



ADDENDUM #1

RFA-2023-BEAS-05-CUSTO

Customer Service and Support for Refer/Navigate

(Changes are in **bold, underlined and italicized text** below to enable vendors to quickly recognize changes in paragraphs and/or wording.)

On April 7, 2022, the New Hampshire Department of Health and Human Services published a Request for Applications to solicit applications for the provision of technical assistance support for the statewide Refer/Navigate database system to ensure that individuals have access to accurate and timely information about long-term care services and supports available in New Hampshire.

The Department is publishing this addendum to:

1. Delete and replace Paragraph 1.2.2.1.2. with the following:

1.2.2.1.2. Providing email, virtual meeting and toll-free, telephone customer support for 37.5 hours per week, Monday through Friday with the specific hours between 8:00 am and 5:00 pm at the discretion of the vendor.

2. Delete and replace Paragraph 1.2.2.1.3. with the following:

1.2.2.1.3. Responding to customer support issues according to the following scale, or as agreed to by the Department and Applicant:

1.2.2.1.3.1. Urgent Issues impacting system usage- The Applicant must respond to urgent email / telephone inquiries as soon as possible, but no later than 2 business hours of request;

1.2.2.1.3.2. Non-Urgent Issues - The Applicant must respond to non-urgent email/ telephone inquiries within 1 business day of request.