOLICITATION RESPONSE PROCESS	12
5. SOLICITATION RESPONSE SUBMISSION INSTRUCTIONS	14
6. SOLICITATION RESPONSE REQUIREMENTS	14
7. ADDITIONAL TERMS AND REQUIREMENTS	15
9. APPENDICES TO THIS SOLICITATION	25

New Hampshire Department of Health and Human Services
 Home and Community Based Services Specialized Training

1. PURPOSE AND OVERVIEW

1.1. Introduction

The New Hampshire Department of Health and Human Services, Division of Long Term Supports and Services (“Department”) is seeking responses to this Request for Proposals (solicitation) from qualified Vendors to develop training material, provide statewide trainings, and support training initiatives for New Hampshire Home and Community Based Services (HCBS) providers, and the individuals and families they serve.

The Department anticipates awarding one (1) or more contract(s) for the services in this solicitation.

1.2. Key Information

The information in the table below is as anticipated by the Department and is subject to change. Agreements are contingent upon the availability of funds, and/or approval by the Governor and Executive Council.

Contract Effective Date	Upon Governor & Executive Council Approval	
Contract End Date	March 31, 2025	
Renewal Options	The Department may extend contracted services for up to four (4) additional years.	
Funding Source	The Department anticipates using Federal funds for the resulting contract.	
	Assistance Listing #	93.778
	Award Name	Center for Medicaid Services (CMS) American Rescue Plan Act (ARPA)
Point of Contact	Alex Rainey, Contract Specialist Alex.D.Rainey@dhhs.nh.gov 603-271-9284	
From the date of release of this solicitation until an award is made and announced regarding the selection of Vendor(s), all communication with personnel employed by or under contract with the Department regarding this solicitation is prohibited unless first approved by the Point of Contact listed above. Department employees have been directed not to hold conferences and/or discussions concerning this solicitation with any potential contractor during the selection process, unless otherwise authorized by the Point of Contact. Vendor(s) may be disqualified for violating this restriction on communications.		

1.3. Procurement Timetable

All times are according to Eastern Time. The Department reserves the right to modify these dates and times at its sole discretion.		
Item	Action	Date
1.	Solicitation Released	3/26/2024
2.	Letter of Intent Submission Deadline (optional)	4/2/2024
3.	Questions Submission Deadline	4/11/2024 12:00 PM - Noon
4.	Department Response to Questions Published	4/22/2024
5.	Vendor(s) Solicitation Response Due Date	4/29/2024 12:00 PM - Noon

1.4. Background

1.4.1. New Hampshire Department of Health and Human Services, Division for Long Term Supports and Services

The Department is responsible for promoting the health, safety, and well-being of the citizens of New Hampshire. To achieve that goal, the Department provides services for children, families, individuals, and seniors in areas such as mental health, developmental disabilities, substance abuse, and public health. The Department does this work through partnerships with families, community groups, providers, other state and local entities, and New Hampshire (NH) citizens.

The Division of Long Term Supports and Services (DLTSS), Bureau of Elderly and Adult Services (BEAS) operates within the Department to join communities and families in providing opportunities for citizens to achieve health and independence. Aligned with this mission, BEAS' vision is to advance the Department's efforts in understanding, serving, supporting, and celebrating aging across the state. BEAS is responsible for the development of comprehensive and coordinated services for older adults, ages 60 and older, and adults with disabilities between the ages of 18-59. BEAS prioritizes these services to those individuals with the greatest economic and social needs, and to New Hampshire's most vulnerable older adults.

The Bureau of Developmental Services (BDS) is committed to joining communities and families in providing opportunities for citizens to achieve health and independence. In partnership with consumers, families, and community-based service networks, BDS affirms the vision that all citizens should participate in the life of their community while receiving the supports they need to be productive and valued community members.

In New Hampshire, there is a population of individuals whose clinical complexity indicates a need for specialized services across a broad continuum of care. At present, the need for placement/support in specialized service options has outpaced the rate of

continuum growth. In order to address this discrepancy, the Department has worked in collaboration with internal/external partners to attract new providers to New Hampshire and to support expansion of our existing in-state provider network.

1.4.2. Objective

To ensure successful future growth of the continuum of care, it is crucial to provide creative solutions for existing barriers. One key aspect identified for enhancing ongoing development is the necessity for more specialized training for the Home and Community Based Services (HCBS) system. The Vendor(s) selected will offer trainings statewide that will provide:

- Strategies to retain and support career development of the HCBS provider workforce, including training programs which provide credential programs to strengthen the workforce;
- Multiple approaches to meet clinical best practice standards, including training programs which provide new information on empirically supported treatment modalities and/or clinical approaches; and
- Strategies to ensure HCBS services best meet the needs of individuals receiving these services, including training programs that provide an overview of treatment approaches based on different diagnostic backgrounds and best practices for supporting specific populations.

1.4.3. Covered Populations

The populations to be served through the resulting contract include HCBS service coordinators and case managers, provider agencies, direct support professionals, and individuals and/or their guardians being served by the HCBS system.

2. STATEMENT OF WORK

2.1. Scope of Services

- 2.1.1. The selected Vendor(s) must develop, coordinate, and administer training materials and training opportunities for Case Management (CM) and Service Coordination (SC) agencies, clinicians, provider agencies, direct support professionals, and individuals and families being served through the HCBS system. These trainings will be designed to improve services to individuals, and competencies of personnel providing services.
- 2.1.2. The selected Vendor(s) must demonstrate a training design that includes knowledge and expertise related to HCBS Specialized Services, and connections with other State and local programs.
- 2.1.3. The selected Vendor(s) must collaborate with Department personnel to prioritize curricula design that integrates strong experiential learning and hands-on practical applications, in order to provide optimal levels of knowledge and skills development for training participants.
- 2.1.4. The selected Vendor(s) must propose trainings in one (1) or more of the following seven (7) focus areas, and are encouraged to propose trainings in multiple focus areas, dependent on expertise, including:

- 2.1.4.1. Intensive Treatment Services (ITS) and supporting individuals with complex clinical needs, including, but not limited to:
 - 2.1.4.1.1. Histories of high-risk behaviors, such as having a history of or currently demonstrating offending behaviors, which may include fire setting, sexual offending, problematic sexual behavior, or violence; and/or
 - 2.1.4.1.2. Extensive involvement in the criminal justice system.
- 2.1.4.2. Trauma-Informed Care, and understanding the many ways lived experience, loss, and adverse childhood experiences can impact an individual's presentation.
- 2.1.4.3. Building Competencies and/or Certifications for Direct Support Professionals, particularly in relation to supporting individuals with clinically complex backgrounds or areas of specialized need.
- 2.1.4.4. Supporting HCBS participants who experience comorbid Mental Health (MH) needs.
- 2.1.4.5. Supporting HCBS participants toward safely navigating the internet and accessing modern technology.
- 2.1.4.6. Supporting HCBS participants toward safely navigating social situations, relationships, and/or preventing isolation and loneliness.
- 2.1.4.7. Supporting HCBS participants in the context of the Home and Community Based Services Final Regulation, covering points of emphasis on integration, access, and choice. See <https://www.medicaid.gov/medicaid/home-community-based-services/guidance/home-community-based-services-final-regulation/index.html>
- 2.1.5. The selected Vendor(s) must provide instructors/facilitators with learning, content area expertise and experience, who are qualified to effectively deliver both classroom learning and group/individual coaching on training content, in collaboration with, and as approved by the Department.
- 2.1.6. The selected Vendor(s) must provide training announcements, registration, learning materials, and administrative and technology support for training sessions. The selected Vendor(s) must provide PowerPoints and other training materials developed to the Department for approval before use in training sessions.
- 2.1.7. The selected Vendor(s) must develop and offer ongoing refresher courses for participants to maintain and/or strengthen skills.
- 2.1.8. The selected Vendor(s) must propose the development and dissemination of promotional materials that ensure the covered populations have the information necessary to enroll as participants in the offered trainings.

- 2.1.9. The selected Vendor(s) must ensure that trainings are provided statewide.
- 2.1.10. The selected Vendor(s) must develop a plan to provide in-person, virtual, and/or hybrid training options, including recordings of each training for Department use.
- 2.1.11. The selected Vendor(s) must develop a plan that ensures basic learning principles are in place depending on the learning styles and needs of audience participants.
- 2.1.12. The selected Vendor(s) must ensure accommodations are made for individuals with speech, language, and visual needs.
- 2.1.13. The selected Vendor(s) must present cases for discussion, if applicable, and ensure all of the information in each case is de-identified and does not contain Protected Health Information (PHI) and/or Personally Identifiable Information (PII) and does not disclose any information that would allow for constructive identification.
- 2.1.14. The selected Vendor(s) must record and disseminate recommendations from case-based discussions that do not include any PHI or PII and do not contain any information allowing for constructive identification.
- 2.1.15. All written, video, and audio materials produced or purchased under the contract must have prior approval from the Department before printing, production, distribution, or use.
- 2.1.16. The selected Vendor(s) must, when using online training modalities, use technology that is easily accessible by individuals with limited technology skills, and provide technical support when individuals need assistance with using the technology.
- 2.1.17. The selected Vendor(s) must submit a Work Plan to the Department for approval, inclusive of measurable target goals, ensuring the following:
 - 2.1.17.1. Trainings are conducted by subject matter experts;
 - 2.1.17.2. Trainings reach a broad statewide audience; and
 - 2.1.17.3. Trainings foster an increase in specialized knowledge for attendees.
- 2.1.18. The selected Vendor(s) must collaborate with the Department to finalize a Work Plan within thirty (30) days of the contract effective date, which must include, but is not limited to:
 - 2.1.18.1. All proposed activities;
 - 2.1.18.2. Individuals responsible for each part of the plan;
 - 2.1.18.3. A schedule of activities; and
 - 2.1.18.4. Measurable performance goals or indicators.
- 2.1.19. The selected Vendor(s) must begin implementation immediately upon receipt of Department approval of the Work Plan.
- 2.1.20. The selected Vendor(s) must develop and disseminate pre- and post-training Satisfaction and Engagement Surveys, in order to collect feedback from target

populations to evaluate the overall effectiveness and value gained from the training sessions, for trainings proposed.

- 2.1.21. The selected Vendor(s) must collaborate with stakeholders identified by the Department, in order to inform the scope of training(s) proposed, including, but not limited to:
 - 2.1.21.1. Case Management entities;
 - 2.1.21.2. Area Agency system;
 - 2.1.21.3. Community of Practices (COPs);
 - 2.1.21.4. Statewide Risk Management Committee; and
 - 2.1.21.5. Other entities as approved by the Department.
- 2.1.22. The selected Vendor(s) must propose a transition and sustainability training plan in collaboration with the Department, to ensure continued access to training content.
- 2.1.23. The selected Vendor(s) must collaborate with the Department on logistics for developing trainings, including dissemination of training materials.
- 2.1.24. The selected Vendor(s) must provide and maintain all required materials and equipment used for all trainings and events.
 - 2.1.24.1. Materials must be prepared and delivered in advance, and all equipment set up and tested, to ensure trainings begin on time.
- 2.1.25. The selected Vendor(s) must participate in meetings with the Department on a quarterly basis, or as otherwise requested by the Department.
- 2.1.26. **Reporting**
 - 2.1.26.1. The selected Vendor(s) must submit monthly reports, within ten (10) days of the end of each month, to ensure tasks and activities are delivered in accordance with the Department-approved Work Plan, which include, but are not limited to:
 - 2.1.26.1.1. Progress on development of training sessions, including, but not limited to:
 - 2.1.26.1.1.1. A summary of the key work performed during the monthly period;
 - 2.1.26.1.1.2. Encountered and foreseeable key issues and problems, partnered with mitigation strategies; and
 - 2.1.26.1.1.3. Scheduled work for the upcoming period, including progress on the Work Plan.
 - 2.1.26.1.2. Pre- and post-training surveys.
 - 2.1.26.2. The selected Vendor(s) must submit quarterly Reports to the Department, which include, but are not limited to:

- 2.1.26.2.1. Registration and attendance data for each training session;
 - 2.1.26.2.2. Curriculum/topics developed, updated or worked on, and evaluation results for each quarter, which are specifically linked to performance outcomes; and
 - 2.1.26.2.3. The fields and roles in which the attendees work.
- 2.1.26.3. The selected Vendor(s) must provide key data in a format and at a frequency specified by the Department.

2.2. Mandatory Questions

- 2.2.1. In response to this solicitation, Vendors must respond to the Mandatory Questions below in Appendix C, Technical Responses to Questions.

- Q1** *Please indicate the specific training focus area(s) you are proposing to provide and reference the section number from Section 2.1.4. Provide your organization's Work Plan, highlighting the manner in which you will organize and facilitate the training requirements outlined in your proposal.*
- Q2** *Describe your experience providing training services and any experience with the covered populations. Include any prior history and experience in conducting specialized training in the specific training focus area(s) indicated.*
- Q3** *Please include your proposed staffing plan, including your organizational chart, resumes for key staff who will be responsible for managing the programmatic, administrative and financial requirements, and any specialized staff training completed. Please ensure your staffing plan matches your submitted Appendix E, Program Staff List.*
- Q4** *How will you facilitate and ensure access to training statewide? Please include how your organization will collaborate with and utilize stakeholder engagement throughout the contracting period.*
- Q5** *How will you evaluate the effectiveness and impact of training provided? Please describe how the pre- and post-training Satisfaction and Engagement Surveys be conducted and include how survey results will be delivered to the Department. Provide a sample survey on satisfaction and engagement utilized by your organization.*

***Remainder of this page intentionally left blank.**

2.3. Finance

- 2.3.1. Payment for services will be made on a monthly basis based on the approved budgets, which will be included in the resulting contract. Selected Vendor(s) will be required to submit budgets for Department approval upon notification of award.
- 2.3.2. The selected Vendor(s) must submit monthly invoices using a form satisfactory to the Department, which identifies and requests reimbursement for authorized expenses incurred. The selected Vendor(s) must ensure invoices are completed, dated and submitted to the Department to initiate payment.

****Remainder of this page intentionally left blank.***

3. SOLICITATION RESPONSE EVALUATION

3.1. The Department will evaluate responses from Vendors based upon the criteria and standards contained in this solicitation and by applying the points set forth below. Vendors are advised that this is not a low-cost award and that the scoring of the Cost Proposal will be combined with the scoring of the Technical Response to determine the overall highest scoring Vendor.

TECHNICAL RESPONSE	POSSIBLE SCORE
Training Areas/Work Plan (Q1)	250 Points
Experience (Q2)	150 Points
Staffing Plan (Q3)	150 Points
Facilitating and Ensuring Access to Trainings (Q4)	100 Points
Pre- and Post-Training Surveys (Q5)	100 Points
Technical Response – Total Possible Score	750 Points

COST PROPOSAL	POSSIBLE SCORE
Vendor Budget Narrative Evaluation (See 3.3.below)	50 Points
Vendor Cost (see formula below)	200 Points
Cost Proposal – Total Possible Score	250 Points

MAXIMUM POSSIBLE SCORE	1000 Points
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3.2. Preliminary Scoring of Technical Responses

3.2.1. The Department will establish an evaluation team. This evaluation team will review the Technical Proposals and give a preliminary score. Should a Vendor fail to achieve 350 minimum points in the preliminary scoring, it will receive no further consideration from the evaluation team and the Vendor’s Cost Proposal will remain unopened.

3.3. Scoring of Cost Proposals

3.3.1. Vendor Budget Narrative Evaluation: The Vendor(s) must:

3.3.1.1. Complete Appendix D, Budget Sheet, including the Budget Narrative and Salary Breakdown for each State Fiscal Year (July 1 through June 30).

3.3.1.2. Provide a Budget Narrative that explains the specific line-item costs included in the Appendix D, Budget Sheet and their direct relationship to meeting the objectives of this RFP. The Budget Sheet, Narrative and Salary Breakdown (Appendix D) will be scored based on the following criteria to evaluate allocation of cost:

0-16	17-32	33-50
Relationship of costs relative to the proposed services is not understood.	Relationship of costs relative to the proposed services is somewhat understood.	Relationship of costs relative to the proposed services is fully understood.
Costs do not directly align with objectives, requirements, and/or proposed services of the RFP.	Costs somewhat align with objectives and proposed services of the RFP.	Costs fully and directly align with objectives and proposed services of the RFP.

3.3.2. **Vendor Total Cost:** The following formula will be used to assign points for Vendor Cost:

$$\text{Vendor's Cost Score} = (\text{Lowest Total Proposed Cost} / \text{Vendor's Total Proposed Cost}) \times \text{Maximum Number of Points for Vendor Cost.}$$

For the purpose of use of this formula, the lowest proposed cost is defined as the lowest total cost proposed in Appendix D, Budget Sheet by a Vendor that has not been disqualified.

**For example:*

Vendor A proposes \$100,000

Vendor B proposes \$200,000

Maximum Number of Points for Vendor Cost = 200 points.

Vendor B Vendor Cost

$$= (\$100,000/\$200,000) \times 200 = 100 \text{ total points.}$$

For the purpose of use of this formula, the lowest proposed cost is defined as the lowest total cost proposed by a Vendor that has not been disqualified and received the minimum points during preliminary scoring of technical responses as specified above.

Fractions of points will be rounded up to the nearest whole number of points.

4. SOLICITATION RESPONSE PROCESS

4.1. Letter of Intent

- 4.1.1. A Letter of Intent to submit a Response to this solicitation is optional.
- 4.1.2. Receipt of the Letter of Intent by Department will be required to receive electronic notification of any solicitation amendments, in the event such are produced; any further materials on this project, including electronic files containing tables required for response to this solicitation; any addenda, corrections, or schedule modifications; notifications regarding any informational meetings for Vendors; or responses to comments or questions.
- 4.1.3. The Letter of Intent must be transmitted by email to the Contract Specialist identified in Subsection 1.2., and include the name, telephone number, mailing address and email address of the Vendor's designated contact. **Notwithstanding the Letter of Intent, Vendors remain responsible for reviewing the most updated information related to this solicitation before submitting a response.**

4.2. Questions and Answers

4.2.1. Vendor Questions

- 4.2.1.1. All questions about this Solicitation including, but not limited to, requests for clarification, additional information or any changes to the Solicitation must be made in writing, by email only, citing the Solicitation page number and part or subpart, and submitted to the Contract Specialist identified in Subsection 1.2.
- 4.2.1.2. The Department may consolidate or paraphrase questions for efficiency and clarity. Questions that are not understood will not be answered. Statements that are not questions will not receive a response.
- 4.2.1.3. The questions must be submitted by email; however, the Department assumes no liability for ensuring accurate and complete email transmissions.
- 4.2.1.4. Questions must be received by the Department by the deadline given in Subsection 1.3., Procurement Timetable.

4.2.2. Department Responses

- 4.2.2.1. The Department intends to issue responses to properly submitted questions by the deadline specified in Subsection 1.3., Procurement Timetable. All oral answers given are non-binding. Written answers to questions received will be posted on the Department's website at (<https://www.dhhs.nh.gov/doing-business-dhhs/contracts-procurement-opportunities>). This date may be subject to change at the Department's discretion.

4.2.3. Exceptions

- 4.2.3.1. The Department will require the successful Vendors to execute a contract using the Form P-37, General Provisions and Standard Exhibits, which are attached as Appendix A. To the extent that a Vendor believes that exceptions to Appendix A will be necessary for the Vendor to enter into a Contract, the Vendor must note those

issues during the Question Period in Subsection 1.3. Vendors may not request exceptions to the Scope of Services or any other sections of this Solicitation.

4.2.3.2. The Department will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion in its response to Vendor questions.

4.2.3.3. Any exceptions to the standard form contract and exhibits that are not raised by a Vendor during the Question Period may not be considered. **In no event is a Vendor to submit its own standard contract terms and conditions as a replacement for the Department's terms in response to this Solicitation.**

4.3. Solicitation Amendment

4.3.1. The Department reserves the right to amend this Solicitation by publishing any addenda, as it deems appropriate, prior to the Submission Deadline on its own initiative or in response to issues raised through Vendor questions. In the event that an addendum is published, the Department, at its sole discretion, may extend the Submission Deadline.

5. SOLICITATION RESPONSE SUBMISSION INSTRUCTIONS

5.1. Responses to this Solicitation must be submitted electronically via email to **rfx@dhhs.nh.gov** **AND** to the Contract Specialist at the email address specified in Subsection 1.2.

5.1.1. The subject line must include the following information:

RFP-2024-DLTSS-08-HCBSS (email xx of xx).

5.2. The maximum size of file attachments per email is 25 MB. Submissions with file attachments exceeding 25 MB must be sent via multiple emails.

5.3. The Department must receive submissions by the time and date specified in the Procurement Timetable in Section 1.3 and in the manner specified or it may be rejected as non-compliant, unless waived by the Department as a non-material deviation.

5.4. The Department will conduct an initial screening step to verify Vendors compliance with the requirements of this Solicitation. The Department may waive or offer a limited opportunity for a Vendor to cure immaterial deviations from the Solicitation requirements if it is deemed to be in the best interest of the Department.

5.5. Late submissions that are not accepted will remain unopened. Disqualified submissions will be discarded. Submission of solicitation responses shall be at the Vendor's expense.

6. SOLICITATION RESPONSE REQUIREMENTS

6.1. Acceptable solicitation responses must offer all services identified in Section 2 - Statement of Work, unless an allowance for partial scope is specifically described in Section 2.

6.2. Vendors must submit a separate electronic document for the Technical Response and a separate electronic document for the Cost Proposal.

6.3. Technical Response Contents

Each Technical Response must contain the following, in the order described in this section:

6.3.1. Appendix B – Transmittal Letter and Vendor(s) Information, including:

6.3.1.1. Vendor Code Number - Prior to executing any resulting contract, the selected Vendor(s) will be required to provide a Vendor code number issued by the State of New Hampshire Department of Administrative Services upon registering as an authorized Vendor with the State. Vendors are strongly encouraged to provide a Vendor code number in Appendix B if available. More information can be found at:

[https://das.nh.gov/purchasing/Vendor\(s\)resources.aspx](https://das.nh.gov/purchasing/Vendor(s)resources.aspx)

6.3.2. Appendix C – Vendor Technical Response to Mandatory Questions

6.3.3. Resumes – Vendors must provide resumes for those key personnel who would be primarily responsible for meeting the terms and conditions of any agreement resulting from this Solicitation. Vendors must redact all personal information from resumes.

6.4. Cost Proposal Contents

6.4.1. Appendix D, Budget Sheet – Vendors must complete an Appendix D, Budget Sheet, including the Budget Narrative column, for each State Fiscal Year (July 1 through June 30).

6.4.2. Appendix E, Program Staff List – Vendors must complete an Appendix E, Program Staff List, for each State Fiscal Year (July 1 through June 30).

7. ADDITIONAL TERMS AND REQUIREMENTS

7.1. Non-Collusion

The Vendor's required signature on the Appendix B – Transmittal Letter and Vendor Information submitted in response to this Solicitation guarantees that the prices, terms and conditions, and services quoted have been established without collusion with other Vendors and without effort to preclude the Department from obtaining the best possible competitive solicitation response.

7.2. Collaborative Solicitation Responses

Solicitation responses must be submitted by one organization. Any collaborating organization must be designated as a subcontractor subject to the terms of Appendix A, P-37 General Provisions and Standard Exhibits.

7.3. Validity of Solicitation Responses

Solicitation responses must be valid for one hundred and eighty (180) days following the deadline for submission in the Procurement Timetable above in Subsection 1.3, or until the Effective Date of any resulting contract, whichever is later.

7.4. Debarment

Vendors who are ineligible to bid on proposals, bids or quotes issued by the Department of Administrative Services, Division of Procurement and Support Services pursuant to the provisions of RSA 21-I:11-c shall not be considered eligible for an award under this solicitation.

7.5. Property of Department

Any material property submitted and received in response to this solicitation will become the property of the Department and will not be returned to the Vendors. The Department reserves the right to use any information presented in any solicitation response provided that its use does not violate any copyrights or other provisions of law.

7.6. Solicitation Response Withdrawal

Prior to the Response Submission Deadline specified in Subsection 1.3, Procurement Timetable, a submitted Letter of Intent or solicitation responses may be withdrawn by submitting a written request for its withdrawal to the Contract Specialist specified in Subsection 1.2.

7.7. Confidentiality

- 7.7.1. Pursuant to RSA 21-G:37, the content of responses to this solicitation must remain confidential until the Governor and Executive Council have awarded a contract. The Vendor's disclosure or distribution of the contents of its solicitation response, other than to the Department, will be grounds for disqualification at the Department's sole discretion.

7.8. Public Disclosure

- 7.8.1. The information submitted in response to this solicitation (including all materials submitted in connection with it, such as attachments, exhibits, addenda, and presentations), any resulting contract, and information provided during the contractual relationship may be subject to public disclosure under Right-to-Know laws, including RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this solicitation will be made accessible to the public online via the New Hampshire Secretary of State website (<https://sos.nh.gov/>).
- 7.8.2. Confidential, commercial or financial information may be exempt from public disclosure under RSA 91-A:5, IV. If a Vendor believes any information submitted in response to this solicitation should be kept confidential, the Vendor must specifically identify that information where it appears in the submission in a manner that draws attention to the designation and must mark/stamp each page of the materials that the Vendors claims must be exempt from disclosure as "CONFIDENTIAL." Vendor must also provide a letter to the person listed as the point of contact for this solicitation, identifying the specific page number and section of the information considered to be confidential, commercial or financial and providing the rationale for each designation. Marking or designating an entire submission as confidential shall neither be accepted nor honored by the Department. Vendor must also provide a separate copy of the full and complete document, fully redacting those portions and shall note on the applicable page or pages that the redacted portion or portions are "confidential."
- 7.8.3. Submissions which do not conform to these instructions by failing to include a redacted copy (if necessary), by failing to include a letter specifying the rationale for each redaction, by failing to designate the redactions in the manner required by these instructions, or by including redactions which are contrary to these instructions or operative law may be rejected by the Department as not conforming to the requirements of the solicitation.

- 7.8.4. Pricing, which includes but is not limited to, the administrative costs and other performance guarantees in responses or any subsequently awarded contract shall be subject to public disclosure regardless of whether it is marked as confidential.
- 7.8.5. Notwithstanding a Vendor's designations, the Department is obligated under the Right-to-Know law to conduct an independent analysis of the confidentiality of the information submitted in response to the solicitation. If a request is made to the Department to view or receive copies of any portion of the response that is marked confidential, the Department shall first assess what information it is obligated to release. The Department will then notify the Vendor that a request has been made, indicate what, if any, information the Department has assessed is confidential and will not be released, and specify the planned release date of the remaining portions of the response. To halt the release of information by the Department, a Vendor must initiate and provide to the Department, prior to the date specified in the notice, a court action in the Superior Court of the State of New Hampshire, at its sole expense, seeking to enjoin the release of the requested information.
- 7.8.6. By submitting a response to this solicitation, Vendors acknowledge and agree that:
 - 7.8.6.1. The Department may disclose any and all portions of the response or related materials which are not marked as confidential and/or which have not been specifically explained in the letter to the person identified as the point of contact for this solicitation;
 - 7.8.6.2. The Department is not obligated to comply with a Vendor's designations regarding confidentiality and must conduct an independent analysis to assess the confidentiality of the information submitted; and
 - 7.8.6.3. The Department may, unless otherwise prohibited by court order, release the information on the date specified in the notice described above without any liability to a Vendor.

7.9. Electronic Posting of Solicitation Results and Resulting Contract

- 7.9.1. At the time of receipt of responses, the Department will post the number of responses received with no further information. No later than five (5) business days prior to submission of a contract to the Department of Administrative Services pursuant to this solicitation, the Department will post the name, rank or score of each responding Vendor(s). In the event that the resulting contract does not require Governor & Executive Council approval, the Agency will disclose the rank or score at least five (5) business days before final approval of the contract.
- 7.9.2. Pursuant to RSA 91-A and RSA 9-F:1, the Secretary of State will post to the public any document submitted to G&C for approval, including contracts resulting from this solicitation, and posts those documents on its website (<https://sos.nh.gov/administration/miscellaneous/governor-executive-council/>). By submitting a response to this solicitation, Vendors acknowledge and agree that, in accordance with the above-mentioned statutes and policies, (and regardless of whether any specific request is made to view any document

relating to this solicitation), any contract resulting from this solicitation that is submitted to G&C for approval will be made accessible to the public online.

7.10. Non-Commitment

Notwithstanding any other provision of this solicitation, this solicitation does not commit the Department to award a contract. The Department reserves the right to reject any and all responses to this solicitation or any portions thereof, at any time and to cancel this solicitation and to solicit new solicitation responses under a new procurement process.

7.11. Liability

By submitting a response to this solicitation, the Vendor agrees that in no event shall the Department be either responsible for or held liable for any costs incurred by a Vendor in the preparation or submittal of or otherwise in connection with a solicitation response, or for work performed prior to the Effective Date of a resulting contract.

7.12. Request for Additional Information or Materials

The Department may request any Vendor to provide additional information or materials needed to clarify information presented in the solicitation response. Such a request will be issued in writing and will not provide a Vendor with an opportunity to change, extend, or otherwise amend its solicitation response in intent or substance.

7.13. Oral Presentations and Discussions

The Department reserves the right to require some or all Vendors to make oral presentations of their solicitation response. The purpose of the oral presentation is to clarify and expound upon information provided in the written solicitation response. Vendors are prohibited from altering the original substance of their solicitation response during the oral presentations. The Department will use the information gained from oral presentations to refine the technical review scores. Any and all costs associated with an oral presentation shall be borne entirely by the Vendors.

7.14. Successful Vendor Notice and Contract Negotiations

If a Vendor is selected, the Department will send written notification of their selection and the Department's desire to enter into contract negotiations. Until the Department successfully completes negotiations with the selected Vendor(s), all submitted solicitation responses remain eligible for selection by the Department. In the event contract negotiations are unsuccessful with the selected Vendor(s), the evaluation team may recommend another Vendor. The Department will not contact Vendor(s) that are not initially selected to enter into contract negotiations.

7.15. Scope of Award and Contract Award Notice

- 7.15.1. The Department reserves the right to award a service, part of a service, group of services, or total solicitation response and to reject any and all solicitation responses in whole or in part. A contract award is contingent on approval by the Governor and Executive Council.
- 7.15.2. If a contract is awarded, the selected Vendor(s) must obtain written consent from the State before any public announcement or news release is issued pertaining to any contract award.

7.16. Site Visits

The Department may, at its sole discretion, at any time prior to contract award, conduct a site visit at the Vendor's location or at any other location deemed appropriate by the Department, to determine the Vendor's capacity to satisfy the terms of this solicitation. The Department may also require the Vendor(s) to produce additional documents, records, or materials relevant to determining the Vendor(s)'s capacity to satisfy the terms of this solicitation. Any and all costs associated with any site visit or requests for documents shall be borne entirely by the Vendor(s).

7.17. Protest of Intended Award

Any challenge of an award made or otherwise related to this solicitation shall be governed by RSA 21-G:37, and the procedures and terms of this solicitation. The procedure set forth in RSA 21-G:37, IV, shall be the sole remedy available to challenge any award resulting from this solicitation. In the event that any legal action is brought challenging this solicitation and selection process, outside of the review process identified in RSA 21-G:37,IV, and in the event that the State of New Hampshire prevails, the challenger agrees to pay all expenses of such action, including attorney's fees and costs at all stages of litigation.

7.18. Contingency

Aspects of the award may be contingent upon changes to state or federal laws and regulations.

7.19. Ethical Requirements

From the time this solicitation is published until a contract is awarded, no Vendor shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded a solicitation, or similar submission. Any Vendor that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any Vendor who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from submitting a response to this solicitation, or similar request for submission and every such Vendor shall be disqualified from submitting any solicitation response or similar request for submission issued by any state agency. A Vendor that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the Department of Administrative Services, which shall note that information on the list maintained on the state's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

7.20. Liquidated Damages

The selected Vendor(s) agree that liquidated damages may be determined by the Department as part of the contract specifications, as failure to achieve required performance levels will more than likely substantially delay and disrupt the Department's operations.

8. COMPLIANCE

8.1. The selected Vendor(s) must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

- 8.2.** The selected Vendor(s) may be required to complete a contract monitoring questionnaire, to be provided by the Department, to determine risk of noncompliance and appropriate monitoring activities, including, but not limited to:

- 8.2.1. Site visits.
- 8.2.2. File reviews.
- 8.2.3. Staff training.

8.3. Records

- 8.3.1. The selected Vendor(s) must maintain the following records during the resulting contract term where appropriate and as prescribed by the Department:

- 8.3.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the selected Vendor(s) in the performance of the resulting contract, and all income received or collected by the selected Vendor(s).
- 8.3.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.
- 8.3.1.3. Records regarding the provision of services and all invoices submitted to the Department to obtain payment for such services.

During the term of the resulting contract and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the resulting contract for purposes of audit, examination, excerpts and transcripts. If, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the selected Vendor(s) as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the selected Vendor(s).

8.4. Credits

- 8.4.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the resulting Contract must include the following statement, "The preparation of this (report, document etc.) was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

8.5. Culturally and Linguistically Appropriate Services

- 8.5.1. Vendors are required to consider the need for language services for individuals with Limited English Proficiency as well as other communication needs, served or likely to be encountered in the eligible service population, both in developing their budgets and in conducting their programs and activities.
- 8.5.2. If awarded a contract, the selected Vendor(s) will be:
 - 8.5.2.1. Required to submit a detailed description of the language assistance services they will provide to LEP persons to ensure meaningful access to their programs and/or services, within ten (10) days of the date the contract is approved by Governor and Council; and
 - 8.5.2.2. Monitored on their Federal civil rights compliance using the Federal Civil Rights Compliance Checklist, as made available by the Department.

8.6. Operation of Facilities: Compliance with Laws and Regulations

- 8.6.1. In the operation of any facilities for providing services, the Contractor must comply with all laws, orders and regulations of federal, state, county and municipal authorities and with any direction of any Public Officer or officers pursuant to laws which must impose an order or duty upon the contractor with respect to the operation of the facility or the provision of the services at such facility. If any governmental license or permit must be required for the operation of the said facility or the performance of the said services, the Contractor will procure said license or permit, and will at all times comply with the terms and conditions of each such license or permit. In connection with the foregoing requirements, the Contractor hereby covenants and agrees that, during the term of this Agreement the facilities must comply with all rules, orders, regulations, and requirements of the State Office of the Fire Marshal and the local fire protection agency, and must be in conformance with local building and zoning codes, by-laws and regulations.

8.7. Confidential Data

- 8.7.1. The selected Vendor(s) must meet all information security and privacy requirements as set by the Department and in accordance with the Department's Information Security Requirements Exhibit.

8.8. Department Owned Devices, Systems and Network Usage

- 8.8.1. If the selected Vendor's End Users are authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, each End User must:
 - 8.8.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
 - 8.8.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they

- access or attempt to access information without having the express authority of the Department to do so;
- 8.8.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
 - 8.8.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
 - 8.8.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
 - 8.8.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
 - 8.8.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
 - 8.8.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
 - 8.8.1.9. Agree when utilizing the Department's email system:
 - 8.8.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
 - 8.8.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
 - 8.8.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:
 - 8.8.1.9.4. CONFIDENTIALITY NOTICE: "This message may contain information that is privileged and confidential and is intended only for the use of the individual(s) to whom it is addressed. If you receive this message in error, please notify the sender immediately and delete this electronic message and any attachments from your system. Thank you for your cooperation."
 - 8.8.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
 - 8.8.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

- 8.8.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
- 8.8.1.10.3. Only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.
- 8.8.1.11. The selected Vendor must agree, if any End User is found to be in violation of any of the above terms and conditions said End User may face removal from the resulting Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
- 8.8.1.12. The selected Vendor must notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the selected Vendor agrees to notify the Department's Information Security Office or designee immediately.
- 8.8.2. Workspace Requirement
 - 8.8.2.1. If applicable, the Department will work with selected Vendor to determine requirements for providing necessary workspace and Department equipment for its End Users.

8.9. Contract End-of-Life Transition Services

- 8.9.1. General Requirements
 - 8.9.1.1. If applicable, upon termination or expiration of the Contract the parties agree to cooperate in good faith to effectuate a smooth secure transition of the Services from the selected Vendor to the Department and, if applicable, the selected Vendor engaged by the Department to assume the Services previously performed by the selected Vendor for this section the new selected Vendor shall be known as "Recipient"). Ninety (90) days prior to the end-of the contract or unless otherwise specified by the Department, the selected Vendor must begin working with the Department and if applicable, the new Recipient to develop a Data Transition Plan (DTP). The Department shall provide the DTP template to the Contractor.
 - 8.9.1.2. The selected Vendor must use reasonable efforts to assist the Recipient, in connection with the transition from the performance of Services by the Contractor and its End Users to the performance of such Services. This may include assistance with the secure transfer of records (electronic and hard copy), transition of historical data

(electronic and hard copy), the transition of any such Service from the hardware, software, network and telecommunications equipment and internet-related information technology infrastructure (“Internal IT Systems”) of Contractor to the Internal IT Systems of the Recipient and cooperation with and assistance to any third-party consultants engaged by Recipient in connection with the Transition Services.

- 8.9.1.3. If a system, database, hardware, software, and/or software licenses (Tools) was purchased or created to manage, track, and/or store Department Data in relationship to this contract said Tools will be inventoried and returned to the Department, along with the inventory document, once transition of Department Data is complete.
- 8.9.1.4. The internal planning of the Transition Services by the Contractor and its End Users shall be provided to the Department and if applicable the Recipient in a timely manner. Any such Transition Services shall be deemed to be Services for purposes of the Contract.
- 8.9.1.5. Should the data Transition extend beyond the end of the Contract, the Contractor agrees that the Contract Information Security Requirements, and if applicable, the Department’s Business Associate Agreement terms and conditions remain in effect until the Data Transition is accepted as complete by the Department.
- 8.9.1.6. In the event where the Contractor has comingled Department Data and the destruction or Transition of said data is not feasible, the Department and Contractor will jointly evaluate regulatory and professional standards for retention requirements prior to destruction, refer to the terms and conditions of the Department’s Information Security Requirements Exhibit.

8.10. Website and Social Media

- 8.10.1. The selected Vendor(s) must work with the Department’s Communications Bureau to ensure that any social media or website designed, created, or managed on behalf of the Department meets all Department and NH DoIT website and social media requirements and policies.
- 8.10.2. The selected Vendor(s) agree Protected Health Information (PHI), Personally Identifiable Information (PII), or other Confidential Information solicited either by social media or the website that is maintained, stored or captured must not be further disclosed unless expressly provided in the Contract. The solicitation or disclosure of PHI, PII, or other Confidential Information is subject to the terms of the Department’s Information Security Requirements Exhibit, the Department’s Business Associate Agreement and all applicable Department and federal law, rules, and agreements. Unless specifically required by the Contract and unless clear notice is provided to users of the website or social media, the Contractor agrees that site visitation must not be tracked, disclosed or used for website or social media analytics or marketing.

8.10.3. State of New Hampshire's Website Copyright

- 8.10.3.1. All right, title and interest in the State WWW site, including copyright to all Data and information, shall remain with the State of New Hampshire. The State of New Hampshire shall also retain all right, title and interest in any user interfaces and computer instructions embedded within the WWW pages. All WWW pages and any other Data or information shall, where applicable, display the State of New Hampshire's copyright.

8.11. Audit Requirements

- 8.11.1. The selected Vendor(s) must email an annual audit to dhhs.act@dhhs.nh.gov if any of the following conditions exist:
- 8.11.1.1. Condition A - The selected Vendor(s) expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.
 - 8.11.1.2. Condition B - The selected Vendor(s) is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations.
 - 8.11.1.3. Condition C - The selected Vendor(s) is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 8.11.2. If Condition A exists, the selected Vendor(s) shall submit an annual single audit performed by an independent Certified Public Accountant (CPA) to the Department within 120 days after the close of the Vendor(s)'s fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 8.11.3. If Condition B or Condition C exists, the selected Vendor(s) shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the selected Vendor(s) fiscal year.
- 8.11.4. Any selected Vendor(s) that receives an amount equal to or greater than \$250,000 from the Department during a single fiscal year, regardless of the funding source, may be required, at a minimum, to submit annual financial audits performed by an independent CPA if the Department's risk assessment determination indicates the Vendor(s) is high-risk.
- 8.11.5. In addition to, and not in any way in limitation of obligations of the resulting Contract, it is understood and agreed by the selected Vendor(s) that the selected Vendor(s) shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the resulting Contract to which exception has been taken, or which have been disallowed because of such an exception.

9. APPENDICES TO THIS SOLICITATION

9.1. Appendix A – Form P-37 General Provisions and Standard Exhibits

9.2. Appendix B – Transmittal Letter and Vendor Information

- 9.3. Appendix C – Technical Response to Questions**
- 9.4. Appendix D – Budget Sheet**
- 9.5. Appendix E – Program Staff List**