

Department of Health and Human Services

Community-Based Care Coordination for Children with Medical Complexity

RFP-2023-DLTSS-02-COMMU

Vendor Conference (*Optional*)
March 3, 2022

Dial In: +1 603-931-4944 United States, Concord, NH
Phone Conference ID: 161 634 866#

Disclaimer

This presentation includes brief descriptions of the RFP specifications and requirements but does not fully elaborate on all required elements. As a result, this presentation does not supersede what is stated in the RFP or its appendices. Proposers are responsible for ensuring that their proposal is complete and accurate according to the information and requirements contained in the full RFP.

Disclaimer

While questions may be asked during this presentation, the Department is not obligated to answer questions during the presentation. As indicated in the RFP, any questions answered verbally will be non-binding. Questions provided in writing in accordance with the RFP will be answered, in writing, by the Department.

Agenda

- Welcome
- Introductions
- Vendor Conference General Information
- Procurement Activities
 - Schedule of Events
 - Terms and Conditions
 - Proposal Format
 - Vendor Question and Answer Period
 - Evaluation Process
- RFP Overview
 - Background
 - Project Scope
 - Project Duration
- Vendor Question and Answer Period

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Vendor Introductions

Vendors in attendance may provide information about themselves and their organization.

Vendor Conference General Information

The purpose of this voluntary vendor conference is to provide an informal forum for potential proposers to ask questions and gain clarifications on the RFP requirements:

- Agency will provide an overview of the goals and objectives of the RFP;
- State guidelines for proposal submission and requirements for any resulting contract will be discussed;
- State responses to questions during the vendor conference are considered informal and nonbinding;
- Vendors may ask questions verbally, however, formal questions with binding responses must be submitted in writing.

Please hold questions until the Question/Answer periods

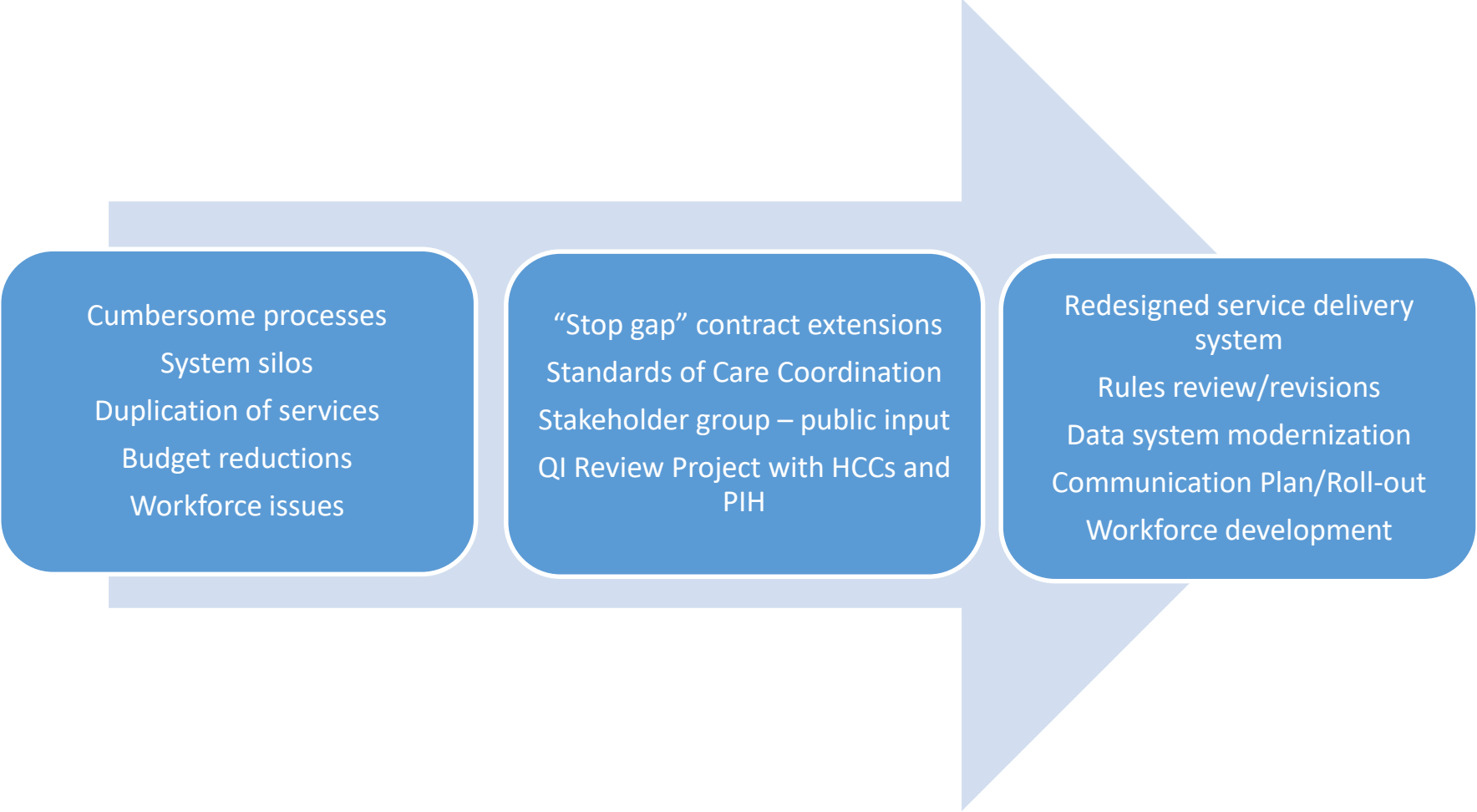
Background

The New Hampshire Department of Health and Human Services is soliciting proposals for the provision of services that enhance the system of care with community-based care coordination services for children with medical complexity and Children with Special Health Care Needs (CSHCN) that incorporate the following components:

- Screening, identification, and assessment of a child's needs to provide the foundation for effective, high-quality care coordination.
- Shared plan of care to provide a roadmap and an accountability system for integrating care based on family needs and priorities identified in the assessment.
- Team-based communication between members of the team that is timely, efficient, respectful, and culturally sensitive.
- Education, coaching, and training for CSHCN, families and care teams to empower CSHCN and their families and advance their well-being.
- Training and supervision of care team members.
- Health care transition planning across the systems of care for CSHCN and their families.

The New Hampshire Department of Health and Human Services (Department) anticipates awarding one (1) contract for the services in this RFP.

Background



Cumbersome processes
System silos
Duplication of services
Budget reductions
Workforce issues

“Stop gap” contract extensions
Standards of Care Coordination
Stakeholder group – public input
QI Review Project with HCCs and
PIH

Redesigned service delivery
system
Rules review/revisions
Data system modernization
Communication Plan/Roll-out
Workforce development

Procurement Schedule*

Procurement Timetable

(All times are according to Eastern Time. The Department reserves the right to modify these dates at its sole discretion.)

Item	Action	Date
	Release RFP	February 18, 2022
	Optional Letter of Intent Submission Deadline	February 25, 2022
	Optional Vendor's Conference*	March 4, 2022 1:00 PM
	RFP Questions Submission Deadline	March 4, 2022 11:59 PM
	Department Response to Questions Published	March 17, 2022
	Proposal Submission Deadline	March 25, 2022 12:01 AM

*Procurement schedule is subject to change

Proposal Format

- Format standards are designed to assure effective comparability between vendor proposals.
- Topics for evaluation are clearly identified to enable vendors to focus proposals.
- Adherence to format standards is essential.

Proposal Format

Transmittal Letter

Be sure to include the Transmittal Form Letter.

Executive Summary

Opportunity to provide context for the proposal

Provides an overview and approach to fulfilling deliverables

Technical Proposal

Answer all Questions in Section 3, Statement of Work

- Cite the relevant section, subsection, and paragraph number, as appropriate
- Provide an electronic Word version of the proposal narrative
- Include required appendices

Cost Proposal

- Include a proposed budget for each SFY
- Include a Program Staff List
- Provide a narrative description for line items in budget

Evaluation Process

Planned evaluation steps include:

- Initial Screening for Compliance with Minimum Standards
- Evaluation of Technical Proposals
- Evaluation of Cost Proposals

After Proposal Evaluation is completed, the Department will:

- Notify the Selected Vendor
- Finalize the Contract

Evaluation Process

Total Maximum Point Value: 250 Points

- **Technical Proposal**
 - Mission and Goals (Q1) 20 Points
 - Plan of Care & Service Provision (Q4) 25 Points
 - Health Care Coordinators (Q3) 25 Points
 - Collaboration/System of Care (Q6) 25 Points
 - Experience and Capability (Q2) 25 Points
 - Quality Outcomes (Q5) 15 Points
 - Reporting (Q7) 15 Points
- **Total Technical Proposal Points Available** 150 Points
- **Cost Proposal**
 - Budget (Appendix D) 70 Points
 - Program Staff List (Appendix E) 30 Points
- **Total Cost Proposal Points Available** 100 Points
- **Maximum Possible Score** 250 Points

Implementation Schedule

Target Contract Effective Date is July 1, 2022.

Question and Answer Period

Stipulations that apply to this segment include:

- All of today's responses are preliminary and are not binding; final responses will be in writing.
- All questions must be received by March 4, 2022 11:59 PM ET.
- Official written responses to all questions will be published on or before March 17, 2022.
- Responses to some questions may be deferred today pending further review.

Thanks for attending!

- Be sure to email us (**dean.b.fancy@dhhs.nh.gov**) with any questions by March 4, 2022 11:59 PM ET