



OFFICIAL RESPONSES TO VENDOR QUESTIONS
 RFP #RFA-2024-NHH-01-TEMPO

No.	Question	Answer
1.	<p>General Question</p> <p>Can the Department provide information on the Temporary Staff agreements currently in place?</p>	<p>Links to the current agreements and amendments are provided below:</p> <p>Link 1</p> <p>Link 2</p>
2.	<p>General Question</p> <p>Is the Department interested in receiving alternative delivery model proposal responses?</p>	<p>No, this is an RFA and the Department has provided a specific scope of services and payment rates.</p>
3.	<p>General Question</p> <p>Can you share the pricing proposals of current Contractors?</p>	<p>No. The current contracts were procured through a Request for Applications and price proposals were not submitted. Applications submitted by current contractors can only be obtained through the submittal of a Right To Know request.</p>
4.	<p>General Question</p> <p>Can the Department provide a list of skillsets that previous Temporary Staff agreements covered?</p>	<p>Please see the current contracts referenced above.</p>
5.	<p>General Question</p>	<p>No.</p>

**New Hampshire Department of Health and Human Services
Temporary Staff Services**



No.	Question	Answer
	Does the Department utilize any applications for invoicing and timekeeping at either facility?	
6.	General Question What is the current number of contracted temporary workers with New Hampshire Hospital and Glencliff Home?	As of 04/01/2023, Glencliff Home has five (5) temporary staff workers. As of 12/31/22, New Hampshire Hospital had 76 temporary staff workers. See Addendum #1.
7.	General Question Does the Selected Contractor need to be locally based in New Hampshire?	No.
8.	General Question Does the Department prefer to enter into an agreement with a local vendor?	No.
9.	General Question Are electronic signatures permitted when it is time for an agreement to be signed?	Yes.
10.	General Question When the Department selects an applicant, can the awarded applicant be referred to as something other than a	No, see Appendix A, Section 11, Contractor's Relation To The State.



No.	Question	Answer
	"contractor?"	
11.	General Question Are both public and private applicants permitted to apply?	Yes.
12.	General Question Is the Department guaranteeing a minimum number of hours for temporary staff assigned at either facility?	No.
13.	General Question Can a Vendor substitute their own terms and conditions through its template when entering into a contract with the Department?	No.
14.	Section 1, Purpose and Overview, Subsection 1.1., Introduction Will the Selected Contractor be required to provide temporary advanced medical practitioners and/or physicians?	No.
15.	Section 1, Purpose and Overview, Subsection 1.1., Introduction Will a contract be awarded to just one or	The Department anticipates awarding one (1) or more contract(s) for the services in this solicitation. See Section 1. Purpose and Overview, Subsection 1.1., Introduction.



No.	Question	Answer
	multiple vendors to provide staff to both New Hampshire Hospital and Glenclyff Home?	
16.	<p>Section 1, Purpose and Overview, Subsection 1.1., Introduction</p> <p>Will a total of 50 professional staff be needed for both sites combined over the course of the contract or is it 50 per site?</p>	<p>The estimated number of staff is a total for both sites over the course of the agreement. This number has changed to 80, see Addendum #1</p>
17.	<p>Section 1. Purpose and Overview, Subsection 1.1., Introduction</p> <p>What is the number of job openings available between New Hampshire Hospital and Glenclyff Home?</p>	<p>The Department estimates a total of 80 professional staff will be needed over the course of the contract. See Section 1. Purpose and Overview, Subsection 1.1., Introduction, and Addendum #1.</p>
18.	<p>Section 1. Purpose and Overview, Subsection 1.2., Key Information</p> <p>What is the expected start date and end date of this eventual agreement?</p>	<p>See Section 1. Purpose and Overview, Subsection 1.2., Key Information.</p>
19.	<p>Section 1. Purpose and Overview, Subsection 1.2., Key Information and Section 2, Statement of Work, Subsection 2.7., Compensation and</p>	<p>See Section 2, Statement of Work, Subsection 2.7., Compensation and Contract Value, Paragraph 2.7.1.</p>



No.	Question	Answer
	<p>Contract Value, Paragraph 2.7.1.</p> <p>What is the estimated budget of the resulting contract?</p>	
20.	<p>Section 1. Purpose and Overview, Subsection 1.2., Key Information and Section 2, Statement of Work, Subsection 2.7., Compensation and Contract Value, Paragraph 2.7.1.</p> <p>Does the funding mentioned in the solicitation reflect funding for both New Hampshire Hospital and Glenclyff Home?</p>	<p>Yes, see Section 1. Purpose and Overview, Subsection 1.2., Key Information and Section 2, Statement of Work, Subsection 2.7., Compensation and Contract Value, Paragraph 2.7.1.</p>
21.	<p>Section 1, Purpose and Overview, Subsection 1.4., Background, Paragraph 1.4.3, Objective</p> <p>Is this solicitation meant to supplement the current pool of temporary workers?</p>	<p>No, this is a new agreement to provide Temporary Staff to New Hampshire Hospital and Glenclyff Home. See Section 1, Purpose and Overview, Subsection 1.4., Background, Paragraph 1.4.3, Objective.</p>
22.	<p>Section 2, Statement of Work, Subsection 2.1., Scope of Services, Paragraph 2.1.4.</p> <p>Are required orientation hours billable to the Department?</p>	<p>Yes.</p>
23.	<p>Section 2, Statement of Work, Subsection 2.3., LNA Position</p>	<p>No.</p>

**New Hampshire Department of Health and Human Services
Temporary Staff Services**



No.	Question	Answer
	<p>Requirements</p> <p>Can Certified Nursing Assistants (CNA's) be used to fill potential Licensed Nursing Assistant (LNA's) openings?</p>	
24.	<p>Section 2, Statement of Work, Subsection 2.6., Temporary Staffing Requirements, Paragraph 2.6.5.</p> <p>How long do you anticipate staff to stay contracted with the Department?</p>	<p>See Subsection 2.6, Temporary Staffing Requirements, Paragraph 2.6.5.</p>
25.	<p>Section 2, Statement of Work, Subsection 2.7. Compensation and Contract Value</p> <p>Are the rates listed in the RFA negotiable?</p>	<p>No.</p>
26.	<p>Section 2, Statement of Work, Subsection 2.7., Compensation and Contract Value</p> <p>Is it necessary to include a separate pricing proposal in our response for short-term rates and per-diem rates for all staff, or will the vendors who are awarded the contract be compensated at the rates specified in the RFA?</p>	<p>Vendors may not submit separate pricing proposals, as the selected Vendor(s) will be compensated at the rates specified in the RFA. See Section 2, Statement of Work, Subsection 2.7. Compensation and Contract Value.</p>



No.	Question	Answer
27.	<p>Section 2, Statement of Work, Subsection 2.7., Compensation and Contract Value</p> <p>Do the per diem rates in Section 2, Statement of Work, Subsection 2.7., Compensation and Contract Value apply to traveling staff who meet these criteria, or are these rates for local and per diem staff as well?</p>	<p>These rates are the same for all Temporary Staff.</p>
28.	<p>Section 2, Statement of Work, Subsection 2.7. Compensation and Contract Value</p> <p>How were billing rates determined by the Department?</p>	<p>Rates were determined by funding made available to both facilities and based on area demographics of pay rates.</p>
29.	<p>Section 2, Statement of Work, Subsection 2.7. Compensation and Contract Value, and Section 1, Purpose and Overview. Subsection 1.2., Key Information.</p> <p>Will contracted vendors be able to increase or decrease rates at any point during the contracted period?</p>	<p>No, funding and rates are established by the Department. See Section 1, Purpose and Overview. Subsection 1.2., Key Information.</p>
30.	<p>Section 2, Statement of Work, Subsection 2.7. Compensation and Contract Value, and Section 1, Purpose</p>	<p>Though the Department does not anticipate funds being added, the Department does reserve the right to do so. See Section 1, Purpose and Overview. Subsection 1.2., Key Information.</p>



No.	Question	Answer
	<p>and Overview. Subsection 1.2., Key Information.</p> <p>Is the budget described in the Statement of Work fixed, or does the Department have the ability to increase the budget?</p>	
31.	<p>Section 2, Statement of Work, Subsection 2.7. Compensation and Contract Value, Paragraph 2.7.2.</p> <p>Will the awarded rates under this contract go into effect for current clinicians on assignment at the start of this new contract or will it only apply to new clinicians?</p>	<p>This is a new solicitation for provider(s) of Temporary Staff. Rates will apply to all Temporary Staff under the resulting agreement(s) on the effective date of the agreement(s).</p>
32.	<p>Section 2, Statement of Work, Subsection 2.8, Mandatory Questions, Paragraph 2.8.1., Question 1, and Appendix C, Technical Responses to Questions, Question 1</p> <p>Is there a skill set that the Department is looking for vendors to highlight in particular when we are describing our ability to perform the entire Scope of Work?</p>	<p>The requisite skill sets are described for each position in detail in the RFA.</p>
33.	<p>Section 5, Solicitation Response Submission Instructions</p>	<p>Word documents and PDF are both accepted file formats.</p>



No.	Question	Answer
	<p>What type of file format can submitted documentation be in?</p>	
<p>34.</p>	<p>Section 5, Solicitation Response Submission Instructions, Subsection 5.2. and Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents</p> <p>When applicants send documentation via e-mail, can all documents be in one e-mail or does all documentation need to be sent in separate e-mails?</p>	<p>See Section 5, Solicitation Response Submission Instructions, Subsection 5.2.</p>
<p>35.</p>	<p>Section 5, Solicitation Response Submission Instructions, Subsection 5.2. and Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents</p> <p>Are applicants required to send anything else that is not mentioned in Section 5, Solicitation Response Submission Instructions, Subsection 5.2., or Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents?</p>	<p>No.</p>
<p>36.</p>	<p>Section 5, Solicitation Response Submission Instructions, Subsection 5.2. and Section 6, Solicitation</p>	<p>Yes. We have also provided Word Document versions of the Appendix B and C on the web posting. Appendix A does not need to be returned to the Department.</p>



No.	Question	Answer
	<p>Response Requirements, Subsection 6.2., Technical Response Contents</p> <p>Can Applicants convert Appendix A, B and C in word format?</p>	
37.	<p>Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents</p> <p>Are applicants required to send a copy of the Certificate of Insurance and a copy of the Business License with their application?</p>	<p>No, see Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents.</p>
38.	<p>Section 6., Solicitation Response Requirements, Subsection 6.2., Technical Response Contents</p> <p>What are applicants required to send to the Department to have their application considered?</p>	<p>See Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents.</p>
39.	<p>Section 6., Solicitation Response Requirements, Subsection 6.2., Technical Response Contents</p> <p>Are applicants required to submit each Appendix separately or can they be combined into one file?</p>	<p>Applicants can send the documents required in Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents together or separately.</p>



No.	Question	Answer
40.	<p>Section 6., Solicitation Response Requirements, Subsection 6.2., Technical Response Contents</p> <p>Can the Department provide Appendix A, B, C in word format?</p>	<p>Appendix A does not need to be returned, see web posting for additional file formats.</p>
41.	<p>Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents, Paragraph 6.2.1., Subparagraph 6.2.1.1.</p> <p>Are applicants required to have a vendor code upon applying?</p>	<p>No, but a vendor code is required to enter into a contractual agreement. See Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents, Paragraph 6.2.1., Subparagraph 6.2.1.1.</p>
42.	<p>Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents, Paragraph 6.2.1., Subparagraph 6.2.1.1.</p> <p>Where can applicants acquire a vendor number from State of New Hampshire Department of Administrative Services?</p>	<p>See Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents, Paragraph 6.2.1., Subparagraph 6.2.1.1.</p>
43.	<p>Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents, Paragraph 6.2.3., Resumes</p> <p>Is the Selected Contractor required to</p>	<p>Resumes are only required from key personnel when applying, but resumes for all staff are required for onboarding after a contract is awarded. See Section 2, Statement of Work, Subsection 2.1., Scope of Services, Paragraph 2.1.2, Subparagraph 2.1.2.2., and see Section 6, Solicitation Response Requirements.</p>



No.	Question	Answer
	<p>send resumes of all staff assigned to work on this contract or are they only required for key personnel of the Selected Contractor?</p>	
44.	<p>Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents, Paragraph 6.2.3., Resumes</p> <p>Are Applicants required to submit redacted and unredacted resumes of key personnel to the Department?</p>	<p>Yes. See Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents, Paragraph 6.2.3., Resumes.</p>
45.	<p>Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents, Paragraph 6.2.3., Resumes</p> <p>May Applicants submit resumes for our entire program management team, not just the program manager?</p>	<p>Vendors must submit resumes for those key personnel who would be primarily responsible for meeting the terms and conditions of any agreement resulting from this Solicitation. See Section 6, Solicitation Response Requirements, Subsection 6.2., Technical Response Contents, Paragraph 6.2.3. Resumes.</p>
46.	<p>Section 7., Additional Terms and Requirements , Subsection 7.2., Collaborative Solicitation Responses</p> <p>Are applicants required to use subcontractors to fulfill the Scope of Work?</p>	<p>No.</p>



No.	Question	Answer
47.	<p>Section 7, Additional Terms and Requirements, Subsection 7.8., Public Disclosure, Paragraph 7.8.2.</p> <p>Should material submitted to the Department contain materials deemed confidential by the applicant, does the letter from the applicant highlighting the confidential material have to be included with the initial application and is there a specific format required?</p>	<p>Yes. The letter highlighting confidential material must be sent with the initial application. The format of the letter must be in either a Word Document or PDF.</p>
48.	<p>Section 7, Additional Terms and Requirements, Subsection 7.8., Public Disclosure, Paragraph 7.8.2.</p> <p>If confidential information is provided within our response, is a redacted copy required, or do you only require the sections to be marked confidential?</p>	<p>Both are required, see Section 7, Additional Terms and Requirements, Subsection 7.8., Public Disclosure., Paragraph 7.8.2.</p>
49.	<p>Appendix A – Form P-37 General Provisions and Standard Exhibits, Form P-37</p> <p>Will the Department allow changes to the P-37 after entering into an agreement with the Department?</p>	<p>Please see Section 4.2.3, Exceptions.</p>
50.	<p>Appendix A – Form P-37 General Provisions and Standard Exhibits, Form</p>	<p>No, see Section 5, Solicitation Response Submission Instructions, Subsection 5.2. and Section 6., Solicitation Response</p>



No.	Question	Answer
	<p>P-37</p> <p>Are Applicants required to return Appendix A with their applications?</p>	<p>Requirements, Subsection 6.2., Technical Response Contents</p>
<p>51.</p>	<p>Appendix A – Form P-37 General Provisions and Standard Exhibits, Form P-37, Section 7, Subsection 7.1.</p> <p>Will the Contractor be able to delete and replace Form P-37 General Provisions and Standard Exhibits, Form P-37, Section 7, Personnel with their own provided language?</p>	<p>No. Please see Section 4.2.3, Exceptions, Subsection 4.2.3.3.</p>
<p>52.</p>	<p>Appendix A – Form P-37 General Provisions and Standard Exhibits, Form P-37, Section 8, Event of Default Remedies, Subsection 8.2., Paragraphs 8.2.2 and 8.2.3.</p> <p>Can Form P-37, Section 8, Event of Default Remedies, Subsection 8.2., Paragraphs 8.2.2 and 8.2.3 be omitted?</p>	<p>No. However, the Department may consider negotiating changes.</p>
<p>53.</p>	<p>Appendix A – Form P-37 General Provisions and Standard Exhibits, Form P-37, Section 12, Assignment/Delegation/Subcontracts</p>	<p>No.</p>



No.	Question	Answer
	<p>Can the Department omit Form P-37, Section 12, Assignment/Delegation/Subcontracts?</p>	
54.	<p>Appendix A – Form P-37 General Provisions and Standard Exhibits, Exhibit I, Health Insurance Portability and Accountability Act Business Associate Agreement</p> <p>Can Exhibit I, Health Insurance Portability and Accountability Act Business Associate Agreement be omitted?</p>	<p>Yes, See Addendum #1.</p>
55.	<p>Appendix B - Transmittal Letter and Vendor Information</p> <p>Are applicants required to fill all fields in Appendix B - Transmittal Letter and Vendor Information?</p>	<p>Yes, see Appendix B - Transmittal Letter and Vendor Information.</p>
56.	<p>Appendix B - Transmittal Letter and Vendor Information</p> <p>May applicants attach additional sheets to the Executive Summary required in Appendix B - Transmittal Letter and Vendor Information?</p>	<p>Yes.</p>



No.	Question	Answer
57.	Appendix B - Transmittal Letter and Vendor Information Is there a page limit for the Executive Summary?	There is no page limit for the Executive Summary, however the e-mail attachment limit is 10 MB per e-mail.
58.	Appendix B - Transmittal Letter and Vendor Information May applicants indicate references to attachments included in the Executive Summary?	Yes.
59.	Appendix C - Technical Response to Mandatory Questions May applicants use additional pages to provide answers to questions in Appendix C, Vendor Technical Response to Mandatory Questions?	Yes. See Appendix C, Vendor Technical Response to Mandatory Questions.