



State of New Hampshire Department of Health and Human Services

REQUEST FOR INFORMATION RFI #RFI-2016-DCYF-01-REPLA

FOR

Replacement of a Certified Child Welfare System

March 15, 2016



REQUEST FOR INFORMATION

1. Request for Information

This Request for Information (RFI) is issued by the New Hampshire Department of Health and Human Services' (DHHS), Division for Children, Youth and Families (DCYF), to solicit information regarding solutions to enhance IT support for the State's Child Welfare Practice and the State Automated Child Welfare Information System (SACWIS), hereinafter referred to as Bridges.

1.1. Purpose

DCYF has relied on the Bridges system for eighteen years to support its child welfare practice. Additionally, the Administration for Children and Families (ACF) proposes to revise the Statewide and Tribal Automated Child Welfare Information System regulations. The ACF issued a Comprehensive Child Welfare Information System (CCWIS) Notice of Proposed Rulemaking¹ (NPRM) to address these changes, and provide agencies with increased flexibility to build smaller systems that more closely mirror their practice models.

A CCWIS, as proposed in the NPRM, is a case management information system that states and tribes may develop to support their child welfare program needs. If a state or tribe elects to build a CCWIS, the federal government will provide additional funds to help pay for it. However, the system must be designed to support social workers' automation needs to organize and record quality case information about the children and families receiving child welfare services.

Given the age of Bridges and the proposed federal revision to the SACWIS regulation, the State intends to study the feasibility, costs and benefits of enhancing versus replacing its existing Bridges system to meet the new CCWIS requirements. The State seeks to gather information from a variety of vendors to aid it in evaluating approaches to ensure continued high quality automation support for its Child Welfare Program.

The State is considering the merits of the following solutions:

- Retaining and enhancing as necessary the existing Bridges system, or
- Replacing Bridges with a new system, or
- Replacing Bridges with a commercial off-the-shelf (COTS) product, or
- Integrating Bridges as part of a DHHS enterprise system, or
- Maintaining Bridges in its current state.

¹ The NPRM can be found at: <https://www.federalregister.gov/articles/2015/08/11/2015-19087/comprehensive-child-welfare-information-system> .



Concise, conceptual responses are sought which will inform the DCYF leadership of the options available, estimates of cost and implementation timeframes. The State seeks to gain a better understanding of the available approaches; therefore, responses are being solicited from a wide range of respondents in accordance with the objectives and parameters established in this document. Vendors may submit a response that includes one or more proposed solutions; however, responses should separately address all applicable information sought in Section 4.5 of this RFI as it pertains to each solution.

1.1.1. Preliminary Objectives

The State's preliminary objectives for a Bridges replacement include the following key provisions identified in the Comprehensive Child Welfare Information System (CCWIS) Notice of Proposed Rulemaking (NPRM) 45 CFR Part 95, 45 CFR Parts 1355 and 1356 (Dated August 11, 2015):

- 1.1.1.1. **Promote data sharing with other agencies:** The proposed rule requires, if practicable, data exchanges with other health and human service agencies, education systems, and child welfare courts. Data exchanges will help coordinate services, eliminate redundancies, improve client outcomes, and improve data quality.
- 1.1.1.2. **Require quality data:** Title IV-E agencies implementing a CCWIS must develop and implement data quality plans and processes to monitor data quality. The rule also requires agencies to take corrective action to address identified problems.
- 1.1.1.3. **Reduce mandatory functional requirements:** While the SACWIS/TACWIS regulations require that the system supports a minimum of 51 functional requirements, CCWIS only has 14 requirements. The proposed rule allows agencies to build functions in the CCWIS or collect needed data through exchanges with other systems.
- 1.1.1.4. **Allow agencies to build systems tailored to their needs:** The proposed rule focuses federal requirements for this optional system on quality data and exchanges between related information systems. This will allow agencies to build systems tailored to their unique business needs rather than on functions defined by the federal government.

1.1.2. RFI Objectives

- 1.1.2.1. Evaluate vendor supplied information to conduct a comparative analysis of the possible solutions, to aid in determining the optimal approach to utilizing more modularity in a system redesign.
- 1.1.2.2. Identify possible automated solutions for improved management of essential child welfare activities.
- 1.1.2.3. Utilize information collected to facilitate the evaluation of the feasibility and cost/benefit of a Bridges replacement.
- 1.1.2.4. Collect information to better understand opportunities for interoperability of the child welfare components with other State systems identified in the Comprehensive Child Welfare Information System (CCWIS) Notice of Proposed Rulemaking (NPRM).



- 1.1.2.5. Identify new technology, best practices and business initiatives to be considered in the Bridges replacement planning process.
- 1.1.2.6. Evaluate vendor supplied information to conduct a comparative analysis to improve reporting capability (e.g. AFCARS, the Adoption and Foster Care Analysis Reporting System).
- 1.1.2.7. Identify possible automated solutions for improved Data Quality Management and Reporting.

1.2. Background Information

The focal point of this RFI is the need for New Hampshire to evaluate the feasibility and cost/benefit of retaining vs. replacing Bridges. Bridges is a SACWIS (Statewide Automated Child Welfare Information System) that has been operational since 1997. The origin of Bridges was the Oklahoma KIDS child welfare system that was brought to the State and modified to fit New Hampshire's needs. Since then, Bridges has been maintained and enhanced extensively to accommodate new business process changes, as well as new State and Federal regulations. Due to the mature age of the system, it is becoming more difficult to retrofit new business processes into the existing workflow of the application.

System History: The Bridges system was transferred and developed in 1996 based on the state of Oklahoma's KIDS system. Bridges was implemented on a pilot basis in March 1997. Statewide implementation was completed by June 1997. Claims processing, including the first eligibility interface, was implemented at the end of December 1997. Major changes to the service authorization screens were released in June 1998. The eligibility interface with New HEIGHTS (New Hampshire's eligibility system) was implemented in December 1998. The Bridges application was split into modules in March 1999. The Workload Navigator was released in May 1999. Access to Bridges data via the Enterprise Data Warehouse was instituted in winter 1999-2000. Structured Decision Making (SDM) was implemented in December 2001. The Juvenile Justice module was implemented in February 2002. Bridges attained full SACWIS compliance in 2008.

Bridges moved from a Structured Decision Making model to an Integrated Assessment Model in 2013. This was the first in the country and is being held up as the standard. As part of this effort, the Practice Model was implemented in the decision making process by creating a new model of assessing safety, risk and needs with families that reflects these beliefs and principles. The model integrates Solution-Based Casework methods of defining problems in the context of everyday family tasks with a safety-informed Structured Decision Making model. The model was designed by a representative group of Child Protective Services (CPS) staff in consultation with the developers of Solution-Based Casework & Structured Decision Making, and is also influenced by Andrew Turnell's Signs of Safety model.

The database was moved to a Virtual Server in 2014 – (which included development areas and all testing environments, including client and claims history data). A nightly job extracts Bridges Electronic Billing (BEB) submitted claims. Daily, DHHS's Data Management Unit (DMU) imports the claims into Bridges for claims processing.

1.3. DCYF Core Functions



1.3.1. Child Protection Program

- 1.3.1.1. Child Protective staff work together with families to assess the safety of children, identify needs and develop a case plan. This plan defines the specific needs of the children and family members and outlines the method by which a family's protective service issues will be resolved with the assistance of DCYF.
- 1.3.1.2. Services are primarily delivered directly to a child and family in the home and community. The process for resolving abuse and neglect has three primary functions:
 - a. **Intake** – DCYF receives more than 15,000 reports of suspected child abuse and neglect annually, as well as reports of Children in Need of Services (CHINS) through the DCYF Intake Unit. A toll-free number is available to receive reports and is staffed by highly trained, experienced workers. Referrals can be made to community agencies and to the local District Office staff for further assessment.
 - b. **Assessment** – This function is performed by District Office Child Protection staff that comprehensively investigate and assess each report of alleged child abuse and neglect. Approximately 8,000 reports are assessed annually in NH.
 - c. **Family Services** – Treatment and rehabilitative services are provided to families whose children have been neglected or abused. Child Protection staff interact with families, courts, and providers to ensure that children's safety is maintained and that goals and objectives are met in a timely manner.

If treatment and rehabilitative services are unable to provide a safe environment for the children, temporary out-of-home placement with a relative or in foster care may be utilized to provide children with the safety they require. When children cannot safely return home, other options including Adoption are considered in order to achieve permanency and stability for them.
- 1.3.1.3. To further ensure the safety of NH children, a Special Investigations Unit (SIU) investigates all allegations of abuse and neglect in foster homes, institutional settings, and residential, educational, and treatment facilities.

1.3.2. Juvenile Justice Services

- 1.3.2.1. Juvenile Justice Services (JJS) is responsible for providing supervision and rehabilitative services to youth adjudicated under state law as delinquent or as Children In Need of Services (CHINS). JJS provides supervision, case management, and an array of rehabilitative services through its staff of Juvenile Probation and Parole Officers (JPPOs) and a network of community-based providers who are licensed and/or certified by DHHS.
- 1.3.2.2. Juvenile Justice Services administers programs and services around three organizational and functional areas:
 - a. **Institutional Services** – The Sununu Youth Services Center and the Youth Detention Services Unit provide an architecturally secure placement for committed juveniles and for NH youth involved with the NH court system.



- b. **Probation and Parole** – Conducts investigations and provides supervision of delinquent minors and Children In Need of Services (CHINS), as well as providing supervision of committed delinquents released from the Sununu Youth Services Center on parole. JJS JPPOs are located in the 12 DHHS District Offices and 5 itinerant offices.
- c. **Community Programs** – All community-based services, both residential and non-residential, are administered by this unit, through JJS institutional and field staff in cooperation with the NH court system. The services are then delivered by local organizations and providers. These services include home-based therapeutic services, substance abuse assessment and counseling, mental health services, and an array of residential services, (foster homes, group homes, and intensive treatment facilities)

1.4. Bridges Environment

1.4.1. Function Environment

- 1.4.1.1. The Bridges system provides DCYF with a child welfare management system that meets the federal SACWIS, Adoption and Foster Care Analysis and Reporting System (AFCARS), the National Child Abuse and Neglect Data System (NCANDS), and the National Youth in Transition (NYTD) requirements.
- 1.4.1.2. The Bridges system also:
 - a. Incorporates DHHS' legacy Children's Information System (CIS) functionality;
 - b. Interfaces with other state systems, including:
 - i. New HEIGHTS, DHHS' eligibility management system;
 - ii. NH First, the State of New Hampshire's Enterprise Resource Planning (ERP) and its Financial application by Infor; and
 - iii. The NH Department of Education's Special Education Information System (NHESIS).
- 1.4.1.3. Bridges processes claims for DCYF and Division of Family Assistance (DFA) clients and vendors.
- 1.4.1.4. Bridges processes the claims for the Child Care Development Fund (CCDF) and tracks the quality and enrollment of the Child Care Providers.
- 1.4.1.5. Bridges provides functionality for the following business areas:
 - a. Central Child Protective Services Intake;
 - b. Child Protective Services Assessment;
 - c. Case Management;
 - d. Juvenile Justice;
 - e. Finance;
 - f. Service Provider Management;
 - g. Staff Training;
 - h. Federal and State Reporting;
 - i. Foster Care, Permanency and Adoption; and
 - j. DCYF and JJS Policy.



1.4.2. Interfaces

- 1.4.2.1. **New HEIGHTS** – The New HEIGHTS eligibility management system provides eligibility information regarding various entitlements. The New HEIGHTS interface updates client eligibility information. In some instances, changes in eligibility change the rates on individual service authorizations. Triggers in the database cause these service authorizations to split on the date of the eligibility status change. The authorization number stays the same, as do all data elements with the exception of the end date on the first segment, the begin date on the second, and the rate for the service.
- 1.4.2.2. **Treasury** – A check reconciliation file from Bridges' CheckWriter Module is sent to the Treasury.
- 1.4.2.3. **Citizens Bank** – An Electronic Funds Transfer (EFT) file is sent to the Automated Clearing House (ACH) at Citizens Bank.
- 1.4.2.4. **NHESIS** – This interface was halted in 2008 when the new Department of Education (DOE) system was being implemented. It is done manually at the moment.
- 1.4.2.5. **NECSSES** (New England Child Support Enforcement System) – A daily file is sent which provides paid claims information for various entitlements. DCYF attorneys can request an address from NECSSES and the FPLS (Federal Parent Locate Service) for a missing parent. This information will be used to notify (missing) biological parents of any court hearings regarding abuse and/or neglect or the termination of their parental rights.
- 1.4.2.6. **MMIS** (Medicaid Management Information system) – Service authorization and member information are exchanged in a bi-directional nightly interface. The Bridges system provides the information needed to populate BEB application pages. This information is provided on demand via selected views of the Bridges production database and includes provider, client and claims history data. A nightly job extracts BEB submitted claims, and each day the Department's Data Management Unit imports them into Bridges for claims processing.

1.4.3. System Architecture

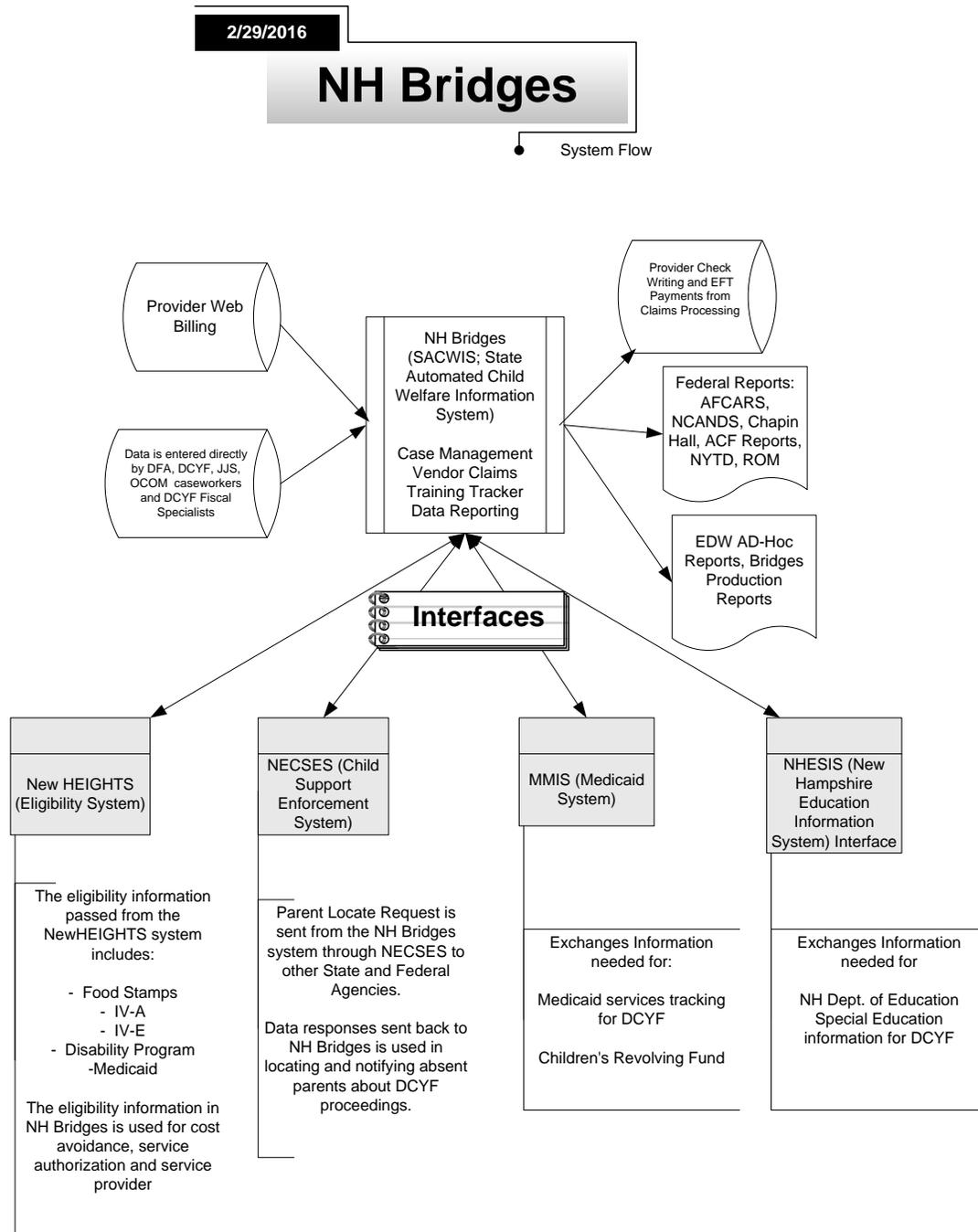
- 1.4.3.1. **Base Hardware:** HP/Compaq
- 1.4.3.2. **Base Operating System:** Linux
- 1.4.3.3. **Data Base(s):** Oracle, Oracle 11g
- 1.4.3.4. **Application Language:** Powerbuilder 12 and XML
- 1.4.3.5. **Reporting Tool(s):** PowerBuilder 12 and PL/SQL
- 1.4.3.6. **Number of Users:** 800



1.4.4. General Comments

There are no maintenance contractors supporting Bridges as of May 2005. All code and documentation regarding the system has been fully captured via existing configuration management tools utilized by the State (i.e. the State's current configuration management tool is Computer Associates "CC Harvest"). The current distribution of the exiting software is a significant effort due to the legacy client/server architecture (i.e. fat client).

1.4.5. NH Bridges System Flow





1.5. Potential Solutions

- 1.5.1. The State can foresee five possible alternative means of ensuring DCYF is in compliance with the ACF requirements for a child welfare system. These are:
 - 1.5.1.1. Retain the existing Bridges, making only those enhancements required to become CCWIS compliant;
 - 1.5.1.2. Developing a new application that will be unique to New Hampshire based on a combination of ideas derived from a variety of vendors, preexisting design models and other states but customized to meet New Hampshire's particular needs and ensure that DCYF is compliant with the ACF rules;
 - 1.5.1.3. Replacing Bridges with a commercial off-the-shelf (COTS) product that meets all of the core CCWIS requirements that will ensure that DCYF is compliant with the ACF rules;
 - 1.5.1.4. Integrate the Bridges functionality into a strategic DHHS enterprise system; or
 - 1.5.1.5. Maintain Bridges in its current state and keep the SACWIS mode.
- 1.5.2. All proposed solutions should address the following State requirements:
 - 1.5.2.1. The need to meet all Federal CCWIS certification standards;
 - 1.5.2.2. Compliance with mandates set forth in the ACF Federal regulations; and
 - 1.5.2.3. Flexible design in anticipation of expected changes in the future.

1.6. Potential Contract

- 1.6.1. This RFI has been issued to obtain information only and is not intended to result in a contract or vendor agreement with any respondent. The State is seeking vendor community insight and information prior to finalizing business, functional, operational, and technical requirements for a Request for Proposal (RFP). There is no definitive plan to purchase any business services, equipment and/or software at this time as a result of responses to this RFI.
- 1.6.2. This solicitation for information does not commit the State to publish a RFP or award a contract. The issuance of a RFP, as a result of information gathered from these responses, is solely at the discretion of the State. Should a RFP be issued, it will be open to qualified vendors, whether those vendors choose to submit a response to this RFI. The RFI is not a pre-qualification process.
- 1.6.3. After information from this RFI is fully evaluated, and depending on funding and other factors, a Request for Proposal (RFP) may be published by the Department to select a vendor for specific work to be done which would result in a contract. The anticipated contract would procure consultants to do Business Workflow Analysis, a gap analysis between current business procedures and the existing system, a cost benefit analysis on enhancing the current application to bring it more in-line with the business processes, and a cost benefit analysis on creating a new application (or any other feasible options). At the end of this effort, the intent would be to have a completed feasibility study, which would ensure ongoing federal funding for the existing SACWIS compliant system or for the next generation of the NH CCWIS.



1.7. Request for Information Terminology

- ACF** – Administration for Children and Families
- CCWIS** – Comprehensive Child Welfare Information System
- COTS** – Commercial Off-the-Shelf
- DCYF** – Division for Children, Youth and Families
- DHHS** – Department of Health and Human Services
- NPRM** – Notice of Proposed Rulemaking
- RFI** – Request for Information
- SACWIS** – State Automated Child Welfare Information System

2. RFI Requested Response

The State is seeking a better understanding in the areas listed below, and requests responding vendors to provide a response to each of the following questions.

- Q1.** Briefly describe the Vendor's organization, client base, financial stability and history. Please keep generalized marketing material to a minimum.
- Q2.** With which cyber security national standards does the Vendor's organization/product comply?
- Q3.** The State is interested in a comparative analysis of the advantages and disadvantages of the five most probable scenarios, which have been identified in section 1.5. Provide the Vendor's analysis/recommendations for one or all of the proposed scenarios.
- Q4.** Every project has certain inherent risks. Describe the significant risk factors associated with all outlined solutions and how they should be mitigated.
- Q5.** Describe any experience/expertise specific to SACWIS and/or a Juvenile Justice System within the Vendor's organization.
- Q6.** Provide the Vendor's experience with adherence to state standards, minimization of impact on state staff, minimization of impact on providers and recipients. Additionally, describe the Vendor's experience staffing a project of this size with the Vendor's personnel.
- Q7.** Describe the Vendor's relevant experience, with emphasis in the area of developing and deploying a certified SACWIS of at least similar size, scope, and complexity as NH, as well as familiarity with related technologies.
- Q8.** Illustrate current experience the Vendor has with state child welfare program operations and systems. Specific to child welfare, list the state(s) in which the Vendor is currently working and describe the services/products being provided. If applicable, describe examples of Vendor initiatives which were particularly successful in aiding a state in enhancing operational efficiency. If none, explain how the Vendor's product/services would fit into child welfare programmatic and systems requirements. Please delineate how the services/products the Vendor is providing to other states would match the solutions New Hampshire is seeking. Please provide specific client examples where the proposed solution has worked and is successfully operational.
- Q9.** Describe the Vendor's recommended approach to converting data from the existing SACWIS to its successor. In doing so, describe the basic strategy and the specific tasks required to execute the conversion.
- Q10.** Describe the Vendor's recommended approach to improving data quality and reporting on the metrics base on the data improvements/management.
- Q11.** Provide an overview of the Vendor's experience with commercial off-the-shelf (COTS) products that support child welfare systems.



- Q12.** Describe the Vendor's recommended approach to improve provider claims processing for a SACWIS or its successor.
- Q13.** Provide an overview of the Vendor's experience with Child Welfare federal reporting (e.g. Adoption and Foster Care Analysis and Reporting System (AFCARS) and the National Child Abuse and Neglect Data System (NCANDS)).
- Q14.** Describe how the Vendor's proposed solution would support anticipated Federal initiatives in the areas of Medicaid Support and TANF Reauthorization.
- Q15.** Describe the Vendor's experience integrating solutions as part of a strategic agency enterprise application.
- Q16.** Describe the Vendor's experience in developing interoperability between state agencies (e.g. interfaces, shared modules) (preferably on similar or like systems).
- Q17.** Provide a description of the ongoing cost for maintaining each type of solution post deployment. Give specific information as to the numbers and types of resources required to maintain each type of solution.
- Q18.** Provide an overview of the technology and service offerings that the Vendor currently provides. Provide a breakdown of the number of customers served currently by the Vendor's various product offerings.
- Q19.** Describe savings the Vendor has achieved with other states' Health and Human Services agencies as a result of the Vendor's services/product.
- Q20.** Describe the platform that the Vendor's system operates on (database, code base, etc.). Describe any "wraparound" systems that the Vendor offers to augment the claims payment function such as front-end document imaging, OCR, claims re-bundling, credentialing, Structured Decision Making (SDM) or medical management. If any of these systems are third party systems, please note.
- Q21.** Include details of the recommended software solution options including database management system, licensed software for data retrieval and reporting, proposed approach to developing the custom-built software components, and, when appropriate, compatibility with other state systems software.
- Q22.** Describe any technology that the Vendor has used to address the challenges inherent in meeting the demands of an environment consisting of constant regulatory changes, with expanding requirements for data sharing. The State's specific interests include: web functionality; new technologies/architectures developed and implemented for child welfare or other related programs that resulted in program savings, greater staff efficiency, error reduction, and similar benefits; development strategies and technology that achieve a rapid turn-around time for incorporating regulatory changes.
- Q23.** The State considers this to be a complex project that may span an extended period of time and requires both capability and commitment from a vendor. The State is interested in gaining a better understanding of the vendor's approaches to managing a similar project. Because the State is familiar with standard system development methodologies, the preferred emphasis is on an explanation of the rationale for timeline decisions and insight into the Vendor's strategies and concerns for managing the timeline.
- Q24.** Provide suggestions and considerations for the State to evaluate as the State develops the cost model and associated evaluation criteria. Describe the Vendor's pricing/reimbursement methodology. Include costs for implementation, hardware or data lines, upfront licensing, ongoing licensing, and maintenance and support. Include a copy of the Vendor's "boiler plate" customer contractual agreement.



- Q25.** Discuss the costs and benefits inherent in the Vendor's solution and compare them using the Federal Revenue Funding Stream Models (IV-E, Medicaid, CCDF etc.).
- Q26.** Specify if the Vendor would be interested in receiving a Request for Proposal (RFP) for conducting a SACWIS Replacement Feasibility Study or a potential follow-on SACWIS Replacement RFP. Submission of material in response to this RFI does not prejudice the Vendor's status to compete for either the Feasibility Study or SACWIS Replacement.
- Q27.** Include any additional comments or suggested alternatives, as deemed appropriate based on the Vendor's industry knowledge and expertise, that the Vendor feels would be beneficial to the State of New Hampshire.

3. Notices

3.1. Contact Information – Sole Point of Contact

The sole point of contact, the Procurement Coordinator, for this RFI relative to the submission of requested information for this RFI, from the RFI issue date until the potential publication of an RFP for the services described in subsection 1.7 Possible Contract is:

State of New Hampshire
 Department of Health and Human Services
 Diana Lacey, Contracts Specialist
 Contracts & Procurement
 Brown Building
 129 Pleasant Street
 Concord, NH 03301
 Email: diana.lacey@dhhs.state.nh.us
 Fax: 603.271.4232
 Phone: 603.271.9285

Other personnel are NOT authorized to discuss this RFI before the submission deadline. Contact regarding this RFI with any State personnel not listed above could result in disqualification. The State will not be held responsible for oral responses to vendors regardless of source.

3.2. Request for Information Timetable

Request for Information Timetable		
Item	Action	Date
1.	Release RFI	03/15/2016
2.	RFI vendor questions due	03/29/2016
3.	DHHS answers to RFI vendor questions posted	04/19/2016
4.	RFI Submissions due at DHHS	by 2:00pm 05/03/2016

All times are according to Eastern Time.
 DHHS reserves the right to modify these dates at its sole discretion.



3.3. Vendor Questions and Answers

3.3.1. Vendor Questions

All questions about this RFI, including but not limited to requests for clarification, additional information or any changes to the RFI must be made in writing, citing the RFI page number and part or subpart, and submitted to the Procurement Coordinator identified in Section 3.1.

DHHS 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.

DHHS will not acknowledge receipt of questions.

The questions may be submitted by fax or e-mail; however, DHHS assumes no liability for assuring accurate and complete fax and e-mail transmissions.

Questions must be received by the deadline given in Section 3.2 Request for Information Timetable.

3.3.2. DHHS Answers

DHHS intends to issue responses to properly submitted questions by the deadline specified in Section 3.2 Request for Information Timetable. Oral answers given are non-binding. Written answers to questions submitted will be posted on the DHHS Public website (<http://www.dhhs.nh.gov/business/rfp/index.htm>). This date may be subject to change at DHHS' discretion.

3.4. RFI Amendment

- 3.4.1. DHHS reserves the right to amend this RFI, 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 of an amendment to the RFI, DHHS, at its sole discretion, may extend the submission deadline. The amended language will be posted on the DHHS Internet site.

3.5. RFI Response Submission

- 3.5.1. RFI responses submitted in response to this RFI must be received no later than the time and date specified in Section 3.2. RFI responses must be addressed for delivery to the Procurement Coordinator identified in Section 3.1. Responses must be marked with **RFI-2016-DCYF-01-REPLA**.
- 3.5.2. Delivery of the Vendor's submission shall be at the Vendor's expense. The time of receipt shall be considered when a Vendor's submission has been officially documented by DHHS, in accordance with its established policies, as having been received at the location designated in Section 3.1. The State accepts no responsibility for mislabeled mail. Any and all damage that may occur due to shipping shall be the Vendor's responsibility.



3.6. Compliance

- 3.6.1. The Vendor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department of Health and Human Services currently in effect, and as they may be adopted or amended during the contract period should an RFP result.

3.7. Non-Collusion

- 3.7.1. The Vendor's required signature on the Transmittal Cover Letter for a submission in response to this RFI guarantees that the prices, terms and conditions, and services quoted have been established without collusion with other Vendors and without effort to preclude DHHS from obtaining the best possible competitive proposal, should an RFP result.

3.8. Collaborative Submissions

- 3.8.1. Submissions must be made by one organization. Any collaborating organizations must be designated as subcontractor subject to the terms of Exhibit C, Special Provisions (see Appendix B: Contract Minimum Requirements).

3.9. Property of Department

- 3.9.1. All material property submitted and received in response to this RFI will become the property of DHHS and will not be returned to the Vendor. DHHS reserves the right to use any information presented in any submission provided that its use does not violate any copyrights or other provisions of law.

3.10. RFI Response Withdrawal

- 3.10.1. Prior to the Closing Date for receipt of submissions, a submission may be withdrawn by submitting a written request for its withdrawal to Procurement Coordinator identified in Section 3.1.

3.11. Public Disclosure

- 3.11.1. Submission must remain confidential until the Governor and Executive Council have approved a contract as a result of an RFP issued as a result of this RFI. A Vendor's disclosure or distribution of its RFI submission in response to this RFI other than to the State will be grounds for disqualification.
- 3.11.2. Any information submitted as part of a response to this RFI may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFI will be made accessible to the public online via the website Transparent NH (www.nh.gov/transparentnh/). Accordingly, business financial information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV.
- 3.11.3. Insofar as a Vendor seeks to maintain the confidentiality of its confidential commercial, financial or personnel information, the Vendor must clearly identify in writing the information it claims to be confidential and explain the reasons such information should be considered confidential. This should be done by separate letter identifying by page number and RFI section number the specific information the Vendor claims to be exempt from public disclosure pursuant to RSA 91-A:5.



3.11.4. Each Vendor acknowledges that DHHS is subject to the Right-to-Know Law New Hampshire RSA Chapter 91-A. DHHS shall maintain the confidentiality of the identified confidential information insofar as it is consistent with applicable laws or regulations, including but not limited to New Hampshire RSA Chapter 91-A. In the event DHHS receives a request for the information identified by a Vendor as confidential, DHHS shall notify the Vendor and specify the date DHHS intends to release the requested information. Any effort to prohibit or enjoin the release of the information shall be the Vendor's responsibility and at the Vendor's sole expense. If the Vendor fails to obtain a court order enjoining the disclosure, DHHS may release the information on the date DHHS specified in its notice to the Vendor without incurring any liability to the Vendor.

3.12. Non-Commitment

3.12.1. Notwithstanding any other provision of this RFI, this RFI does not commit DHHS to publish an RFP or award a Contract. DHHS reserves the right to reject any and all RFI submissions or any portions thereof, at any time and to cancel this RFI and to solicit new or additional information under a new RFI process.

3.13. Liability

3.13.1. Vendors agree that in no event shall the State 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 their submission.

3.14. Request for Additional Information or Materials

3.14.1. During the period from date of RFI Response submission to the date of RFP publication, DHHS may request of any Vendor additional information or materials needed to clarify information presented as part of their submission. Such a request will be issued in writing. Key personnel shall be available for interviews.

3.15. Oral Presentations and Discussions

3.15.1. DHHS reserves the right to require some or all Vendors to make oral presentations based upon their submission. Any and all costs associated with an oral presentation shall be borne entirely by the Vendor. Vendors may be requested to provide demonstrations of any proposed solutions. Such a request will be in writing.

3.16. Site Visits

3.16.1. DHHS reserves the right to request a site visit for DHHS staff to review Vendor's organization structure, subcontractors, policy and procedures, and any other aspect of the RFI submission that directly affects the provisions of the RFI and the delivery of services. Any and all costs associated with the site visits incurred by the Vendor shall be borne by the Vendor.

4. RFI Response Submission Outline and Requirements

4.1. Presentation and Identification

4.1.1. Overview

4.1.1.1. Vendors are expected to examine all documentation and other requirements.



- 4.1.1.2. Submissions must conform to all instructions, conditions, and requirements included in the RFI.
- 4.1.1.3. Vendors are requested to address all questions in Section 2, RFI Requested Response, and agree to the conditions specified throughout the RFI.
- 4.1.1.4. Submissions should be received by the date and time specified in the Request for Information Timetable, Section 3.2, and delivered, under sealed cover, to the Procurement Coordinator specified in Section 3.1.
- 4.1.1.5. Fax or email copies will not be accepted.

4.1.2. Presentation

- 4.1.2.1. Original copy of Submission in a three-ring binder.
- 4.1.2.2. Provide five (5) copies of the Submission, each in a bound format (for example wire bound, coil bound, saddle stitch, perfect bound etc. at minimum stapled) NOTE: loose Submissions will not be accepted.
- 4.1.2.3. Major sections of the Submission separated by tabs.
- 4.1.2.4. Standard eight and one-half by eleven inch (8 ½" x 11") white paper.
- 4.1.2.5. Font size of 10 or larger.

4.1.3. Submission of Information

- 4.1.3.1. Original copy of submission marked as "Original."
- 4.1.3.2. The original Transmittal Letter (described in Section 4.2.1.1) must be the first page of the Submission and marked as "Original."
- 4.1.3.3. 1 electronic copy (divided into folders that correspond to and are labeled the same as the hard copies). NOTE: In the event of any discrepancy between the copies, the hard copy marked "Original" will control.
- 4.1.3.4. Front cover labeled with
 - a. Name of company / organization
 - b. RFI#
 - c. Submission of Information

4.2. Outline and Detail

4.2.1. Submission Contents – Outline

Each Submission shall contain the following, in the order described in this section:
(Each of these components must be separate from the others and uniquely identified with labeled tabs.)

- 4.2.1.1. Transmittal Cover Letter
 - The Transmittal Cover Letter must be:
 - a. On the Vendor organization's letterhead;
 - b. Signed by an individual who is authorized to bind the submitting Vendor to all statements, including services and prices contained in the submission; and
 - c. Contain the following:
 - i. Identify the submitting organization;



- ii. Identify the name, title, mailing address, telephone number and email address of the person authorized by the organization to contractually obligate the organization;
- iii. Identify the name, title, mailing address, telephone number and email address of the fiscal agent of the organization;
- iv. Identify the name, title, telephone number, and e-mail address of the person who will serve as the Vendor's representative for all matters relating to the RFI;
- v. Acknowledge that the Vendor has read this RFI, understands it, and agrees to be bound by its requirements;
- vi. Signature of authorized person.

4.2.1.2. Table of Contents

The required elements of the Submission shall be numbered sequentially and represented in the Table of Contents.

4.2.1.3. Executive Summary

The Vendor shall submit an executive summary to:

- a. Provide DHHS with an overview of the Vendor's organization and what is intended to be provided by the Vendor;
- b. Demonstrate the Vendor's understanding of the potential solutions described in this RFI and any anticipated problems associated with each;
- c. Show the Vendor's overall design of the potential solution(s); and
- d. Specifically demonstrate the vendor's familiarity with the potential solutions' elements, and the Vendor's solutions to the problems presented.

4.2.1.4. RFI Requested Response

The Vendor is asked to answer all questions and include all items requested in Section 2. The Vendor should address every section of Section 2, RFI Requested Response.

Responses must be in the same sequence and format as listed in Section 2 and must, at a minimum, cite the relevant section, subsection, and paragraph number, as appropriate.

4.2.1.5. Description of Organization

Vendors must include in their Submission a summary of their company's organization, management and history and how the organization's experience demonstrates the ability to meet the needs of requirements in this RFI.

At a minimum, the Vendor must respond to:

- a. General Company Overview
- b. Ownership and Subsidiaries
- c. Company Background and Primary Lines of Business
- d. Number of Employees
- e. Headquarters and Satellite Locations
- f. Current Project commitments
- g. Major Government and Private Sector Clients
- h. Mission Statement

This section must include information on:

- a. The programs and activities of the organization;



- b. The number of people served; and
- c. Programmatic accomplishments.

4.2.1.6. Affiliations – Conflict of Interest

The Bidder must include a statement regarding any and all affiliations that might result in a conflict of interest. Explain the relationship and how the affiliation would not represent a conflict of interest.