



OFFICIAL RESPONSES TO VENDOR QUESTIONS
RFA-2023-BEAS-07-TRANS

No.	Re-worded Question	Answer
1.	<p>Section 1, Request for Services, Subsection 1.1, Purpose and Overview, Paragraph 1.1.1, Purpose, Subparagraph 1.1.1.4</p> <p>If a Vendor is awarded a contract to provide services for part of a geographic area, will the Vendor be able to provide services in other cities and towns within the geographic area?</p>	<p>Yes, upon consultation with the Department. The selected Applicant may provide transportation upon request through tailored transportation options for participants and agreement with other Vendors who may be serving that area. For example, if a Vendor is serving a client who moves to another city or town that is served by another Vendor, then the Department would allow for the Vendor who was serving that client to continue to serve that client.</p>
2.	<p>Section 1, Request for Services, Subsection 1.1, Purpose and Overview, Paragraph 1.1.1, Purpose, Subparagraph 1.1.1.4</p> <p>If a Vendor is awarded a contract to serve an entire county, is the Vendor required to provide county wide services at all times during the contract term?</p>	<p>Yes, unless an exception is granted with written approval by the Department.</p>
3.	<p>Section 1, Request for Services, Subsection 1.2, Scope of Services</p> <p>Will Vendors selected to provide Transportation Services be require to provide services on specific days and or hours of the day?</p>	<p>The Department does not require specific hours of operation for services to be provided under contracts resulting from this RFA. Selected Vendors must document transportation services provided to the individual on an operational schedule or on a service provision log, in accordance with New Hampshire Administrative Rule He-E 502.32 See New Hampshire Administrative Rule He-E 502.32 at: https://gencourt.state.nh.us/rules/state_agencies/he-e500.html.</p>
4.	<p>Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.3</p> <p>How can interested Vendors locate New Hampshire Administrative Rules Saf-C500 Saf-C3200?</p>	<p>New Hampshire Department of Safety Administrative Rules are published on the New Hampshire Department of Safety's website at: https://www.nh.gov/safety/commissioner/adminrules/lawsandrules.html and http://www.gencourt.state.nh.us/rules/state_agencies/saf-c500.html and http://www.gencourt.state.nh.us/rules/state_agencies/saf-c3200.html. http://www.gencourt.state.nh.us/rules/state_agencies/saf-c1000.html.</p>



New Hampshire Department of Health and Human Services Transportation Services

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5.	Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.3 Are there separate New Hampshire Administrative Rules for commercial vehicles and buses that are different from the New Hampshire Administrative Rules pertaining to residential vehicles used to provide transportation services?	New Hampshire Department of Safety Administrative Rules are published on the New Hampshire Department of Safety's website at: https://www.nh.gov/safety/commissioner/adminrules/lawsandrules.html .
6.	Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.5 Will the Department modify the insurance requirements for personal vehicles?	The Department will not modify the vehicle insurance requirement for vehicles owned, leased and/or operated by the selected applicants. The Department may consider modifying automobile insurance requirements for personal vehicles.
7.	Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.7 Will the Department provide an eligibility file (834 or similar electronic file) to verify client eligibility?	For Title III transportation services, the selected Vendors must determine eligibility for the service in accordance with requirements in New Hampshire Administrative Rule He-E 502. See Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.7.
8.	Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.8 Will Selected vendors be notified by Adult Protective Services (APS) when an APS client is referred for Service?	Yes. Selected Vendors must accept referrals from the Department's Adult Protective Services. See Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.8.
9.	Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.9 Is written notification necessary for transportation services?	1) No. See Addendum #2.
10.	Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.10 Is each individual served required to have a person-centered service plan?	No. However, Transportation Services must adhere to each individual's person-centered services plan if they have one and share it with the transportation provider. For example, if an individual shares a person-centered service plan, developed by another provider, that states that the individual has seasonal allergies and should not ride in a vehicle with windows lowered with the transportation services provider, the transportation services provider must incorporate that information from the person-centered service plan when providing transportation services.

**New Hampshire Department of Health and Human Services
Transportation Services**



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11.	<p>Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.16</p> <p>Will selected Vendors required to use donations collected to provide transportation services?</p>	<p>Yes. In accordance with New Hampshire Administrative Rule He-E 502.12, Vendors selected to provide transportation services under this RFA must use any donations from individuals receiving services to support the program for which donations were given. Providers are not required to reduce the invoiced amount by any donation received. See New Hampshire Administrative Rule He-E 502.12 at https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/he-e-502-older-americans-act-administrative-rule.</p>
12.	<p>Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.16</p> <p>Will selected Vendors be required to apply donations collected as a credit for services provided and subtract donations from the amount invoiced to the Department?</p>	<p>No. In accordance with New Hampshire Administrative Rule He-E 502.12, Vendors selected to provide transportation services under this RFA must use any donations from individuals receiving services to support the program for which donations were given. Providers are not required to reduce the invoiced amount by any donation received. See New Hampshire Administrative Rule He-E 502.12 at https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/he-e-502-older-americans-act-administrative-rule.pdf</p>
13.	<p>Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.22</p> <p>1) For how long must selected Vendors maintain a wait list? 2) Does the wait list renew each year, or is it a running list?</p>	<p>Selected Vendors must maintain a wait list in accordance with New Hampshire Administrative Rule He-E 502. . See New Hampshire Administrative Rule He-E 502.13, Wait Lists at: https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/he-e-502-older-americans-act-administrative-rule.pdfhttps://gencourt.state.nh.us/rules/state_agencies/he-e500.html.</p> <p>1) Vendors must maintain a wait list for as long as funding or resources are not available to provide services. 1)2) The wait list is a running list that does not renew each year.</p>
14.	<p>Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.33 Driver and Vehicle Requirements</p> <p>Can a Vendor apply if the intention is to transport individuals who are mobile and do not require lift assist if the provider can refer such individuals to public transportation available that does provide lift assistance?</p>	<p>Yes. Providers must ensure that wheelchair bound individual is able to access transportation. This means a provider must have capacity to serve individuals requiring wheelchair accessible transportation, either directly, through a subcontract, or by coordinating wheelchair accessible transportation through community resources, or through coordinating transportation access for an individual.</p>
15.	<p>Section 1, Request for Services, Subsection 1.2, Scope of</p>	

**New Hampshire Department of Health and Human Services
Transportation Services**



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	<p>Services, Paragraph 1.2.33, Subparagraph 1.2.33.1, Part 1.2.33.1.2 Will selected Vendors be required to use wheelchair accessible vehicles to transport clients who do not use a wheelchair?</p>	<p>No. Selected Vendors must ensure vehicles comply with all applicable local, state, and federal transportation safety standards relating to passenger safety and comfort. If a client does not have a disability that requires a wheelchair, they may be transported in a vehicle that is not equipped for wheelchair access.</p>
16.	<p>Section 1, Request for Services, Subsection 1.3, Compensation & Contract Value Can Vendors submit a cost proposal as part of their application?</p>	<p>No. Vendors may not submit a cost proposal with their application. Funding is anticipated to be available for the resulting contracts at the rate of \$14.10 per one-way trip. See Section 1, Request for Services, Subsection 1.3, Compensation & Contract Value</p>
17.	<p>Section 1, Request for Services, Subsection 1.3, Compensation & Contract Value, Paragraph 1.3.3 Does the rate per one-way trip apply to all one-way trips regardless of distance and vehicle type?</p>	<p>Yes.</p>
18.	<p>Section 1, Request for Services, Subsection 1.3, Compensation and Contract Value, Paragraph 1.3.5 Are Vendors required to complete and submit Appendix D, Application for service units with their application?</p>	<p>Yes. Applicants are required to complete Appendix D – Application for Service Units. Appendix D must be completed separately for each geographic area for which the Applicant is applying. See Section 1, Request for Services, Subsection 1.3, Compensation and Contract Value, Paragraph 1.3.5.</p>
19.	<p>Section 1, Request for Services, Subsection 1.3, Compensation & Contract Value, Paragraph 1.3.6 1) Will Vendors be paid for the number of Service Units they are awarded or for the number of one way trips provided? 2) Will selected Vendors be required to submit an invoice to the Department to receive payment for each completed one-trip?</p>	<p>1) Vendors will be reimbursed for each one-way trip, up to the contract Price Limitation. 2) Yes. The contract price, method of payment, and terms of payment will be identified and more particularly described in Exhibit C, Payment Terms, of the contracts resulting from this RFA. See Appendix A, P-37 and Standard Exhibits, Section 5, Contract Price/Price Limitation/Payment, and Appendix A, Exhibit C, Payment Terms.</p>
20.	<p>Section 2, Notices, Subsection 2.1, Exceptions Are Vendors required to submit requested exceptions to standard terms and conditions during the RFA Question and Answer period?</p>	<p>Yes. Applicants may not request exceptions to the Scope of Services or any sections of this RFA other than General Provisions and Standard Exhibits, which are attached as Appendix A.</p>



**New Hampshire Department of Health and Human Services
Transportation Services**

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21.	<p>Section 2, Notices, Subsection 2.1, Exceptions Can Vendors submit exceptions to the requirements for vehicles?</p>	<p>No. Applicants may not request exceptions to the Scope of Services or any sections of this RFA other than General Provisions and Standard Exhibits, which are attached as Appendix A. See Section 2, Notices, Subsection 2.1, Exceptions.</p>
22.	<p>Section 2, Notices, Subsection 2.1, Exceptions, Paragraph 2.1.1 1) Will Vendors be permitted to submit exception requests after the Departments publishes the Response to Vendor Questions?</p>	<p>1) No. Any exceptions to the standard form contract and exhibits that are not raised by an Applicant during the RFA Question Period may not be considered. See Section 2, Notices, Subsection 2.1, Exceptions.</p>
23.		
24.	<p>Section 2, Notices, Subsection 2.5, Compliance, Paragraph 2.5.5, Culturally and Linguistically Appropriate Services, Subparagraph 2.5.5.8 Can the Department clarify whether the Two Steps listed in Appendix C are required to be submitted as part of this application?</p>	<p>Applicants are required to complete the TWO (2) steps listed in the Appendix C to this RFA, as part of their Application. Applicants are not required to submit their four-factor analysis as part of their application. However, successful applicants will be 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 10 days of the date the contract is approved by Governor and Council. Applicants are required to sign and submit Required Questions Relating to Language Assistance Measures in Applicant Step #2 of Appendix C with their application. See Section 2, Notices, Subsection 2.5, Compliance, Paragraph 2.5.5, Culturally and Linguistically Appropriate Services, Subparagraph 2.5.5.8, and Appendix C.</p>
25.	<p>Section 3, Application Process, Subsection 3.2, Application Content, Paragraph 3.2.1, Subparagraph 3.2.1.5 Will the Department accept electronic signatures from Applicants for this procurement?</p>	<p>Yes. All applications must be submitted electronically. See Section 3, Application Process, Subsection 3.3, Procurement Timetable and Contact Information, Paragraph 3.3.2.</p>
26.	<p>Section 3, Application Process, Subsection 3.2, Application Content, Paragraph 3.2.6 Can Vendors submit references that the Vendor has used to apply to a previous Request for Applications?</p>	<p>Yes.</p>

**New Hampshire Department of Health and Human Services
Transportation Services**



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27.	<p>Appendix D</p> <p>Can the Department furnish an estimate of total unduplicated clients to be served per region and total trips projected per client?</p>	<p>In state fiscal year Transportation Providers provided 123,000 one-way trips. BEAS reporting does not have unduplicated people served for this service at this time.</p>
28.	<p>General</p> <p>Can the Department please provide a list of current transportation vendors providing this service by region and copies of current contracts?</p>	<p>The current contracts for Transportation Services are published on the New Hampshire Secretary of State's website with the agenda for the Governor and Executive Council meeting on June 29, 2022. To view the current Transportation contracts, please visit the New Hampshire Secretary of State's website at: https://sos.nh.gov/administration/miscellaneous/governor-executive-council/2022-meetings/june-29-2022/june-29-2022/. The Transportation contracts are published as Item #46 at: https://sos.nh.gov/media/l2zp0rbt/046-gc-agenda-06292022.pdf.</p>
29.	<p>General</p> <p>Are vendors selected to provide services under this RFA required to provide attendants or monitors to assist individuals receiving services?</p>	<p>Yes.</p>
30.	<p>General</p> <p>Is Friends and Family Mileage Reimbursement as used in Medicaid programs allowable for this program?</p>	<p>No, transportation services for individuals will not be reimbursed when duplicative of any other program or service, such as Friends and Family Mileage Reimbursement. He-E 502.31(f). https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/he-e-502-older-americans-act-administrative-rule.pdf</p>
31.	<p>General</p> <p>Can the Department please provide an estimate for the number of ambulatory and wheelchair trips by region per year or month?</p>	<p>No. The Department does not have this information available.</p>
32.	<p>General</p> <p>Will the Department provide a list of vehicles, including vehicle type, currently in use to provide these services?</p>	<p>Selected Vendors must provide an Annual Driver and Vehicle Report that lists the make, model, and owner of each vehicle used to provide services. The Annual Driver and Vehicle Report for 2022 is due on January 31, 2023. There was no required Annual Driver and Vehicle Report for 2021, so the Department does not currently have this information. See Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.31, Reporting Requirements, Subparagraph 1.2.31.4.</p>

**New Hampshire Department of Health and Human Services
Transportation Services**



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33.	<p>General</p> <p>1) What is the estimated mileage of one-way trips for each geographic area?</p> <p>2)What is the estimated number of one-way trips requiring wheelchair-accessible vans for each geographic area?</p>	<p>1)The Department does not collect data on mileage, as payment is based on a flat rate per trip.</p> <p>2) The Department does not have this information available.</p>
34.	<p>General</p> <p>Why must selected Vendors forgo soliciting donations from APS clients for one full year after an APS case is closed?</p>	<p>Please see Addendum #1. Vendors cannot solicit donations from an individual with an open APS case. Vendors can solicit donations when they are notified that an APS case is no longer open.</p>
35.	<p>General</p> <p>Where can Vendors find applicable local, state, and federal transportation safety standards related to passenger safety besides those listed in this RFA?</p>	<p>State and Federal rules and regulations are available to the public through the applicable State and Federal agencies.</p>
36.	<p>General</p> <p>Will selected Vendors be allowed to restrict services to individuals who are mobile and do not require lift assistance?</p>	<p>Selected Vendors must provide services for individuals who live in independent living settings and are eligible for services in accordance with New Hampshire Administrative Rule He-E 502 and/or The Older Americans Act Services: Title IIIB- Supportive Services, including eligible individuals that use a wheelchair.</p>