

New Hampshire Department of Health and Human Services
Improving Access to Information and Services for Individuals and Families
Needing Long Term Supports and Services: New Hampshire ServiceLink Program



OFFICIAL RESPONSES TO VENDOR QUESTIONS
RFP-2017-OHS-01-SERVI

No.	Question	Answer
1.	The Appendix D Budget Worksheet with Match Column does not include a breakdown of money spent per program, will the bidders be required to breakdown their budget by program?	No
2.	Section 4.7 Community Support Requirement page 51. Is there a specific dollar or percentage amount (in kind and non-federal cash) that is required under the match requirement?	No
3.	Section 1.3 Contract Period, on page 9, the RFP identifies the contract period as beginning on October 1, 2016. However, In Section 4.1 Financial Standards, on page 48 and 49, the RFP identifies funding allocations beginning January 1, 2017. Should the bidders' budgets start on October 1, 2016 or on January 1, 2017?	Bidders Budgets shall be based on a January 1, 2017 start date.

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4.	Section 4.3 Budget Form, on page 50: If a bidder submits an RFP response for more than one specified geographic region, is it allowable to submit a combined budget vs. two separate budgets?	A Budget must be submitted by State Fiscal Year for each geographic region identified in RFP Section 3.2 Area Served (See RFP Section 4.3 Budget Form).
5.	Section 3.3 Scope of Services, 3.3.1.4, b. ii, on page 21: Do ServiceLink Contractors only need to perform the tasks in Section 3.3.1.4.b.ii for individuals applying for Medicaid?	No. See RFP Section 3.3.1.4.a. and 3.3.1.4.a.i.
6.	Section 3.3 Scope of Services, 3.3.1.4, b. ii, on page 21: Do ServiceLink Contractors need to perform the tasks in Section 3.3.1.4.b.ii for individuals applying for long-term services and supports at other provider agency's that also assist the client in applying for long term care services?	Agencies, other than ServiceLink contractors, who perform like or similar tasks as in RFP Section 3.3.1.4.b.ii, for their own clients would continue to do so.

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No.	Question	Answer
7.	<p>Section 3.3 Scope of Services, 3.3.1.4, b. iii, on page 21, in reference to “track individuals’ eligibility status throughout the process of eligibility determination and redetermination”:</p> <p>a) Does it mean that as needed ServiceLink Contractors will assist consumers with information about either, initial determination and/or redetermination.</p> <p>b) What will our ongoing responsibility for follow up be?</p> <p>c) Does the tracking requirement include non-Medicaid eligible consumers who may have applied for public assistance programs other than Medicaid?</p>	<p>a) Yes.</p> <p>b) See ServiceLink Policy and Procedure #200 Follow-up on page 115 of the Refer7 Manual located in the documents library</p> <p>c) Yes. See Question and Answer to #5 above.</p>
8.	<p>Is the minimum full time equivalent (FTE) requirement in staffing sections, 3.8.6.1, 3.8.6.2 and 3.3.2.2.a.ix by Area Served negotiable if the identified need of the population is shown to be less than minimum requirement?</p>	<p>No.</p>

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9.	Section 3.2 Area Served: Under which geographic area should the towns of Grantham and Plainfield be covered?	See Addendum #3.
10.	Regarding Addendum #2, section 3.2.2.2, a, vii: There isn't a section 3.2.2.2, a. vii, in the original RFP. a) Is the language meant to replace section 3.3.2.2, a. vii? b) If so, does the fact that the replacement language does not say that FMS can be provided by the contractor or a subcontractor mean that FMS services can no longer be subcontracted?	a) Yes (See Addendum #3) b) No. See Appendix B, Exhibit C, paragraph 19.