



OFFICIAL RESPONSES TO VENDOR QUESTIONS  
 RFP-2023-DCYF-01-COMMU

No.	Question	Answer
1.	<b>General:</b> Does the Department's preference for staff working in-state or out-of-state?	The Department would prefer in state but out of state could be a possibility.
2.	<b>General:</b> What are the expected hours and days of operation for the Community Navigator Program?	The Department expects week days, typical business hours (i.e. 8-4:30, 9-5)
3.	<b>General:</b> Who is the current incumbent?	Community Navigator Program has not previously been solicited by the Department, the State currently does not have an incumbent contractor.
4.	<b>Section 1, Purpose and Overview, Subsection 1.1., Introduction</b> Will the Community Navigator Program be regional?	The Department seeks a Statewide or regional vendor, vendor selection will be determined based on service models presented by proposers that results in the most effective services delivery for the State.
5.	<b>Section 1, Purpose and Overview, Subsection 1.4 Background, Subparagraph 1.4.2 Objective:</b>  Does DCYF require consent for the referral?	No. The family will need to give consent for the Navigator to outreach community resources.
6.	<b>Section 1, Purpose and Overview, Subsection 1.4 Background, Subparagraph 1.4.2 Objective:</b> What is the timeline for launch Community	This is unknown until which time the resulting contract is approved by the Governor and Executive Council.



No.	Question	Answer
	Response?	
7.	<p><b>Section 1, Purpose and Overview, Subsection 1.4 Background, Subparagraph 1.4.2 Objective:</b></p> <p>Has the source of reporting been tracked? For example school systems, and teachers, clinics and therapists?</p>	<p>Yes, we have been able to track the source of reporting. Reporters are considered professional reporters or non-professional reporter and there are categories for their relationship/affiliation to the child/family (i.e. school, law enforcement, medical professional, counselor, neighbor, landlord etc.).</p>
8.	<p><b>Section 1, Purpose and Overview, Subsection 1.4 Background, Subparagraph 1.4.3., Covered Populations</b></p> <p>Of the 1100 est. referral cited in these categories, how many fall into more than one category?</p>	<p>The Department is unable to determine this.</p>
9.	<p><b>Section 1, Purpose and Overview, Subsection 1.4 Background, Subparagraph 1.4.3., Covered Populations</b></p> <p>Is the Department planning on this program outreaching to all estimated referrals cited in covered population or are you looking to outreach to less than this to begin with?</p>	<p>We are looking for all eligible families to receive outreach from the Community Navigator(s).</p>
10.	<p><b>Section 1, Purpose and Overview, Subsection 1.4 Background, Subparagraph 1.4.3., Covered Populations</b></p> <p>Of the 8,000 screen out reports, how</p>	<p>We have estimated about 1,100 families will be eligible for follow up by the Community Navigator.</p>

**New Hampshire Department of Health and Human Services  
Community Navigator Program**



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	many are anticipated to be required for follow-up by the community navigator program?	
11.	<p><b>Section 2, Statement of Work, Subsection 2.1., Scope of Services, Subparagraph 2.1.3:</b> How will reports from DCYF be transmitted to the Community Navigator?</p>	Likely by secure email.
12.	<p><b>Section 2, Statement of Work, Subsection 2.1., Scope of Services:</b> Will there be a single point of contact to the navigator?</p>	This has not been determined.
13.	<p><b>Section 2., Statement of Work, Subsection 2.1, Scope of Services, Subparagraph, 2.1.1:</b> Will the Department provide a list of resources to refer families to?</p>	This will likely be a collaborative effort between DCYF and agency or agencies who are awarded the contract.
14.	<p><b>Section 2., Statement of Work, Subsection 2.1, Scope of Services, Subparagraphs 2.1.15, 2.1.16 and 2.1.18:</b> Can monthly meetings, onsite reviews, and annual trainings be completed virtually? Or will they be required to be in-person?</p>	This has not been determined but the Department would be open to the option of virtual or in person. Onsite reviews will likely have an in person component.
15.	<p><b>Section 2., Statement of Work, Subsection 2.1, Scope of Services, Subparagraphs 2.1.16:</b></p>	The Department will determine on an as needed basis through the life of the contract.



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	How often might reviews of files be otherwise requested?	
16.	<p><b>Section 2, Statement of Work, Subsection 2.1.19 Reporting, Subparagraphs 2.1.19.1.1 and 2.1.19.1.5:</b>                      How is 2.1.19.1.1 different for 2.1.19.1.5?</p>	<p>Section 2.1.19.1.1 refers to the is number of families referred to the Family Resource Center (FRC) .                      Section 2.1.19.1.5 is number of families who engaged and followed through with the referral to the FRC.</p>
17.	<p><b>Section 2, Statement of Work, Subsection 2.1.19 Reporting:</b>                      What other key data and metrics may be required?</p>	<p>The Department is exploring data metrics and will determine at a later date once the contract is in effect</p>
18.	<p><b>Section 4, Solicitation Response Process, Subsection 4.1.1. Vendor Questions, Subparagraph 4.1.1.2:</b>                      Is a Letter of Intent required?</p>	<p>Subparagraph 4.1.1.2 is not required and will be removed, please refer to Addendum 1 for further details.</p>
19.	<p><b>Section 6 Solicitation Response Requirements, Subsection 6.3., Technical Response Content, Subparagraph 6.3.4:</b>                      Does this word document for technical application have a word limit?</p>	<p>The Technical application word document does not have a word limit restriction.</p>
20.	<p><b>Section 7., Additional Terms and Requirements, Subsection 7.1., Compliance., Subparagraphs 7.1.1 &amp; 7.1.2:</b>                      How does the criminal record and background checks in section 7.1.1 and 7.1.2 comport with the lived experience</p>	<p>There are waivers if an applicant has a conviction but there are specific convictions in which a waiver will not be accepted. These are listed in the RFP.</p>



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	requirements and there waivers that can be used?	
21.	<p><b>Section 7., Additional Terms and Requirements, Subsection 7.2., State Owned Devices, System and Network Usage, Subparagraph 7.2.5:</b></p> <p>Will the vendor be required to use state owned equipment?</p>	The Department has yet to determine at this time.
22.	<p><b>Section 7., Additional Terms and Requirements, Subsection 7.3., End of Life Transition Services, Subparagraph 7.3.2:</b></p> <p>Is the state thinking to allow a contractor level of access in Bridges to transfer the information to the navigator or by some other secure means?</p>	The Contractor will not be given access to Bridges. A different secure means will be established. Secure email is a possibility.