



OFFICIAL RESPONSES TO VENDOR QUESTIONS RFP-2018-BDS-01-FAMIL

No.	Question	Answer
1.	General: Will DHHS accept late LOI and if so, may said vendor participate in the Q &A?	LOI's were not required but if submitted they needed to be received by the deadline. No questions may be submitted after this Q&A is posted.
2.	General: Please provide a list of LOI received by DHHS.	We do not provide information on other vendors.
3.	General: Will you be sending out electronic versions of the appendix forms?	Yes. If you do not receive by the end of the week, please email Ami Carvotta for copies.
4.	General: If the vendor provides services in four regions, do they need to submit four separate proposals and four separate budgets or one proposal/budget for all?	They may submit one proposal. The Technical proposal needs to detail how each region will be served including any differences across regions. The Budget proposal should have a separate detailed budget for each region.
5.	General: Have the eligibility criteria for Partners in Health expanded to include children with developmental, behavioral or emotional conditions or does the definition under (CYSHCN) include services provided by Special Medical Services and the area agencies? Previously, Partners in Health served only those families whose children have chronic physical conditions.	Partners in Health continues to be specific to CYSHCN who have a chronic physical condition. The eligibility criteria remains the same as identified in He-M 523



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No.	Question	Answer
6.	Section 3.2 General: a. What has been accomplished in the past 2 years by the PIH? b. And what role did the department play in those activities? c. What is the current staffing (FTEs) used to accomplish this SOW? d. Is the current staffing sufficient to meet the goals of this SOW?	 a. The PIH program has provided Family Support to approximately 1,000 families of children with chronic health conditions, each year. b. The Department provides data support, training, consultation, monitoring, and oversight. Site audits and family satisfaction surveys completed by the department demonstrate that in the last 2 years PIH sites have been operating effectively with a high level of family satisfaction with services and demonstrated improvement in program goals. c. The current staffing of the program reflects a FTE for Family Support Coordination in each region except for Region 7, where there are 2 FTEs for Family Support Coordination. d. It is the opinion of the Department that current staffing has been more than sufficient to meet the goals of the SOW
7.	Section 3.2.6: How many PIH sites exist and where are they located?	There are 12 sites; however Manchester is considered a double site.



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No.	Question											Answer
Region 1	Region 2 & 12	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 13	
Berlin	Upper Valley	Laconia	Concord	Keene	Nashua	Manchester	Portsmouth	Dover	Derry	Conway	Littleton	
Berlin		Alexandria	Allenstown	Alstead	Amherst	Auburn	Brentwood	Barrington	Atkinson	Albany	Bath	
Carroll	Claremont	Alton	Andover	Antrim	Brookline	Bedford	Deerfield	Dover	Chester	Bartlett	Benton	
Clarksville	Acworth	Ashland	Boscawen	Bennington	Hollis	Candia	East Kingston	Durham	Danville	Brookfield	Bethlehem	
Colebrook	Charlestown	Barnstead	Bow	Chesterfield	Hudson	Goffstown	Epping	Farmington	Derry	Chatham	Easton	
Columbia	Claremont	Belmont	Bradford	Dublin	Litchfield	Hooksett	Exeter	Lee	Hampstead	Conway	Franconia	
Dalton	Cornish	Bridgewater	Canterbury	Fitzwilliam	Mason	Londonderry	Fremont	Madbury	Newton	Eaton	Haverhill	
Dixville	Croydon	Bristol	Chichester	Francestown	Merrimack	Manchester	Greenland	Middleton	Pelham	Effingham	Landaff	
Dummer	Goshen	Campton	Concord	Gilsum	Milford	New Boston	Hampton	Milton	Plaistow	Freedom	Lincoln	
Errol	Grantham	Center Harbor	Danbury	Greenfield	Mont Vernon		Hampton Falls	New Durham	Salem	Harts location	Lisbon	
Gorham	Langdon	Ellsworth	Deering	Greenville	Nashua		Kensington	Rochester	Sandown	Jackson	Littleton	
Jefferson	Lempster	Gilford	Dunbarton	Hancock	Wilton		Kingston	Rollinsford	Windham	Madison	Livermore	
Lancaster	Newport	Gilmanton	Epsom	Harrisville			New Castle	Somersworth		Moultonboro	Lyman	
Milan	Plainfield	Groton	Franklin	Hinsdale			Newfields	Strafford		Ossipee	Monroe	
Northumberland	Springfield	Hebron	Henniker	Jaffrey			Newington			Sandwich	Piermont	
Pittsburg	Sunapee	Holderness	Hill	Keene			Newmarket			Tamworth	Sugar Hill	
Randolph	Unity	Laconia	Hillsboro	Lyndeborough			North Hampton			Tuftsboro	Warren	
Shelburne	Washington	Meredith	Hopkinton	Marlborough			Northwood			Wakefield	Waterville	
Stark		New Hampton	Loudon	Marlow			Nottingham			Wolfeboro	Woodstock	
Stewartstown	Lebanon	Plymouth	Newbury	Nelson			Portsmouth				Woodsville	
Stratford	Canaan	Rumney	New London	New Ipswich			Raymond					
Wentworth	Dorchester	Sanbornton	Northfield	Peterborough			Rye					
Whitefield	Enfield	Thornton	Pembroke	Richmond			Seabrook					
	Grafton	Tilton	Pittsfield	Rindge			South Hampton					
	Hanover		Salisbury	Roxbury			Stratham					
	Lebanon		Sutton	Sharon								
	Lyme		Warner	Stoddard								
	Orange		Weare	Sullivan								
	Orford		Webster	Surry								
	Wentworth		Wilmot	Swanzy								
			Windsor	Temple								
				Troy								
				Walpole								
				Westmoreland								
				Winchester								
8.	Section 3.2.9: What is the current volume of trainings, number of attendees, etc and what is the future expectations for the vendor?					Section 3.2.9 is regarding the expectations that sites work collaboratively to respond to emerging issues. The volume of work around emerging issues cannot be reasonably predicted.						



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9.	Section 3.5.1.2: How has this been approached by the current staff? How successful has this been?	PIH Family Support Coordinators have been very successful in accessing an array of funding for families. Some of this resource information is shared across programs at PIH monthly meetings, some is known/identified by FSC's/PIH agencies within their regions. In FY 16 the PIH sites reported that they accessed approximately \$150,000 additional funding for families, in total.
10.	Section 7.2.2.10: What affiliations may be considered a conflict of interest?	We leave this determination up to the bidder's discretion and expect that if the bidder anticipates any conflict of interest it will be disclosed.
11.	Question 1: What is the current process used to provide intake, eligibility determination and services?	The Department's expectation is that all eligibility requirements, as detailed in He-M 523, be addressed/verified. It is expected that each site will develop a process for tracking referrals/applications, processing timeframes, determination and communication of same to family and to the Department. There is a required application that must be used per He-M 523. Data sharing is to be achieved through the use of the Department identified database.
12.	Question 5: What is the current volume of trainings, number of attendees, etc and what is the future expectations for the	There is not a predefined measure for number of trainings or attendees. Sites identify these needs and design them to meet their individual needs, therefore there is some variability; some sites work collaboratively with one another; some collaborate on statewide trainings and others identify unique needs solely for their community. Per He-M 523 sites are expected to demonstrate biannual planning. The Department reviews annual reports, biannual site audits and biannual family surveys to determine the strength of this required planning as well as the effectiveness of trainings/family council support achieve identified goals.
13.	Question 8: should support staff (such as receptionist, clerical support and Medicaid billing) be included in the staffing plan? Should they be included in the organizational chart? Should their resumes be submitted?	Staffed positions that are anticipated to be utilized and supported by the combination of contract/Medicaid funding should be included in the staff plan and the organizational chart. Resumes do not need to be submitted for support staff.



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No.	Question	Answer
14.	Question 10: What % of time is this requirement expected to consume?	The Department does not have a requirement for the % of time. The expectation is that invoicing and Medicaid billing be completed accurately and in a timely manner. The PIH program has an online database (utilization is required) that is designed to facilitate the tracking of funds received and disbursed. This system allows for online submission of invoices (generated by the database) for PIH contract funds.