



OFFICIAL RESPONSES TO VENDOR QUESTIONS  
RFP-2023-DLTSS-05-CASEM

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| 1.  | Bid Calendar | 4      | Will there be additional time added in to provide a solicitation response?  | Vendors submitting proposals to provide services through this Request for Proposals will have two weeks from the date of released Q+A to submit their proposals for Department review. Responses will be due June 7 <sup>th</sup> , 2023 by 12:00pm.  |
| 2.  | 1.1.1.       | 3      | Does the Department currently administer a training program for staff (including AAs and ICMA's) who perform HCBS waiver service coordination and case management throughout the state and how do AAs and ICMA's train their case managers? | No, DLTSS does not currently administer a formal training program for staff who perform HCBS service coordination and case management. The Department is seeking a vendor to provide a training program to train Area Agency and Independent Case Management organizations through this solicitation. |
| 3.  | 1.2., 6.4.   | 3, 11  | Should both Appendix E: Budget Sheet and Appendix F: Staff List provide   | Yes.  |

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|     |                   |        | cost data representing the Contract Dates of Sept 1, 2023 through August 31, 2025?   |  |
| 4.  | 2.1.1.            | 5      | Will the Department be responsible for contacting targeted stakeholders or the vendor?   | The vendor will contact stakeholders and will be provided with a contact list by the state.  |
| 5.  | 2.1.2. and 2.1.3. | 5      | <p>a. Please confirm that the Department expects the vendor to deliver all trainings in a live, instructor-led format (either virtually or in-person), and that at least one session of each training topic delivered should be recorded for future, on-demand use and quality measurement.</p> <p>b. Does the Department have a preference for in-person or virtual trainings?</p> <p>c. How many case managers does the Department expect to be trained during the contract period?</p> <p>d. How many community agencies will the selected vendor be providing training to?</p> | <p>a. Yes this is accurate.</p> <p>b. DHHS prefers both in person and virtual trainings be made available.</p> <p>c. Approximately 27-300</p> <p>d. The Vendor will serve individuals from approximately 20 agencies –<br/>3 ABD<br/>5 DD/IHS<br/>5 ICMA<br/>5 Area Agencies</p> |
| 6.  | 2.1.2. and 2.1.3. | 5      | Does the Department have a preference on the approximate number of training participants in a live session? E.g. 20-30 participants per session or 40-50 participants per session.   | No preference  |
| 7.  | 2.1.2. and 2.1.3. | 5      | What is the total estimated number of trainings expected of the selected vendor?   | Number of trainings is not dictated, as long as  |

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|     |                          |          |  | all case managers and service coordinators are trained.  |
| 8.  | <b>2.1.2. and 2.1.3.</b> | <b>5</b> | What is the total number of training topics that the Department expects the vendor to develop and deliver?   | Vendor will include this in the proposal. The Department does not have a preference.   |
| 9.  | <b>2.1.2.3.</b>          | <b>5</b> | <ol style="list-style-type: none"> <li>1. What type of certification is needed for train the trainer?</li> <li>2. Is this referring to state licensure or is it a certification that the training course(s) was completed?</li> </ol>  | <ol style="list-style-type: none"> <li>1. Certification or Licensure is not required.</li> <li>2. This is referring to certification that training was completed.</li> </ol>   |
| 10. | <b>2.1.2.3.</b>          | <b>5</b> | As part of the train-the-trainer certification, does the Department expect the successful vendor to provide continuing education certificates or other certification by an accredited institution, or is the Department seeking a certification by the vendor that the participant successfully completed the course of training?  | DLTSS will seek a verification from the vendor that train the trainer has been completed.  |
| 11. | <b>2.1.2.4.</b>          | <b>5</b> | Does the Department have any specific requirements for the webinar recordings, such as specific editing requirements, closed captioning, transcripts, etc.?  | Appendix B: CLAS Requirements expands on these requirements.   |
| 12. | <b>2.1.3.</b>            | <b>5</b> | <ol style="list-style-type: none"> <li>1. Will the Department explain what is meant by the term “accessible” in the following sentence: “The selected Vendor must provide accessible, tailored and differentiated case management trainings for the provision of all Medicaid waived services, authorized in §1915(c) of the Social Security Act, including...”?</li> <li>2. For each waiver (DD, CFI, ABD and IHS), how many case managers/service coordinators are there for the state?</li> <li>3. For each waiver (DD, CFI, ABD and IHS), how many are considered state case managers and how many are independent (community provider or independent</li> </ol> | <ol style="list-style-type: none"> <li>1. Trainings must accommodate audience members that require accessibility accommodations such as vision, hearing or language accommodations.</li> <li>2. Approx. 270-300</li> </ol> |

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|     |             |        | <p>provider) case managers?</p> <p>4. How many independent case management entities (providers) are there statewide?</p> <p>5. Please provide any guidelines (policies, regulations, waiver definitions) that define the roles of case managers and service coordinators.</p> <p>6. How many training sessions does the department anticipate to be conducted each year?</p> <p>7. Can you please provide a definition of case management? Relatedly, can you please comment on whether that case management definition is intended to cover care coordination?</p> | <p>3. There are no state employed case managers or service coordinators. All case managers and service coordinators work for private organizations and are enrolled Medicaid providers.</p> <p>4. 8</p> <p>5. See BDS website for Service Coordinator responsibilities <a href="https://www.nh.gov/bds/scfunctionlist.pdf">scfunctionlist.pdf (nh.gov)</a>. See the Departments pages for CFI Waiver and other resources supporting CFI Waiver stakeholders: <a href="https://www.nh.gov/healthandhuman-services/cfi-waiver">Home and Community Based Care   New Hampshire Department of Health and Human Services (nh.gov)</a></p> <p>Administrative Rules He-E 805 and He-P 819 also cover Case Management requirements.</p> <p>6. The Department has not set a standard for the number of or approach</p> |

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|     |             |        |  | <p>for training sessions. Vendor should include this in their proposal.</p> <p>7. Case management is defined as a health care process in which a professional helps a patient or client develop a plan that coordinates and integrates the support services that the patient/client needs to optimize the healthcare and psychosocial possible goals and outcomes.</p> <p>No, this request for proposals is only soliciting training for service coordination and case management services throughout the state. Care coordination will not be included in training.</p> |
| 13. | 2.1.3.      | 5      | This section references four Medicaid waived services, but Appendix D, Question 2 references three program waivers. What are the three waivers being referred to for question 2? | The Appendix D: Technical Responses to Questions, has been updated to reflect the additional Medicaid Waiver, for a total of 4   |

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|     |             |        |  | (DD, ABD, CFI, IHS)  |
| 14. | 2.1.3.      | 5      | <p>This requirement states “The selected vendor must provide accessible, tailored and differentiated case management training for the provision of all Medicaid waived service, authorized in 1915(c) of the Social Security Act including DD, CFI, ABD, and IHS”</p> <p>Will these trainings be provided to just case management agencies or does DHHS/DLTSS expect these trainings will also be provided to other community members?</p> | <p>These trainings will be provided specifically to case management agencies. Internal staff teams administering the waivers will participate in the process in order to be cross trained as determined necessary by the Department.</p>   |
| 15. | 2.1.3.      | 5      | <p>Does the Department expect that the successful vendor will develop and deliver training topics that are specifically tailored to each of the waivers listed in 2.1.3.1 through 2.1.3.4? That is, should each training topics be specific to one waiver? Or is there a desire to develop and deliver training topics that are applicable across waivers?</p>   | <p>The Department expects to see an approach that addresses topics specific to each waiver. In addition there is an expectation that there will be a need to address cross training and where appropriate consistent approaches applicable across waivers. The Department has not set a standard for an approach to ensure consistency Vendor should include this in the proposal.</p> |
| 16. | 2.1.4.      | 5      | <p>Will the meetings with the Department be remote or in person?</p>   | <p>Meetings can be either remote or in person</p>  |
| 17. | 6.4.1.      | 11     | <p>Understanding that the funding source anticipates using Federal ARPA funds,</p>   | <p>Yes.</p>  |

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|     |                        |            | does the Department have a budget for this project?   |  |
| 18. | <b>7, Budget Sheet</b> | <b>13</b>  | We maintain a Rate Agreement with the Centers for Medicare & Medicaid Services (CMS) that is confidential and proprietary information. In regards to the Public Disclosure requirement, is it permissible to leave Row 6 within the Budget Period Tab, Row 6 as zero? If not, can this confidential and proprietary information be redacted for any publicly shared documents?  | The Department is amenable to entering N/A for the Indirect Cost Rate for proposals. If vendor is chosen for contracting phase, they will need to provide Federally Negotiated Indirect Rate Agreement to Department before a contract is finalized. |
| 19. | <b>Appendix A</b>      | <b>N/A</b> | Appendix A is not mentioned in the RFP document or submission checklist. Will these extra forms need to be signed and included as an attachment to the technical proposal?  | Appendix A is for reference. Only contractors who win a bid will be asked to complete Appendix A.  |
| 20. | <b>Appendix B</b>      | <b>N/A</b> | Is Appendix B required to be filled out as part of our application?   | Appendix B, CLAS Requirements, is for reference. Only contractors who win a bid will be asked to complete Appendix B   |
| 21. | <b>Appendix E</b>      | <b>N/A</b> | As a for-profit consulting company, we typically provide fully burdened market-based hourly billing rates by labor category (for example, Principal - \$xxx/hour, Senior Consultant - \$xxx/hour...). We do not base our hourly billing rates on salary and fringe. Please confirm whether labor category billing rates may be used for this proposal. If they can be used, please provide guidance on how we would fill out the budget sheet and staff list. | If all costs are hours worked, vendors can provide all budgetary items under the salary line item. Labor category billing rates may be used in proposals for this solicitation. Please   |

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|     |                           |            |  | ensure a detailed breakdown is included in Appendix F.  |
| 22. | <b>Appendix E</b>         | <b>N/A</b> | Can adjustments be made to cells B37 and B42 within the Budget Period Tab to accommodate the proposed fee calculation?   | Adjustments cannot be made to these cells. They are updated based on amounts entered throughout line items above.   |
| 23. | <b>Appendix F</b>         | <b>N/A</b> | Can this information in the Program Staff List be redacted for any publicly shared documentation?  | Please see Subsection 7.8, Public Disclosure, for instructions on submitting a redacted version of the Appendix F for review.   |
| 24. | <b>Appendix F</b>         | <b>N/A</b> | The file named “rfp-2023-dltss-05-casem-app-f-addendix-f-program-staff-list-form.xlsx” is labeled Appendix G when the file is opened. Please confirm this file is Program Staff List (Appendix F). | Yes, there was an error on the naming convention. It has now been updated to reflect “Appendix F.”  |
| 25. | <b>Proposal Checklist</b> | <b>N/A</b> | Are audited financial statements required with the response to the RFP?  | The Proposal Checklist has been updated on the website to remove audited Financial Statements in applications. These documents, or a comparable replacement, will only be required if a contract is awarded to proposed |



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|     |                |            |   | vendor(s).  |
| 26. | <b>General</b> | <b>N/A</b> | Is there an estimated budget for this project?  | The vendor is required to propose a reasonable cost to provide services in this Request for Proposals (RFP). See Section 3.2, Cost Proposal Evaluation Criteria for further guidance. |
| 27. | <b>General</b> | <b>N/A</b> | Can a selected Vendor provide subject matter experts to craft curriculum and not bring any existing curriculum to this training effort? | Yes.  |
| 28. | <b>General</b> | <b>N/A</b> | Are you currently using national best practices for your current case management training curriculum?                                   | Each provider agency currently operates by their own standards.   |