



**New Hampshire Department of Health and Human Services  
Electronic Visit Verification System**

**OFFICIAL RESPONSES TO VENDOR QUESTIONS  
RFP-2022-DLTSS-05-ELECT**

No.	Question	Answer
1.	<p><b>Section 1, Overview and Schedule of Events, Subsection 1.1, Executive Summary</b> 1.1 The Department plans to implement an open EVV model with one EVV contractor, allowing providers and managed care organizations (MCOs) with existing EVV Systems to continue to use those systems.</p> <p>1) Do any of the three MCOs have an existing EVV system?</p> <p>2) Is the State aware of any MCOs that intend to use an alternate EVV system?</p> <p>3) Does the State have any information on how many providers are planning to use a third party EVV system?</p>	<p>1. Yes, NH Healthy Families and AmeriHealth Caritas NH. 2. The MCOs are waiting for direction from the Department. 3. The number is not known. In June 2020, the Department surveyed providers; 46 responded and 73% did not have an EVV system.</p>
2.	<p><b>Section 1, Overview and Schedule of Events, Subsection 1.1, Executive Summary</b> The EVV system must support all members including those who utilize member-directed service models and be designed in such a way that it does not hinder the flexibility of members/families in scheduling or choice in where they receive their services, whether in their home or in the community.</p> <p>1) Please provide more details on the Self-Directed program, specifically:</p>	<p>1.a.</p> <ul style="list-style-type: none"> <li>• State Plan = 535</li> <li>• CFI Waiver = 3</li> <li>• ABD, DD and IHS Waivers = 1,500</li> </ul> <p>1.b. Unknown</p> <p>2. Yes</p> <ul style="list-style-type: none"> <li>• State Plan – Granite State Independent Living</li> <li>• CFI Waiver – Guardiantrac, GT Independence</li> </ul>



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No.	Question	Answer
	<p>a) Total number of members in the Self-Directed program</p> <p>b) Total number of unique caregivers in the Self-Directed program</p> <p>2) Does the Self-Directed program use Fiscal Intermediaries (FIs)? If yes, please provide their names.</p> <p>3) Does the Self-Directed program have agencies that provide program support? If so, how many?</p> <p>4) Do any of the Self Directed FIs/Agencies have EVV systems?</p> <p>5) Will the State's member file be able to specify the FI/Agency that the member is associated with?</p>	<ul style="list-style-type: none"> <li>• ABD, DD and IHS Waiver Area Agencies               <ul style="list-style-type: none"> <li>○ Area Agency Of Greater Nashua, Inc.</li> <li>○ Behavioral Health and Developmental Services of Strafford County</li> <li>○ Community Bridges</li> <li>○ Community Crossroads, Inc.</li> <li>○ Developmental Services of Sullivan County, Inc.</li> <li>○ Lakes Region Community Services Council</li> <li>○ Monadnock Developmental Services, Inc.</li> <li>○ Moore Center Services, Inc.</li> <li>○ Northern Human Services</li> <li>○ One Sky Community Services, Inc.</li> </ul> </li> </ul> <p>3. Yes, the ABD, DD and IHS Waiver Area Agencies.</p> <p>4. Yes, some do but the exact number is unknown.</p> <p>5. No. That information exists in service authorizations for specific services.</p>
3.	<p><b>Section1 Overview and Schedule of Events</b> <b>SOW Overview</b> As the state has elected to implement an open/hybrid EVV model for providers and MCOs, does the Department intend to amend MCO contracts to include a mandate that all MCOs procure an EVV solution? This is currently in place in multiple other states, such as Pennsylvania, Florida, New Jersey, Iowa, among others.</p>	<p>Not at this time.</p>
4.	<p><b>Section1 Overview and Schedule of Events</b> <b>SOW Overview</b></p>	<p>Yes.</p>



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	With the inclusion of member-directed service models in the scope for this RFP, are these members included in the 15,000 clients receiving EVV related services from the 145 service providers? Can the state provide the number of clients this RFP will cover broken out by member-directed and provider agency?	See response to Section 1, Overview and Schedule of Events, Subsection 1.1, Executive Summary, above.
5.	<p><b>Section 1 Overview and Schedule of Events SOW Overview</b></p> <p>Can the State further break down the 15,000 clients by those receiving Personal Care Services (PCS) and those receiving Home Health Services (HHCS)?</p>	<ul style="list-style-type: none"> <li>• Personal Care = 10,824 clients</li> <li>• Home Health Care Services = 10,782 clients</li> </ul> <p>This information is based on calendar year 2020 dates of service and claims paid through 4/19/2021. See Addendum #3.</p>
6.	<p><b>Appendix B, Business/Technical Requirements and Deliverables, Section 3, Scope of Work, Subsection 3.4 Functional Scope of Project, Paragraph, 3.4.1, Subparagraph 3.4.1.2</b></p> <p>Will the Department re-word this section?</p>	No. Vendors must respond to the requirement 3.4.1.2 as it is stated in the RFP and may make suggestions as part of their proposal.
7.	<p><b>Section 2, Proposal Submission, Deadline, and Location Instructions, Subsection 2.1, Proposal Submission, Subsection 2.2.1, Electronic Proposals</b></p> <p>Since files must be under 10MB, can we submit our technical proposal in several emails, clearly marking the proposal's order?</p>	Yes.
8.	<p><b>Section 2 - Proposal Submission, Deadline, and Location Instructions</b></p> <p><b>Section 3 - Proposal Organization, Content, and Required Items</b></p>	Yes, the Cost proposal must be a separate document.



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	Can the State confirm that the Vendor's cost proposal must be in a separate document from the Technical proposal?	
9.	<p><b>Section 2 - Proposal Submission, Deadline, and Location Instructions</b></p> <p>Appendix G, as provided to vendors via email on January 3, 2022, is currently an Excel sheet. Does the State prefer vendors to submit a completed Appendix G as a PDF file or to keep it in Excel format?</p>	Please submit Appendix G as both a PDF file and an Excel spreadsheet.
10.	<p><b>Section 3, Proposal Organization, Content and Required Items, Subsection 3.1, Proposal Organization, Subsections f and g</b></p> <p>Which Appendix does the State expect bidders to answer questions to? (Appendix C, 26 topics; or G- Excel matrix)?</p>	Vendors must provide a response for each topic and questions in Appendix C-Topics for Mandatory Responses. Vendors must also respond in the vendor-designated columns in the Business/Technical Requirements workbook Appendix G-EVV Matrix.
11.	<p><b>Section 3, Proposal Organization, Content and Required Items, Subsection 3.1, Proposal Organization, Subsections f and g</b></p> <p>We read the RFP as Section III aligns with Appendix G and Section IV aligns with Appendix C – is that correct?</p>	Yes.
12.	<p><b>Section 3, Proposal Organization, Content and Required Items, Subsection 3.1, Proposal Organization, Subsection h</b></p> <p>For Section V (Corporate Qualifications), does the State expect bidders to answer questions in Appendix D1 and D2?</p>	Yes.
13.	<p><b>Section 3, Proposal Organization, Content and Required Items, Subsection 3.1, Proposal Organization, Subsection i</b></p> <p>For Section VI (Qualifications of Key Vendor staff), does the State expect bidders to answer questions in Appendix D3?</p>	Yes.



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No.	Question	Answer
14.	<p><b>Section 3, Proposal Organization, Content and Required Items, Subsection 3.1, Proposal Organization, Subsection 3.1.11.</b></p> <p>This section states: "Section VIII provides for extra materials as referenced in the Topic for Mandatory responses Appendix such as Product Literature, Ad Hoc/Federal Reporting, Interface Standards, Testing (For UAT Plan) and Status Meetings and Reports."</p> <p>Please confirm that ONLY the vendor attachments listed here are required for the RFP Submission. For example, the Scoring Table on page 15 indicates a Communications Plan and Training Plan will be part of scoring, but a sample Communications Plan nor a Training Plan is listed as mandatory attachment per Section 3.1.11.</p> <p>If there are other required vendor RFP attachments, please provide the complete set of mandatory attachments required</p>	<p>Section 3, Proposal Organization, Content and Required Items, Subsection 3.1, Proposal Organization, Subsection 3.1.11 is not a complete list. Vendors may be required to submit other attachments to their proposals as required in the various sections of RFP-2022-DLTSS-05-ELECT.</p>
15.	<p><b>Section 3, Proposal Organization, Content, and Required Items, Subsection 3.1, Proposal Organization, Paragraph 3.1.6, Responses to System Requirements and Deliverables</b></p> <p>Please confirm that Section III is specifically referencing Appendix B – Business/Technical Requirements and Deliverables.</p>	<p>It is referencing Appendices B and G.</p>
16.	<p><b>Section 3 - Proposal Organization, Content, and Required Items</b></p> <p>Will an e-signature be considered valid for the Transmittal Form Letter?</p>	<p>Yes.</p>



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17.	<p><b>Section 3, Proposal Organization, Content, and Required Items Subsection 3.1 - Proposal Organization, Content, and Required Items, Paragraph 3.1.6 Section III</b></p> <p>This section reads as background information and reference materials that do not appear to require vendor response. Does the State require vendors to respond to items within this section, or is this general information to guide the overall understanding of the State's program and goals?</p>	<p>Section 3, Proposal Organization, Content, and Required Items Subsection 3.1 - Proposal Organization, Content, and Required Items, Paragraph 3.1.6 Section III requires Vendors to complete and submit Appendix G-EVV Requirements Matrix.</p>
18.	<p><b>Section 4 Evaluation of Proposals, Subsection 4.1 Criteria for Scoring and Evaluation</b></p> <p>RFP Section 4.1 states "...a <u>maximum</u> of 250 points awarded for the Technical Proposal..." and RFP Section 4.3.2 states, "Should a vendor fail to achieve 250 <u>minimum</u> points in the preliminary scoring, it will receive no further consideration from the evaluation team..."</p> <p>Please confirm that a bidder will be required to receive the maximum 250 points for the Preliminary Technical Scoring of their proposal to be considered for continued evaluation.</p>	<p>Preliminary scoring includes the score for the Vendor's technical proposal, Vendor Company, and Staffing Qualifications. Vendors will be awarded points up to a maximum of 350 points for these three scoring categories. Vendors must achieve a score of 250 or more to be considered for continued evaluation. See Section 4 Evaluation of Proposals, Subsection 4.1 Criteria for Scoring and Evaluation, Scoring Table.</p>
19.	<p><b>Section 4, Evaluation of Proposals, Subsection 4.2, Scoring Detail, Paragraph 4.2.2, .Scoring of Vendor Staffing Qualifications</b></p> <p>What specific references required for staff for project?</p>	<p>Vendors are required to submit references for staff who will be assigned to work on this project that are relevant to the work the staff member will be performing under the resulting contract.</p>
20.	<p><b>Section 5 Terms and Conditions related to the RFP Process, Subsection 5.5 Public Disclosure, Paragraph 5.5.1</b></p> <p>RFP Section 5.5.1 states "Notwithstanding the Right-to-Know law, no information concerning the contracting</p>	<p>The contract is subject to approval by the Governor and Executive Council. At least 5 business days prior to submitting the proposed contract to the Department of Administrative Services for inclusion on the agenda for the Governor and Executive Council, the Department will</p>



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	<p>process, including, but not limited to information related to proposals, communications between the parties or contract negotiations, shall be available until a contract is approved by G&amp;C, or, if the contract does not require G&amp;C approval, until the contract has been actually awarded. This means unsuccessful Vendors shall not be notified of the outcome until that time.” RFP Section 5.11 states “A bidder questioning an agency’s identification of the selected vendor may request that the agency review its selection process. Such request shall be made in writing and be received by the agency within 5 (five) business days after the rank or score is posted on the agency website.”</p> <p>How would a bidder protest the award of the contract if the contract has already been negotiated and approved before the release of the award and the contractor’s proposal?</p>	<p>post the rank or score for each responding vendor on its website.</p>
21.	<p><b>Section 6 – Contract Terms and Award</b> Please confirm that the contractual terms are for reference only and that the only response required is for any exceptions to these terms or special provisions to be included in this list of questions/inquiries</p>	<p>Yes.</p>
22.	<p><b>Section 6 - Contract Terms and Award</b> Please confirm that Form P-37 is to be filled out by the selected vendor after award, and not part of the required response.</p>	<p>Vendors are not required to submit a completed Form P-37 with their proposal. Form P-37 will be included with any resulting contract and must be signed by the Vendor.</p>
23.	<p><b>Section 6 - Contract Terms and Award, Subsection 6.4: Standard Contract Terms</b></p>	<p>For each requirement listed in the matrix, respondents are to enter their response that best describes how the proposed solution addresses the requirement. Vendors may make comments about assumptions inherent in their</p>



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	If the state indicates a contract term is negotiable upon award, please indicate how the Vendor should respond to related Appendix G items for the RFP submission.	response in the Vendor Comments Column on Appendix G.
24.	<p><b>Section 6 - Contract Terms and Award. Subsection 6.5, Related Documents Required</b></p> <p>Please confirm these listed documents will be required of the awarded vendor and do not need to be included in vendor proposals?</p>	Yes.
25.	<p><b>Section 6 - Contract Terms and Award, Subsection 6.5. Related Documents Required</b></p> <p>The Agency will require the successful bidder to execute a Not to Exceed Contract using the P-37 State of New Hampshire General Provisions (refer to Section 6.6 State of New Hampshire General Provisions – P37 below), DHHS Exhibit I, Health Insurance and Accountability Act Business Associate Agreement, and Exhibit K, DHHS Information Security Requirements.</p> <p>Please confirm that Vendors do not need to provide any of these documents until notified of award.</p>	Vendors do not need to submit Form P-37, DHHS Exhibit I, Health Insurance and Accountability Act Business Associate Agreement, or Exhibit K, DHHS Information Security Requirements as part of their proposal. These documents will be part of any contract resulting from this RFP.
26.	<p><b>Section 6, Subsection 6.5, Related Documents Required</b></p> <p>Do we need to submit the related documents in Section 6.5 on page 24 prior to RFP submission or after the vendor is selected?</p>	The selected Vendor will be required to submit the documents prior to approval of the resulting contract.
27.	<p><b>Section 6-Contract Terms and Award, Form number P-37, General Provisions</b></p> <p>A) What does Block 1.6, Account Number refer to?</p>	A) Block 1.6 contains the account for funds used to pay for services under the resulting contract. This information will be entered by the Department.





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No.	Question	Answer
	B) What does Block 1.8, Price Limitation refer to?	B) Block 1.8 contains the maximum amount of funds that can be paid to the selected Vendor under the resulting contract. This information will be entered by the Department.
28.	<b>Appendix B Business/Technical Requirements and Deliverables</b> Does the State expect bidders to respond to anything in Appendix B or just reference it in responses?	Appendix B does not list any required responses. Vendors must respond to the Appendix B Business/Technical Requirements workbook Appendix G – EVV Requirements Matrix.
29.	<b>Appendix B, Section 3 Scope of Services</b> Would the State prefer that vendors provide devices to all users or utilize a free mobile application or IVR?	See Addendum #3. If the vendor decides to include the price for devices, devices must be priced separately as indicated in B2.9.
30.	<b>Appendix B Section 1 Statement of Work, Subsection 1.1 Concept of Operations, Chart 1.1.5</b> Please define the codes used in MMIS Mod1, MMIS Mod2 and MMIS Mod3 columns.	See Addendum #3.
31.	<b>Appendix B Section 3 Scope of Services, Subsection 3.3 Project Outcomes, Paragraph 3.3.7 Data Quality and Reliability Subparagraph 3.3.7.1</b> Please provide the DHHS Enterprise Business Intelligence (EBI) standards.	See Addendum #3.
32.	<b>Appendix B Business/Technical Requirements and Deliverables, Section 3 Scope of Services, Subsection 3.4 Functional Scope of Project, Paragraph 3.4.1, Subparagraph 3.4.1.3</b> 1) Will the State be providing MCOs with free functionality in the State's EVV Aggregator?	1) The Department will provide access to the EVV system for MCOs. 2) The exact method to provide reports to MCOs and other entities listed in Appendix B: 3.4.1.3 will be determined during requirements gathering and system design. Please list your assumptions in your response.



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	2) And will MCOs require access to the State's EVV vendor system, or are these reports sent by State users to the MCOs?	
33.	<p><b>Appendix B, Section 3 Scope of Services, Subsection 3.4 Functional Scope of Project, Paragraph 3.4.1, Subparagraph Business/Technical Requirements and Deliverables 3.4.1.3</b></p> <p>Will the Department require the MCOs to provide authorizations and paid claims data to the awarded vendor?</p>	<p>Yes. The data will be provided by either the MCOs or the MMIS, which will be determined during requirements gathering and system design. Please list your assumptions in your response.</p>
34.	<p><b>Appendix B, Section 3 Scope of Services, Subsection 3.4 Functional Scope of Project, Paragraph 3.4.1, Subparagraph Business/Technical Requirements and Deliverables 3.4.1.3</b></p> <p>Will the Department assume responsibility for the measurement of Key Performance Indicators (KPIs) necessary to achieve CMS OBC certification, as the EVV vendor will not have access to all the necessary data and will be unable to assist with KPI calculations.</p>	<p>No. In order for the Department to calculate the KPIs necessary to achieve CMS certification per OBC guidelines, the Vendor should assume that MCOs will submit authorizations and paid claims to the Vendor solution.</p>
35.	<p><b>Appendix B Section 3 Scope of Services, Subsection 3.4 Functional Scope of Project, Paragraph 3.4.2, Subparagraphs 3.4.2.3 and 3.4.2.4</b></p> <p>These two requirements seem to be applicable to the Medicaid Enterprise Certification Lifecycle (MECL) and not to Outcome Based Certification (OBC). Elsewhere in the RFP, only OBC requirements are cited. Are these two requirements correct?</p>	<p>OBC includes an Operational Readiness Review (ORR) before go-live and Certification Review (CR) after go-live as stated in 3.4.2.3 and 3.4.2.4.</p>
36.	<p><b>Appendix B, Business and Technical Requirements, Section 3, Scope of Services, Subsection 3.4, Functional Scope of Project, Paragraph 3.4.6, Subparagraph 3.4.6.1</b></p>	<p>Yes, include any additional methods that you would like to recommend in your response.</p>



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	Requires in person training. Will the State entertain remote sessions?	
37.	<p><b>Section B-2 end of first paragraph</b></p> <p>The sentence starting with Activity, Deliverable, or Milestone seems to indicate a new section. Does this belong with B-2 or is this the start of a new requirement?</p>	This paragraph addresses Table B-3: Deliverables, located directly below it.
38.	<p><b>Appendix B Table B-3 Deliverables #7</b></p> <p>What would make this deliverable “applicable”?</p>	This is applicable if the Vendor’s proposed solution includes Bring Your Own Device
39.	<p><b>Appendix B Table B-3 Deliverables #13</b></p> <p>Please provide information about the EVV data that is required to be converted?</p>	The Department has not implemented EVV. No historical EVV data will be converted. Member and service authorization data will need to be interfaced/converted with the EVV system for implementation.
40.	<p><b>Appendix B Table B-3 Deliverables #48</b></p> <p>Please define what documentation is required for the System Deployment.</p>	Documentation must include all information that describes the operation, and use of the Software, either in printed or electronic format, not otherwise identified in Table B-3.
41.	<p><b>Appendix B Section 3 Scope of Services, Subsection B-3. Additional Requirements, Paragraph 1.2</b></p> <p>Is there a current Data Transition Plan? If so, please provide the plan to enable bidders to assess the tasks involved in the conversion of current data.</p>	The Department has not implemented EVV. No historical EVV data will be converted. Member and service authorization data will need to be interfaced/converted with the EVV system for implementation. The Department does not have a current data transition plan.
42.	<p><b>Appendix C – Topics for Mandatory Responses, Appendix C, Subsection C.1 Proposed Software Solution (Topic 1)</b></p> <p>This attachment focuses on functionality of the proposed EVV solution, however the second part of this requirement asks for a cross reference back to the topics in Appendix C.</p>	Per Item 3 in Appendix C, C-1, TOPIC 1, if a Vendor provides product literature as a response to any of the items under TOPIC 1-26, the Vendor must also provide a map between the content in the literature and any of the requirements. If the literature provided by the Vendor does not address any of the requirements in TOPIC 1-26,



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	<p>The requirements in Topics 1-26 are non-functional so a mapping does not make sense.</p> <p>Please confirm that a summary of the functional topics covered in our product literature is acceptable for meeting this item.</p>	<p>the Vendor must respond to address the requirements individually.</p>
43.	<p><b>Appendix C, Topics for Mandatory Responses, Section C-1, Proposed Software Solution, Topic 1, Question 3</b></p> <p>What does the State define as product literature? Is product literature considered proprietary and confidential (e.g., product training guide; step-by-step how-tos) How should bidders map the literature with topics in the Appendix? Does that refer to the 26 Topics in Appendix C?</p>	<p>Product literature is a document that describes the functionality of the proposed software solution. Vendors can request the literature to remain confidential in their response. See Section 5, Terms and Conditions Related to the RFP Process, Subsection 5.5, Public Disclosure.</p>
44.	<p><b>Appendix C, Topics for Mandatory Responses, Subsection C.1 Proposed Software Solution, Topic 1 Question 3</b></p> <p>Should the product literature attachment be sales/marketing materials or a written description of the solution?</p>	<p>Product literature must describe the functionality of the proposed Software. See Appendix C, Subsection C.1 Proposed Software Solution, Topic 1 Item 3.</p>
45.	<p><b>Appendix C, Topics for Mandatory Responses, Subsection C.1 Proposed Software Solution, Topic 12 Item 3</b></p> <p>Provide recommendations for State staff requirements to maintain the system after Implementation..." If a SaaS is bid, therefore, no State staff are required to maintain the system, how should a bidder respond to this requirement?</p>	<p>If there are no Department staff requirements to maintain the system after implementation, Vendors should indicate in their response to Appendix C, Subsection C.1 Proposed Software Solution, Topic 12 Item 3 that there are no Department staff requirements to maintain the system after implementation.</p>
46.	<p><b>Appendix C, Topics for Mandatory Responses, Subsection C.1 Proposed Software Solution, Topics 23 Item 4 and 24 Item 1</b></p>	<p>The actual plans do not have to be submitted in the proposal but should be described as stated in the two items.</p>



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	<p>We assume Item 1 for Topic 24 Assurance of Business Continuity Plan is "...provide a plan for business continuity..." and for Topic 23 Item 4 Disaster Recovery Plan is "Provide a robust and realistic disaster recovery plan..." are project deliverables and not a requirement to provide in our response. Please confirm.</p>	
47.	<p><b>Appendix C – Topics for Mandatory Responses Subsection C.1 Proposed Software Solution, Topic 4</b></p> <p>The only reference for "C-2" is in Table C: Topics. However, this references Security and Protection of Data. Please clarify the appropriate reference for "interfaces defined in C-2 Business Requirements."</p>	<p>The C-2 Business Requirements should be a reference to Appendix G. Refer to Addendum #3.</p>
48.	<p><b>Appendix C – Topics for Mandatory Responses Subsection C.3 State Personnel and Training, Topic 11</b></p> <p>To adequately describe the details of User Training options, schedule, topics and documentation, we respectfully request that this topic's page limit be increase from 3 pages to 7-8 pages.</p>	<p>Vendors must summarize their response within three pages, but may include supplemental information as an additional attachment.</p>
49.	<p><b>Appendix C, Section C.4, Project Execution, Topic 13</b></p> <p>"Provide one or more feasible Implementation Plans", what implementation plans is the State expecting us to provide? Should there be one for each waiver? One for pilot and one for full program go-live?</p>	<p>At a minimum, one implementation plan to implement EVV is required. It is at the Vendor's discretion if they want to submit more than one plan.</p>
50.	<p><b>Appendix C, Section C.2, Security and Protection of Data, TOPIC 9 Historical Data</b></p> <p>A) What does the Department mean by historical data? B) What types of data ?</p>	<p>A) EVV transactional data from providers or data converted into the EVV system during the implementation. Historical data also refers to future</p>



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	<p>C) What is the volume of EVV data selected Vendor will be required to convert?</p>	<p>archived data within the vendors' systems and access to that data. B) Member, Service Authorization, Claims and EVV data from providers. C) This will be determined as part of the project. See Addendum #3.</p>
51.	<p><b>Appendix C, Section C.2, Security and Protection of Data, Topic 22; Hosted System</b></p> <p>The State requires the system to be available 24/7/365 (with agreed-upon maintenance downtime), and for the Vendor to provide service to customers as defined in the future Service Level Agreement (SLA) which will be developed in the contract phase.</p> <p>1) Please confirm that all final SLAs will be negotiated with the awarded vendor in the contract phase, including the SLAs in Appendix G: Service Level Agreement (Sub Section H).</p> <p>2) Will the State also be negotiating SLA liquidated damages post-award notification? If yes, will the vendor be able to negotiate and update their fees as liquidated damages are not currently specified in the RFP yet may affect a vendor's price submission.</p>	<p>1) Refer to Addendum #3. Key Performance Measures have been added. The Department may negotiate SLAs with the selected Vendor, but this is not guaranteed. 2) Yes, refer to Addendum #3.</p>
52.	<p><b>Exhibit C, Topics for Mandatory Responses, Section C-6, Ongoing Operations for the Vendor Hosted Solution, Topic 26, Support and Maintenance for a Vendor Hosted System</b></p>	<p>Vendors are required to summarize the response within 2 pages, however, 10 pages of supplemental information may be attached.</p>



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	<p>Support and Maintenance for Vendor Hosted System is a critical aspect to ongoing operations of the EVV solution.</p> <p>We respectfully request that this topic's page limit be increased from 2 pages to 10 pages.</p>	
53.	<p><b>Exhibit C, Topics for Mandatory Responses, Section C-6, Ongoing Operations for the Vendor Hosted Solution, Topic 26, Support and Maintenance for a Vendor Hosted System, Subsection 5</b></p> <p>What is the definition of maintenance service call?</p>	See Addendum #3.
54.	<p><b>Appendix E</b></p> <p>The subsections of Appendix E are numbered with a leading D, i.e., D-1.1. Is this numbering correct?</p>	No. See Addendum #3, which corrects the numbering.
55.	<p><b>Appendix E – Pricing</b></p> <p>Please confirm that as long as all content is unchanged, vendors may recreate and format Tables E-1.1. through E-1.10. for inclusion in our Cost/Price Proposal.</p>	Yes.
56.	<p><b>Appendix E – Pricing</b></p> <p>How should vendors represent truly optional costs (such as worker/client devices)? The BYOD option has no cost to the State or its provider/worker community.</p> <p>Without the use of worker/client devices, this line item would be zero.</p>	See Addendum #3.
57.	<p><b>Appendix E – Pricing</b></p> <p>Section 3.6 Project Duration anticipates pilot of the EVV system occurring in October of 2022, and statewide system go-live in January of 2023.</p>	Appendix E has been updated to indicate State Fiscal Years. Refer to Addendum #3.



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No.	Question	Answer
	<p>With this date in the middle of the State Fiscal Year (SFY), should “Year 1” in each table represent prices for only January through June 2023 (6 months post-implementation)?</p> <p>If so, then please confirm that Year 2, Year 3 and Year 4 would each represent prices for each successive SFY (12 months each). Year 4 would then align with the end of the contract term on June 30, 2026.</p>	
58.	<p><b>Appendix E, Pricing, Subsection D-1.2. Hardware Pricing and Appendix G, Business Requirements, Operations, Req. #B2.8</b></p> <p>As the device inclusion is optional, can the state clarify if devices are considered in scope for this RFP, or would negotiations and/or an amendment be required in order to add devices?</p>	<p>If the Department selects a Vendor that offers devices, and chooses to include them in the resulting contract, the devices would be required as part of the contract.</p> <p>Alternatively, changes to the scope of services, including changes to the requirement to provide devices, could be made at a later date by an amendment to the contract, with the agreement of both parties and approval by the Governor and Executive Council. See Addendum #3.</p>
59.	<p><b>Appendix E Section E-1.1, Table E-1.1 Activity/Deliverables or Milestones Pricing Worksheet, Line 50</b></p> <p>Is the On-Going Hosting Support cost for the Implementation Phase? If not, please explain the difference is this requirement versus D-1.5 Hosting Pricing.</p>	<p>The Department removed the line for Ongoing Hosting Support was since those costs should be reflected in E-1.5. See Addendum #3.</p>
60.	<p><b>Appendix E Section E-1.1, Table E-1.1 Activity/Deliverables or Milestones Pricing Worksheet, Line 50</b></p> <p>Should the On-Going Hosting Support Cost be the total amount for Implementation and the four (4) years in D-1.5?</p>	<p>See Addendum #3.</p>





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No.	Question	Answer
61.	<b>Appendix E Section E-1.1, Table E-1.1 Activity/Deliverables or Milestones Pricing Worksheet, Line 51</b> Is the On-Going Support and Maintenance cost for the Implementation Phase? If not, please explain the difference is this requirement versus D-1.4 Software Operations, Maintenance and Support Pricing.	The Department removed the line for Ongoing Support and Maintenance since those costs should be reflected in E-1.4. See Addendum #3.
62.	<b>Appendix E Section E-1.1, Table E-1.1 Activity/Deliverables or Milestones Pricing Worksheet, Line 51</b> Should the On-Going Support and maintenance Cost be the total amount for Implementation and the four (4) years in D-1.4?	See Addendum #3.
63.	<b>Appendix E Section E-1.3, Software License Pricing, Table E-1.1 Software License Pricing Worksheet</b> Does the State want Bidders to breakdown every software component of their SaaS offering? For example, MS Office used for Word documents and deliverables and Excel for spreadsheet deliverables?	No, unless the Department will be charged separately for each piece of software.
64.	<b>Appendix E Section E-1.7, Implementation Pricing Summary, Table E-1.7 Implementation Cost Pricing Worksheet, Line 4</b> “The Software Operations, Maintenance and Support Pricing (total from Software Operations, Maintenance and Support Detail Pricing Worksheet”. The Software Operations, Maintenance and Support Detail Pricing Worksheet requires pricing for four (4) years. Should bidders use Year 1 costs for the Implementation Cost Summary? If not, please provide detailed instructions.	SFY1 will include both implementation and operational costs. Refer to Addendum #3.



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No.	Question	Answer
65.	<p><b>Appendix E Section E-1.7, Implementation Pricing Summary, Table E-1.7 Implementation Cost Pricing Worksheet, Line 5</b>            “The Hosting Pricing (total from Hosting Detail Pricing Worksheet”. The Hosting Detail Pricing Worksheet requires pricing for four years. Should bidders use Year 1 costs for the Implementation Cost Summary? If not, please provide detailed instructions.</p>	<p>Table E-1.7 lists all costs for the Vendor’s proposed services for four years. The Grand total on Table 1.7 is the Vendor’s proposed price for all required services. See Addendum #3 and Section 4, Evaluation of Proposals, Subsection. 4.3 Planned Evaluations, Paragraph 4.3.5, Price Proposal Review.</p>
66.	<p><b>Appendix E Section E-1.7, Implementation Pricing Summary</b>            Will the State release an Excel workbook with the required Cost Forms or should the Bidder assume the State wants the costs submitted</p>	<p>Vendors must submit price forms as published in Appendix E, Addendum #3 with their proposal.</p>
67.	<p><b>Appendix E; Pricing</b>            Can the state provide additional data that all vendors can use as the basis for pricing to ensure consistency? For example, what assumptions can all vendors use for expected visits PMPM, expected monthly claims volume, expected annual growth rate, etc?</p>	<ul style="list-style-type: none"> <li>• Personal Care = 10,824 clients</li> <li>• Home Health Care Services = 10,782 clients</li> <li>• Total unduplicated count of clients = 15,000</li> <li>• Total number of service providers = 145</li> </ul> <p>Vendors can include assumptions made based on experience with other States in their response.</p>
68.	<p><b>Appendix E; Pricing</b>            Please confirm the specific documents the Vendors must complete for the pricing submission.</p> <p>The State provided a Personal Staff worksheet/Key Staff worksheet in Microsoft Excel.</p> <p>1) Will the State be providing Appendix E in a similar Excel format for submission or should we provide in a PDF format as per Section 2.1.1 Electronic Proposals states:</p>	<p>The Department does not have Appendix E in an Excel version. Vendors can submit the pricing tables in Appendix E as Word or Excel documents.</p>



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No.	Question	Answer
	<p>“Electronic Submissions must be submitted using the following criteria: Searchable PDF Format”?</p>	
69.	<p><b>Appendix E, E.1 Pricing as related to Appendix G Req # B.2.9</b></p> <p>B.2.9 notes that devices are optional.</p> <p>E.1.2 requires pricing for Home Health Worker/Client Devices. Is the State only seeking devices for the HHCS program? If so, what are the number of devices required? The format of this section does not indicate this is an optional requirement and does not provide for the additional pricing elements as noted in B.2.9. Can the State add a section for optional pricing?</p> <p>Can the State add a section for Optional components such as client devices to address this discrepancy?</p>	<p>Refer to Addendum #3. Devices would be for Personal Care and HHCS. The number of devices is unknown. See the response to Section1 Overview and Schedule of Events, SOW Overview, above.</p>
70.	<p><b>Appendix E, Pricing, Subsection D-1.2. Hardware Pricing and Appendix G, Business Requirements, Operations, Req. #B2.9</b></p> <p>As devices are optional, how will the State evaluate bids with devices vs. bids without?</p>	<p>The ability to provide optional devices will not be scored, but devices may be included in any resulting contract See Addendum #3.</p>
71.	<p><b>E-1. Pricing and Appendix G Req. B2.2</b></p> <p>Requirement B2.2 states Vendor must implement a Software-as-a-Service (SaaS) solution however, the pricing structure in E.1 Tables E.1.3, E.1.4 and E.1.5 provide a format for a License, Maintenance / Support, Hosting model</p>	<p>Refer to Addendum #3. If there is a section that does not apply then indicate \$0 in that section.</p>



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No.	Question	Answer
	as opposed to SaaS. Can the State revise the pricing format to accommodate a SaaS pricing structure?	
72.	<b>E-1. Pricing</b> Table E-1.1 contains a section for pricing of Operations that lists Ongoing Hosting Support and Ongoing Support and Maintenance. These fees would normally be associated with the SaaS fees as noted in the previous question and not in addition to that. Please advise.	Refer to Addendum #3. The Department removed those line items from Table E-1.1.
73.	<b>Appendix E, Pricing, Sections E 1.8 and E 1.9</b> Does the State expect bidders to complete the Future Vendor Rates and Proposed State Staff Resource Hours (Sections D-1.8 and D-1.9 on page 70)	Refer to Addendum #3.
74.	<b>Appendix E, Pricing, Subsection D-1.2. Hardware Pricing and Appendix G, Business Requirements, Availability and Accessibility, Req. #B2.9</b> The inclusion of devices as part of a state EVV aggregator scope is most often dependent on the State's budget and desired scope. Understanding that devices are optional and pricing should be submitted separately, most EVV vendors will have the ability to provide devices as part of their solution or provide a bring your own device (BYOD) solution. The decision to include devices rests with the State, because of this can the State share if you are leaning one way or the other as far as wanting devices included?	The Department anticipates that providing devices may be too costly but would like to understand the costs if funding were available. The ability to provide optional devices will not be scored, but devices may be included in any resulting contract. Refer to Addendum #3.
75.	<b>Appendix F DoIT Infrastructure and Security Plan, Subsection F-2, Future Systems Environment</b> Please provide the New Hampshire Statewide Strategic Information Technology Plan.	Refer to this website - <a href="https://www.doit.nh.gov/strategic-planning">https://www.doit.nh.gov/strategic-planning</a>



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No.	Question	Answer
76.	<b>Appendix F – DOIT Infrastructure and Security</b> Please confirm that Appendix F is informational and no response is required.	Yes.
77.	<b>Appendix G – EVV Requirements Matrix</b> Please clarify in which section Appendix G – EVV Requirements Matrix should be provided.	Using the Vendor-designated columns, Vendors must respond to all requirements listed in the Business/Technical Requirements workbook (Appendix G-EVV Requirements Matrix)..
78.	<b>Appendix G – EVV Requirements Matrix</b> Will the Department provide Appendix G, Requirements Matrix in Excel format?	Yes. Appendix G in Excel format is published to the Department’s website at: <a href="https://www.dhhs.nh.gov/business/rfp/rfp-2022-dltss-05-elect.htm">https://www.dhhs.nh.gov/business/rfp/rfp-2022-dltss-05-elect.htm</a>
79.	<b>Appendix G – EVV Requirements Matrix</b> We assume a bidder can respond with yes in the Vendor Response Column if the feature is available, but configuration is required. Please confirm.	Yes. Vendors must state in the comment area please state whether standard or custom configuration is required.
80.	<b>Appendix G – EVV Requirements Matrix</b> Please explain the intention of having the EVV capture and aggregator system “process and accept” 837 EDI files that are typically submitted to payment systems like MCOs or MMIS.	It is possible that EVV products used by providers will send EVV visit data, in which case the vendor solution will generate 837 EDI files. However, if the provider EVV solution generates and sends 837 EDI files, DHHS expects the vendor “aggregator” solution to receive and process the 837 files per business rules to be specified by the Department.
81.	<b>Appendix G – EVV Requirements Matrix</b> What interfaces are available to integrate with state directed reporting and analytical systems?  Are documented public facing APIs available?	A direct connect of Informatica or Tableau from the DHHS Enterprise Business Intelligence (EBI) platform to the source database via a service account or the exchange of custom flat files using Secure File Transfer Protocol. There are no documented public facing APIs at this time.
82.	<b>Appendix G – EVV Requirements Matrix</b>	The Vendor may send claims individually or as batch file.



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No.	Question	Answer
	Please clarify with examples of what is meant by “mode of communication.”	
83.	<p><b>Appendix G – EVV Requirements Matrix</b> Are alternative devices currently in use in the State? Our experience shows that GPS is readily available in the US and alternative devices are not desirable or necessary.</p> <p>Please consider removing or replacing this requirement with one that does not include alternative devices.</p>	The Department has not promulgated the use of alternative devices since NH has not yet implemented EVV. Refer to Addendum #3.
84.	<p><b>Appendix G – EVV Requirements Matrix</b> Data access using open standards protocols can result in unacceptable security and privacy risks.</p> <p>An alternative could be to require the EVV system to have the “Ability to provide ad hoc reports and data exports in approved output formats.”</p> <p>If the State cannot remove or modify this requirement, please update the Criticality to ‘O’ (Optional).</p>	The Department is unclear how open standard access protocols, such as https and SOA can result in unacceptable security and privacy risks. Please elaborate on your concern in your RFP response.
85.	<p><b>Appendix G – EVV Requirements Matrix</b> In order to protect all PII/PHI, we have found that best practices and security controls do not allow actual Production data in any testing environments.</p> <p>An alternative could be to require the EVV system to “Allow data similar to Production data within a specific testing environment to mimic and test certain scenarios.”</p> <p>If the State cannot remove or modify this requirement, please update the Criticality to ‘O’ (Optional).</p>	Production data will not be permitted in testing environments.



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No.	Question	Answer
86.	<p><b>Appendix G – EVV Requirements Matrix</b> As a hosted Software as a Service (SaaS) solution, access to EVV information is provided through internet interfaces such as web sites and web services.</p> <p>Since there are no user serviceable components within our hosted environment, please remove this requirement or update the Criticality to ‘O’ (Optional).</p>	<p>This requirement will remain. Vendors must elaborate in their response.</p>
87.	<p><b>Appendix G - – EVV Requirements Matrix</b> Please confirm that this reference should be to Appendix G and not Exhibit G. Similarly, references in G-1.1.1. – G-1.1.5. Should also be Appendix G as well?</p>	<p>Yes. See Addendum #3.</p>
88.	<p><b>Appendix G - – EVV Requirements Matrix</b> Which section of the proposal should vendors include the completed Appendix G – EVV Requirements Matrix?</p>	<p>Please include Appendix G – EVV Requirements Matrix with the technical proposal.</p>
89.	<p><b>Appendix G – EVV Requirements Matrix, Availability and Accessibility, Req. #B1.15</b> Requires training in accessible locations and formats. Will the State entertain remote sessions?</p>	<p>Yes, include any additional mediums that you would like to recommend in your response.</p>
90.	<p><b>Appendix G – EVV Requirements Matrix, Availability and Accessibility, Req. #B1.22</b> Can the state confirm that the MCOs are required to procure their own EVV solution that will then submit EVV data to the State's EVV aggregator?</p>	<p>The Department is not mandating that MCOs procure their own EVV solution.</p>
91.	<p><b>Appendix G – EVV Requirements Matrix. Availability and Accessibility, Req # B1.22</b> “The vendor must describe the solution to collect and aggregate data from provider EVV or MCO EVV platforms and solutions.” Does the State want the description in the</p>	<p>Vendors can cite relevant information contained elsewhere in their proposal in the Comments column of Appendix G EVV Requirements Matrix.</p>



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No.	Question	Answer
	comments section? Or, is describing this in the other sections of the response acceptable?	
92.	<b>Appendix G – EVV Requirements Matrix, Operations, Req. #B2.3</b> Has the Department defined the Pilot; i.e., number of providers, provider groups, duration, etc.? If so, please provide the Pilot detail.	The Department plans to define the pilot with the selected Vendor. We have a proposed schedule to hold the pilot from 10/1/22-12/31/22, though this timeframe may be adjusted.
93.	<b>Appendix G – EVV Requirements Matrix, Operations, Req. #B2.5 through #B2.10</b> Indicates a response regarding costs. Does the State want the description in the comments section? Or, is describing this in the other sections of the response acceptable?	Vendors can cite relevant information contained elsewhere in their proposal in the Comments column of Appendix G EVV Requirements Matrix. Do not include pricing on Appendix G.
94.	<b>Appendix G – EVV Requirements Matrix, Operations, Req. #B2.5</b> “Vendor must include the cost of readiness activities...” Should a bidder provide dollar amounts in this Technical Proposal requirement or in the Cost Proposal?	Vendors must not include pricing with technical proposals. Dollar amounts must be included in the Cost proposal only. See Addendum #3.
95.	<b>Appendix G – EVV Requirements Matrix, Operations, Req. #B2.6</b> Vendor must provide total cost of operations and maintenance for 10 years...” Should a bidder provide dollar amounts in this Technical Proposal requirement or in the Cost Proposal?	Vendors must not include pricing with technical proposals. Dollar amounts must be included in the Cost proposal only. See Addendum #3.
96.	<b>Appendix G – EVV Requirements Matrix, Operations, Req. #B2.7</b> Vendor must specify operations costs for the following...” Should a bidder provide dollar amounts in this Technical Proposal requirement or in the Cost Proposal?	Vendors must not include pricing with technical proposals. Dollar amounts must be included in the Cost proposal only. See Addendum #3.





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No.	Question	Answer
97.	<p><b>Appendix G – EVV Requirements Matrix, Operations, Req. #B2.8</b>            “Vendor must provide 1,500 system enhancement pool hours (or propose a reasonable number of hours) for ongoing changes on an annual basis.” We assume the cost for the 1500 hours is entered on the E-1.6 Other Costs table. Please confirm. If not, where should this cost be entered?</p>	<p>Vendors should use Table E-1.6 to provide a detailed itemization of any additional cost that is not included on Tables E-1.1 through E.-1.5. See Addendum #3.</p>
98.	<p><b>Appendix G – EVV Requirements Matrix, Operations, Req. #B2.24</b>            Can the State provide a list of Agency-defined data extracts and/or requested formats, if available?</p>	<p>No. It is our intention to leverage existing data interfaces but they will be tailored for this purpose so do not exist yet.</p>
99.	<p><b>Appendix G – EVV Requirements Matrix, Operations, Req. #B2.9</b>            Vendor should identify if worker/member devices are included in the proposal and document the breakdown of the total cost of device management including the cost of new devices for workers/members, replacement devices in case of loss, and upgrades due to life and age of the device. Providing worker/member devices is Optional and should be priced separately.</p> <p>1) Please confirm that devices are optional and the EVV Vendor can choose to include in our RFP submission</p> <p>Note: There are specific Device requirements in Appendix G that are marked as mandatory.</p> <p>2) Please clarify how the vendor should respond to these mandatory device requirements if devices are optional.</p>	<p>See Addendum #3.</p>



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No.	Question	Answer
100.	<b>Appendix G – EVV Requirements Matrix, Operations, Req. #B2.12</b> If a bidder has an existing schedule to perform the penetration testing twice a year will the Department accept the current schedule?	Yes.
101.	<b>Appendix G – EVV Requirements Matrix, Operations Req. #B2.18</b> Appendix G, B2.18 states “Vendor must provide user support by phone and email during non-business hours.” Is the intent that there are support center staff available to assist after hours? Or is the intent that EVV system users are able to submit inquiries via email and voicemail after business hours?	Support center staff must be available to assist after normal business hours.
102.	<b>Appendix G – EVV Requirements Matrix, Data Quality, Req. #B2.21,</b> Page 81 Vendor must notify the State of <b>all reported deficiencies and system functionality errors within one (1) business day of identification and present a resolution plan within five (5) business days. Major and critical deficiencies must be corrected within forty (40) calendar days of the report</b> submission to the Department.  Can the State please confirm that the bolded content is limited to class A deficiencies only? If no, Vendor respectfully requests to negotiate this requirement and definition, in that a standard helpdesk support request should not be covered by this clause.	This requirement has been removed and replaced in section B12.
103.	<b>Appendix G – EVV Requirements Matrix, Data Aggregator, Req. #B3.6</b>	



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No.	Question	Answer
	<p>“Vendor must assess providers’ legacy systems for compliance with specified Federal and State requirements and assure that as requirements change, providers update their systems as appropriate.” We assume this assessment is based upon providers’ submitted data and not to physically assess each provider’s system. Please confirm.</p>	<p>This requirement has been modified. Refer to Addendum #3.</p>
104.	<p><b>Appendix G – EVV Requirements Matrix, Data Aggregator, Req. #B3.6</b>            EVV system certification can only be approved by CMS. We request that ‘certify’ be removed from this requirement. Please note that the vendor can assess and advise based on testing results during the on-boarding process.</p> <p>Will the Department remove the second statement, ‘Vendor must assess providers’ legacy systems for compliance with specified Federal and State requirements and assure that as requirements change, providers update their systems as appropriate?’</p>	<p>This requirement has been modified. Refer to Addendum #3.</p>
105.	<p><b>Appendix G-EVV Business Requirements, Data Quality, Req. #B4.6 and #B4.7</b>            Indicates a response regarding definitions and capabilities. Does the State want the description in the comments section? Or, is describing this in the other sections of the response acceptable?</p>	<p>Vendors can cite relevant information contained elsewhere in their proposal in the Comments column of Appendix G, Addendum #3.</p>
106.	<p><b>Appendix G, Business Requirements, Data Quality, Req. #B4.15</b>            Item #B4.15 states "...including when there is a visit for a service for which there is no authorization. “Items B6.6 and B6.8 define authorization requirements. Are these items in</p>	<p>The items listed are not in conflict. Appendix G – B4.15 asks the Vendor to describe how they deal with instances where a service does not have an authorization.</p>



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No.	Question	Answer
	conflict? If not, please explain how a contractor can perform Item B4.15.	
107.	<p><b>Appendix G, Business Requirements, Compliance Req. #B5.11</b> The system vendor must provide the Department with compliance assurances for the system vendor's scope of work." Does the State want the description in the comments section? Or, is describing this in the other sections of the response acceptable?</p>	Vendors can cite relevant information contained elsewhere in their proposal in the Comments column.
108.	<p><b>Appendix G, Business Requirements, Performance, Req. #B6.11</b> Can the State clarify what is meant by "playback"?</p>	Log files playback is a technique used to reproduce specific test scenarios from the log files.
109.	<p><b>Appendix G, Business Requirements, Performance Req. #B6.18</b> "Vendor must provide conceptual and logical data models for all EVV data entities including...". Does the State want the description in the comments section, Or, is describing this in the other sections of the response acceptable?</p>	Vendors can cite relevant information contained elsewhere in their proposal in the Comments column of Addendum #3.
110.	<p><b>Appendix G, Business Requirements, Performance Req. #B.6.23 through #B6.25</b> Indicates the vendor providing information. Does the State want the description in the comments section? Or, is describing this in the other sections of the response acceptable?</p>	Vendors can cite relevant information contained elsewhere in their proposal in the Comments column of Addendum #3.
111.	<p><b>Appendix G, Business Requirements, Performance, Req. #B6.27</b> Please define the federal and State of New Hampshire Policies and Procedures and provide a copy of the Policies and Procedures.</p>	The Department of Information Technology Vendor Resources are available here: <a href="https://www.doit.nh.gov/vendor-resources-and-procurement">https://www.doit.nh.gov/vendor-resources-and-procurement</a>



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No.	Question	Answer
112.	<b>Appendix G, Business Requirements, Privacy and Security, Req. #B7.2</b> “Vendor must maintain a record (audit trail) for any manual verifications.” We assume this requirement is for the data entered into the NH EVV Solution and not a paper EVV or timecard. Please confirm.	Yes. This requirement is for data entered into the NH EVV Solution.
113.	<b>Appendix G, Business Requirements, Privacy and Security, Req. #B7.5 and #B7.6</b> Indicates the vendor providing information. Does the State want the description in the comments section? Or, is describing this in the other sections of the response acceptable?	Vendors can cite relevant information contained elsewhere in their proposal in the Comments column of Addendum #3.
114.	<b>Appendix G, Business Requirements, Privacy and Security, Req. #B7.8</b> “Vendor shall provide an IT Issue Tracking Plan/Guide”. Does the State want the description in the comments section? Or, is describing this in the other sections of the response acceptable?	Vendors can cite relevant information contained elsewhere in their proposal in the Comments column of Addendum #3.
115.	<b>Appendix G, Business Requirements, System Efficiency, Req. #B8.15</b> “Vendor must provide details of their help desk processes and how will the effectiveness of technical support be monitored and reported by stakeholder (member/caregiver/State).” Does the State want the description in the comments section? Or, is describing this in the other sections of the response acceptable?	Vendors can cite relevant information contained elsewhere in their proposal in the Comments column of Addendum #3.
116.	<b>Appendix G, Business Requirements, System Efficiency, Req. #B8.9</b> “Vendor must include functionality that allows the State to conduct surveys including member /provider/ state staff	The Department will consider either option. Vendors must include their proposed solution in their proposal. Vendors are required to enter into a BAA with the third-party



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No.	Question	Answer
	satisfaction surveys. The data collected through the surveys will be made available in the reporting system.” Does the State want this functionality to be within the Payer Dashboard? Or, would the State support a third-party survey solution, such as Survey Monkey?	vendor if PHI could or will be collected as a result of the survey question.
117.	<p><b>Appendix G, Business Requirements, System Efficiency, Req. B8.1-B8.30</b></p> <p>It is mandatory for vendors to reply to questions within Appendix G, including questions regarding devices. However, the inclusion of devices themselves is optional. If a vendor chooses not to propose devices as part of their response, how does the State want vendors to respond to these mandatory items if they are not providing devices?</p>	Vendors must respond to all requirements in Appendix G. “Optional” does not mean the vendor response is optional. (O) Indicates a requirement, which is "Optional". This requirement is considered by the State to be one which useful or potentially useful but not a central feature of the Project. These requirements in Appendix G have been made optional. Refer to Addendum #3.
118.	<p><b>Appendix G, Business Requirements, Self-Direction, Req. #B9.1-B9.2</b></p> <p>– Member or self-directed part of program, please provider more detail on self-directed program?</p>	Refer to response to questions about Section 1, Overview and Schedule of Events, Subsection 1.1, Executive Summary, above.
119.	<p><b>Appendix G, Business Requirements, Communication Plan and User Testing, Req. #B10.4</b></p> <p>“...and must develop and maintain a website where all communication and educational tools and other pertinent EVV information will be posted.” Is this website a State or Contractor website?</p>	The Contractor must utilize the Department’s website. Refer to Addendum #3.
120.	<p><b>Appendix G, Business Requirements, Communication Plan and User Training, Req. #B10.4</b></p> <p>“The Vendor must work with the State on “branding” the EVV System (including a logo) and must develop and maintain a website where all communication and educational tools and other pertinent EVV information will be posted.” Is the State asking the vendor to develop and maintain a website that is</p>	The Department’s website will be used. See Addendum #3.



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No.	Question	Answer
	not owned or maintained by the State? It has been our experience that States wish to develop and maintain their own website, with vendor engagement and input. This option would reduce the cost to the State.	
121.	<b>Appendix G, Business Requirements, Communication Plan and User Training, Req. #B10.5</b> Requests a training plan. Does the State want the description in the comments section, or, is describing this in the other sections of the response acceptable?	Vendors can include the training plan with their proposal, and cite relevant information contained elsewhere in their proposal in the Comments column of Appendix G, Addendum #3.
122.	<b>Appendix G, Business Requirements, CMS Certification, Req. #B11.2</b> We assume the requirement is to work and assist the Department to collect the data necessary to prepare and submit the Quarterly KPI report for CMS. Please confirm.	DHHS requires the Vendor to lead the effort to prepare all artifacts required to successfully conduct CMS Operational Readiness Review and Certification Review.
123.	<b>Appendix G – EVV Requirements Matrix, Hosting Security, Req. #H4.4</b> Please provide the missing Criticality value for this requirement.	This is a mandatory requirement. See Addendum #3.
124.	<b>Appendix G Activity/Deliverables/Milestone Pricing Worksheet</b> Does the State plan to make the line-item payments in the Activity/Deliverables/Milestone Pricing Worksheet? Can Bidders propose a more manageable monthly deliverables schedule for the purpose of invoicing the State?	This worksheet was updated. Refer to Addendum #3.
125.	<b>Appendix G - Vendor Instructions for Activity, Deliverable, and Milestone</b> Please clarify how and update where Cost Proposal and price/payment details should be provided for final proposal submission.	This worksheet was updated. Refer to Addendum #3.



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No.	Question	Answer
126.	<b>Appendix G Activity/ Deliverables / Milestones Pricing Worksheet</b> Is the Activity/Deliverables/Milestones Pricing Worksheet (page 122) supposed to be submitted with the Technical Proposal or Cost Proposal?	This worksheet was updated. Refer to Addendum #3.
127.	<b>Appendix I, DHHS Standard Exhibits, Exhibits D through K</b> Are Vendors required to complete and submit Exhibits D through K with their proposals?	No. Exhibits D through K will be contained in the resulting contract.
128.	<b>Appendix I, DHHS Standard Exhibits, Exhibits D through K</b> Does the State expect bidders to submit the documents in Appendix I, under the Vendor Attachments section or separately?	Appendix I, DHHS Standard Exhibits are standard contract documents that will be included with the resulting contract. DHHS Standard Exhibits do not need to be submitted as part of the Vendor proposal.
129.	<b>General</b> Would the State consider releasing questions and answers weekly rather than waiting to release all the questions and answers all at once on January 20 <sup>th</sup> ? The issues with section and RTM items numbers would helpful prior to January 20 <sup>th</sup> .	No.
130.	<b>General</b> How has the Department processed EVV up this point? Will the contractor be required to convert previous EVV data into the new NH EVV? Please provide detail about the records/data that will be required to be converted.	The Department has not implemented EVV. No historical EVV data will be converted. Member and service authorization data will need to be interfaced/converted with the EVV system for implementation.
131.	<b>General</b> Are there specific diversity or minority goals required?	No.





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No.	Question	Answer
132.	<b>EXCEPTIONS REQUESTED TO STANDARD CONTRACT TERMS AND CONDITIONS</b>	
133.	<p><b>Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 4, Conditional Nature of Agreement</b></p> <p>Will the Department add the following language to State of New Hampshire General Provisions, Form P-37, Section 4, Conditional Nature of Agreement as Subsection 4.4?</p> <p>Notwithstanding the foregoing, if at any time the State loses funding or has funding modified as stated above in a manner that would result in missed payments to Contractor, the State may terminate this Agreement and agrees to pay Contractor for (1) any remaining licenses fees for The Vendor software delivered, (2) services performed prior to the effective date of termination, and (3) any termination fees under the agreement. State shall provide written notice of termination as well as reasonable evidence of the unavailability of funds to Contractor. Contractor will immediately stop performance of Services upon notice of termination under this Section 4.</p>	<p>No. The Department is willing to negotiate revisions to Form P-37, General Provisions, Section 4 Conditional Nature of Agreement with the selected Vendor, however, in no event shall the Department be liable for any payments in excess of available appropriated funds.</p>
134.	<p><b>Section 6, Contract Terms and Awards, State of New Hampshire General Provisions, Form P-37, Section 5, Contract Price/Price Limitation/Payment, Subsection 5.2</b></p> <p>Will the Department agree to modify State of New Hampshire General Provisions, Form P-37, Section 5, Contract Price/Price Limitation/Payment, Subsection 5.2?</p>	<p>No.</p>



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No.	Question	Answer
135.	<p><b>Section 6, Contract Terms and Award, Subsection 6.4, Standard Contract Terms</b></p> <p>Will the Department agree to the selected Vendor's Standard Contract Terms and Conditions, and incorporate them into the resulting contract?</p>	<p>No. The selected Vendor must agree to be bound by all RFP terms and conditions including but not limited to Form Number P-37, State of New Hampshire General Provisions. In no event is a Vendor to submit its own standard contract terms and conditions as a replacement for the State's terms in response to this solicitation. See Section 3, Proposal Organization and Contents and Section 6, Contract Terms and Award, Subsection 6.4, Standard Contract Terms.</p>
136.	<p><b>Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 7, Personnel</b></p> <p>Will the Department agree to modify State of New Hampshire General Provisions, Form P-37, Section 7, Personnel Subsection 7.2 as shown below:</p> <p>7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, <del>the Contractor</del> <u>neither party</u> shall <del>not</del> hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the <u>Services or obligations under this Agreement</u> to hire, any person who is an <u>State employee or official</u>, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.</p>	<p>No. The Department is willing to negotiate revisions to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 7 Personnel with the selected Vendor. However, modifications are not guaranteed.</p>



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No.	Question	Answer
137.	<p><b>Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 7, Personnel</b></p> <p>Will the Department modify State of New Hampshire General Provisions, Form P-37, Section 7, Personnel by deleting Section 7.3 in its entirety.</p>	<p>The Department is willing to negotiate revisions to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 7 Personnel with the selected Vendor. However, modifications are not guaranteed.</p>
138.	<p><b>Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 8, Event of Default/Remedies</b></p> <p>Will the Department agree to negotiate modifications to State of New Hampshire General Provisions, Form P-37, Section 8, Event of Default/Remedies with the selected Vendor?</p>	<p>The Department may negotiate changes to State of New Hampshire General Provisions, Form P-37, Section 8, Event of Default/Remedies with the selected Vendor. However, modifications are not guaranteed.</p>
139.	<p><b>Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 8, Event of Default/Remedies</b></p> <p>Will the Department agree to negotiate modifications to State of New Hampshire General Provisions, Form P-37, Section 8, Event of Default/Remedies, Subsection 8.4 with the selected Vendor?</p>	<p>No.</p>
140.	<p><b>Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 9, Termination</b></p> <p>Will the Department agree to negotiate modifications to State of New Hampshire General Provisions, Form P-37, Section 9, Termination?</p>	<p>Yes. The Department may negotiate changes to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 9, Termination. However, modifications are not guaranteed.</p>



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No.	Question	Answer
141.	<p><b>Section 6: Contract Terms and Award, P-37 Special Provisions Section D Section 9, Termination, Subsection 9.2, Termination Procedure, Paragraph 9.2.2, Line (e)</b></p> <p><b>Upon termination, we have to: Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to the State and which has been accepted or requested by the State;</b></p> <p><b>Exception to Section 9.2.2(e): The Vendor would like to respectfully request a clarification to this section. Per Federal Code 45 CFR § 95.617(a) regarding software and ownership rights, we understand and acknowledges that the State of New Hampshire will have all ownership rights in new software developed specifically for New Hampshire’s EVV program when designed, developed or installed with Federal financial participation. However, pursuant to 45 CFR 95.617(c), we anticipate that, as a SAAS provider, the software and deliverables hereunder are provided at established market prices and are sold or leased to the general public and therefore no ownership would be conveyed.</b></p>	<p>The Department acknowledges that Federal Code 45 CFR 95.617 is applicable. The selected Vendor must implement a Software as a Service (SaaS) Solution. The Department may negotiate changes to Section 6: Contract Terms and Award, P-37 Special Provisions Section D Section 9, Termination, Subsection 9.2, Termination Procedure, However, modifications are not guaranteed.</p>
142.	<p><b>Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 10, Data/Access/Confidentiality Preservation</b></p> <p>Will the Department agree to consider modification to Section 6, Contract Terms and Awards, Subsection 6.6,</p>	<p>Yes. The Department may negotiate changes to Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 10, Data/Access/Confidentiality Preservation. However, modifications are not guaranteed</p>



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No.	Question	Answer
	State of New Hampshire General Provisions, Form P-37, Section 10, Data/Access/Confidentiality Preservation?	
143.	<b>Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37 Special Provisions, Section E, Provision 10, Data/Access/Confidentiality/Preservation</b> Will the Department agree to accept the selected Vendor's Standard Contract Terms and conditions to replace State of New Hampshire General Provisions, Form P-37 Special Provisions, Section E, Provision 10, Data/Access/Confidentiality/Preservation	No.
144.	<b>Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 12, Assignment/Delegation/Subcontracts</b> Will the Department agree to consider modification to Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 12, Assignment/Delegation/Subcontracts?	No.
145.	<b>Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 13, Indemnification</b> Will the Department agree to consider modification to Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 13, Indemnification?	The Department may consider negotiating modifications to Section 13, Indemnification, with the selected Vendor. However, changes are not guaranteed.



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No.	Question	Answer
146.	<p><b>Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 14, Insurance</b></p> <p>Will the Department agree to consider modification to Section 6, Contract Terms and Awards, Subsection 6.6, State of New Hampshire General Provisions, Form P-37, Section 14, Insurance?</p>	<p>The Department may consider negotiating modifications to Section 14, Insurance with the selected Vendor. However, minimum insurance requirements are not negotiable, and changes are not guaranteed.</p>
147.	<p><b>Appendix I, DHHS Standard Exhibits, Exhibit I, Health Insurance Portability and Accountability Act Business Associate Agreement, Section 3, Obligations and Activities of Business Associate, Subsection e</b></p> <p><b>Delete the second sentence:</b></p> <p><del>The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard Paragraph #13 of the standard contract provisions (P-37) of this Agreement for the purpose of use and disclosure of protected health information.</del></p>	<p>The Department does not accept this revision to Appendix I, DHHS Standard Exhibits, Exhibit I, Health Insurance Portability and Accountability Act Business Associate Agreement, Section 3, Obligations and Activities of Business Associate, Subsection e. The Department may negotiate the terms and conditions in this section with the selected Vendor. However, modifications are not guaranteed.</p>
148.	<p><b>Exhibit K (IV), Section 11 "Data Security Breach"</b></p> <p>Will the State consider limiting liability for data security breach?</p>	<p>No.</p>