



OFFICIAL RESPONSES TO VENDOR QUESTIONS
RFP-2023-DLTSS-06-SYSTE

No.	Section	Question	Answer
1.	General	Is the Department interested in developing a Master Plan on Aging?	<p>The Department would support the creation of a New Hampshire Master Plan on Aging. A Master Plan on Aging would require resources and inclusion of key stakeholders such as the Commission on Aging, the Alliance for Health Aging, and many others including those who could be impacted by the plan as they age.</p> <p>BEAS is designated as the State’s Unit on Aging and has the responsibility to develop and administer the State Plan on Aging (SPOA) on an ongoing basis in accordance with all requirements of the Older Americans Act (OAA) of 1965. The SPOA is updated every three years. Please see the current SPOA on the DHHS SPOA website for further information.</p>
2.	1.4.2. Objective	<p>Would N.H. Rev. Stat. § 354-A:31 Right to Freedom From Discrimination in Public Workplaces and Education - Prohibition on Public Employers limit the selected Vendor’s ability to “[identify] racial, ethnic, and other disparities and [develop] partnerships and strategies to address them” in collaboration with public employees?</p>	<p>The proposed systems assessment and gaps analysis is to acquire and analyze information to improve the service delivery system, and is not intended to promote any effort by any public employer to teach, advocate, instruct, or train any employee, student, service recipient, contractor, staff member, inmate or any other individual group regarding racial, ethnic or other disparities.</p>

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3.	2.1. Scope of Services	Please describe the scope of assessment as it pertains to services and supports that are outside the scope of HCBS.	Please see Sections 2.1.2, 2.1.3, 2.1.4 and 2.1.5.
4.	Scope of Services, Section 2.1.6.	<ol style="list-style-type: none"> 1) Do the ServiceLink resource centers use the same information system to support all the programs they provide? 2) Do all resource centers provide the same services or are there local programs? 	<ol style="list-style-type: none"> 1) Yes, currently Navigate/Refer 7 and SHIP Tracking and Reporting System (STARS)/SMP Information and Reporting System (SIRS). 2) All ServiceLink programs offer the same core services. Additional services and supports may be available in some areas as a result of unique regional and/or community programs and capacity.
5.	Scope of Services, Section 2.1.7.	What datasets and data sources will the Department make available for the system assessment and gap analysis?	The Department will facilitate access to various data and reports within the Department's control as appropriate and necessary.
6.	3.2 Cost Proposal Evaluation Criteria	How will evaluators judge whether costs are reasonable in Appendix F?	Please see Section 3.2.1.
7.	3.2 Cost Proposal Evaluation Criteria	How will evaluators judge whether costs are reasonable in Appendix G?	Please see Section 3.2.2.
8.	4.1.3. Exceptions	Would the State allow the vendor more time for legal review and allow Vendors to submit their	No.

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		exceptions list at the time of the RFP response date with their proposal submission?	
9.	6.3. Technical Response Contents, 6.3.4. Resumes	What types of personal information should be redacted on resumes?	Personal phone numbers, email addresses, and home addresses.
10.	Appendix B: CLAS Requirements	Are all Vendors required to complete Appendix B, regardless of the type of services they provide?	Yes. This project is funded by Federal grant dollars. Therefore, all vendors are required to complete the four-factor CLAS analysis and, if selected, the Contractor will be required to submit a detailed description of the language assistance services it will provide to LEP persons to ensure meaningful access to programs and/or services, within 10 days of the date the contract is approved by Governor and Council.
11.	Appendix B: CLAS Requirements	Are the “programs and/or services” that need to be accessible to LEP persons the activities of this study?	Yes.
12.	Appendix E : Budget Sheet	Is it acceptable to propose total proposed staffing costs for this project in the Salary & Wages line based on hourly rates/anticipated hours and explain that this total is inclusive of the remaining line items?	Yes.
13.	Appendix F : Program Staff List	What is the difference between column E and column F in Appendix F?	Column E reflects the amount of an individual position that is funded by the program whereas Column F reflects the total salary amount for the

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			individual position.
14.	Appendix F : Program Staff List	Are Vendors required to list consultants in Appendix F?	Yes, if the consultant fees are included in the Vendor's proposed budget submission.
15.	Appendix F : Program Staff List	Are Vendors required to list staff from subcontractors in Appendix F?	Vendors should indicate what positions would be provided through a subcontractor without names of individuals.