



OFFICIAL RESPONSES TO VENDOR QUESTIONS
 RFA-2024-DES-03-OUTOF

No.	Section	Question	Answer
1.	Section 2. Statement of Work, Subsection 2.2. Training and Technical Assistance, Paragraphs 2.2.1.1. and 2.2.4.1. through 2.2.4.4. and 2.2.11.1. through 2.2.11.13.6.7.	Will the Department provide thorough training to the selected Vendor on all of the components of New Hampshire Connections Information System (NHCIS) that are required through this contract and additional training as required in the future development of the system? See specific sections noted below: a. pg. 6, 2.2.1.1. and 2.2.1.1.1.1.- Survey Tool; b. pg. 8, 2.2.4. (2.2.4.1. through 2.2.4.4.) - Utilize NHCIS to track and record technical assistance (TA) and trainings; and c. pg. 11, 2.2.11. (2.2.11.1. through 2.2.11.13.6.7.) - Vendor must provide training and TA to out-of-school (OST) staff on utilizing NHCIS. d. No specific page number or sections for: 1. Report Production. 2. Modifying, changing, adding components to enhance data collection and report production.	Yes. The Department will provide the training and tools for and training modules for use when training and supporting Child Care Providers (CCP).
2.	Section 2. Statement of Work, Subsection 2.2. Training and Technical Assistance, Paragraph 2.2.1.7.	Please clarify. Section 2.1.1.6. on pg. 8, which states to refer to Exhibit B-2 - Child Care Access & Regional Systems Coordination. Could you please clarify and/or provide this Exhibit?	This exhibit was labeled incorrectly. Please see attached Appendix E - Child Care Access.
3.	Section 2. Statement of Work, Subsection 2.2. Training and Technical Assistance, Paragraph 2.2.1.2.	What is the Department's definition of "Listening Sessions"?	Please see Addendum #1.
4.	Section 2. Statement of	Please clarify the definition of a literature review.	Please see Addendum #1.

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	Work, Subsection 2.2. Training and Technical Assistance, Paragraph 2.2.1.5.		
5.	Section 2. Statement of Work, Subsection 2.2. Training and Technical Assistance, Paragraph 2.2.1.7.	Does the Department provide or have a preferred "Train the Trainer" training for Cultural Competence and Responsive training for the selected Vendor staff to be able to provide this training to OST time child care providers (CCP)?	Yes. The Department will provide several virtual options for selected Vendor staff to attend and/or access.
6.	Section 2. Statement of Work, Subsection 2.2. Training and Technical Assistance, Paragraph 2.2.7.	Will the selected Vendor be able to use contract funds to pay for event space and food when providing events such as, but not limited to, the annual Back to School Conference and the Spring/Summer Readiness Conference?	Yes, with Department approval.
7.	Section 2. Statement of Work, Subsection 2.2. Training and Technical Assistance, Paragraph 2.2.14.1.11.	Does the Department provide or have a preferred training available for the selected Vendor on the New Hampshire Child Care Scholarship Program?	Yes. The training materials and tools are in development by and will be made available to the selected Vendor.
8.	Section 2. Statement of Work, Subsection 2.2. Training and Technical Assistance, Paragraphs 2.2.15. and 2.2.16.	A. Does the selected Vendor have the opportunity to update "A Guide to Social and Emotional Learning for the OST Professional" and "A Suspension and Expulsion Prevention Policy Guide for New Hampshire OST Programs" with approval from the Department before offering these trainings? B. These guides have not had a revision since their creation in 2020. It is strongly recommended by several authors of these guides, that these documents should be revised every two years to remain current and to be used effectively by OST	A. Yes. B. Yes.

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		CCPs. Is it possible to build into the contract a revision and department review for 2023 & Spring of 2025?	
9.	Section 2. Statement of Work, Subsection 2.4. Workforce Development, Paragraph 2.4.2.5.	The website given does not go to a self-care and wellness page on https://www.nh-connections.org/ , please clarify what content and resources will be needed for this page and a link to the actual self-care and wellness page.	The webpage referenced in the RFA is currently undergoing a major revision and the page(s) and content in question are in development. The content and resources will focus on how OST staff can prioritize their personal health and social and emotional needs. The expectation is the selected Vendor will gather resource links and suggestions from CCP feedback.
10.	Section 2. Statement of Work, Subsection 2.4. Workforce Development, Paragraph 2.4.3.	Who are the seven (7) Regional Leads referred to in 2.4.3., pg. 21?	Please see Addendum #1.
11.	Section 2. Statement of Work, Subsection 2.5. Reporting, Paragraph 2.5.	A. Will data collection and reporting be based on the seven (7) regions as shown in Appendix E, instead of what is required currently (North, South, East, West)? B. Will the selected Vendor have input on how the quarterly and annual reports are structured?	A. Yes. B. Yes.
12.	Section 2. Statement of Work, Subsection 2.6. Performance Measures, Paragraph 2.6.1.	A. Will NHCIS be set up and capable of accessing and inputting data required for performance measures by the contract start date of July 1, 2023? B. Will the Department provide training on this? C. How will the selected Vendor be able to access data in NHCIS to be able to establish baseline for each performance measure at the start of the contract?	A. Yes. B. Yes. C. The Department will provide data.
13.	Section 2. Statement of Work, Subsection 2.6. Performance Measures, Paragraph 2.6.1.1.	Will the Department consider revising the performance measure for OST Capacity Building, outlined specifically in 2.3.1.1. & 2.3.1.1.1. to read: "25% of all trainings and technical assistance provided directly support the expansion and/or establishment of OST CCP slots?"	No. The Department will not make any changes to the performance measures.
14.	Section 2. Statement of	Please clarify the difference in percentages for 2.6.1.5. & 2.6.1.8., pg. 22. A. It appears to be measuring the same deliverable of	A. Section 2. Statement of Work, Subsection 2.6. Performance Measures, 2.6.1.5., refers to individual trainings, virtual or live, that are not held at a multi-topic

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	Work, Subsection 2.6. Performance Measures, Paragraphs 2.6.1.5. and 2.6.1.8	<p>percentage of workforce participating in trainings.</p> <p>B. How will the variables, such as duplicate accounts in NHCIS, staff that leave the workforce, etc., be accounted for?</p> <p>C. What will be included in the NHCIS data to make up this baseline number?</p> <p>D. We would like to include technical assistance (TA) as a component of both of the performance measures, For example, we propose that this inclusion would read as: "Forty percent (40%) of OST workforce statewide participate in one or more trainings, TA or conferences outlined in the Scope of Work, based on NHCIS data as of contract effective date"</p> <p>E. Do the Pro Solutions trainings provided for OST CCP count as performance measure?</p>	<p>training session or conference venue. Section 2. Statement of Work, Subsection 2.6. Performance Measures, 2.6.1.8., refers to individuals attending a multi-topic, multi-presenter training venue or conference.</p> <p>B. Only the actual attendees will count towards the percentage, not the registered number. Duplicate accounts are being purged and measures are being taken to prevent duplication in NHCIS.</p> <p>C. Training participation records in OST topics training and/or OST identified staff training records.</p> <p>D. The Department will not make any changes to the performance measures.</p> <p>E. No.</p>
15.	Section 2. Statement of Work, Subsection 9. Compliance, Paragraphs 9.6.1. through 9.6.1.3.	Will all of the selected Vendors' consultants be required to undergo a criminal background check, a name search through the Bureau of Elderly and Adult Services (BEAS) and a name search of Division for Children, Youth and Families (DCYF) Central Registry?	Yes.
16.	Section 2. Statement of Work, Subsection 9.8. 9.8. Department Owned Devices, Systems and Network Usage, Paragraph 9.8.1.	<p>A. Will the selected Vendor be required to use a Department issued device or access the Department's network?</p> <p>B. Is NHCIS considered the Department's network?</p> <p>C. If so, how will this be accomplished to ensure the smooth transition of services</p>	<p>A. Yes.</p> <p>B. Yes.</p> <p>C. Training and technical assistance will be provided.</p>
17.	General Question	For the submission of this solicitation, are there certain document formatting requirements for any or all of the documents required to be submitted?	See Subsection 6. Solicitation Response Submission Instructions and Subsection 7. Solicitation Response Requirements.