



OFFICIAL RESPONSES TO VENDOR QUESTIONS  
 RFP #RFP-2024-DEHS-01-CALLC

No.	Section	Question	Answer
1.	General	Will the State be consolidating received questions and providing the questions and answers to all participating vendors?	Please see Section 2, Proposal Submission, Deadline, and Location Instructions, 2.4., Vendor Inquiries.
2.	General	Due to the volume of questions and the size and complexity of this project, would the State kindly consider an extension to the submission deadline?	Should the State choose to extend the deadline, an addendum will be posted on the RFP website.
3.	General	Has the current contract gone full term?	The current contract has not completed its full term.
4.	General	Have all options to extend the current contract been exercised?	The current contract has no options to extend.
5.	General	Are New Hampshire contracts available publicly? If so, where are these sourced?	All contracts approved by the Governor and Executive Council can be found here:  <a href="https://www.sos.nh.gov/administration/governor-executive-council/meetings">https://www.sos.nh.gov/administration/governor-executive-council/meetings</a>
6.	General	Who is the incumbent, and how long has the incumbent been	Please see the current contract and amendments here:

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		providing the requested services?	<a href="https://sos.nh.gov/media/5hofkhxx/050-gc-agenda-06292022.pdf">https://sos.nh.gov/media/5hofkhxx/050-gc-agenda-06292022.pdf</a>  <a href="https://sos.nh.gov/media/tldowljz/09a-gc-agenda-032520.pdf">https://sos.nh.gov/media/tldowljz/09a-gc-agenda-032520.pdf</a>
7.	General	Will Vendors' proposals be publicly available, and if so, will the State allow redaction? Please elaborate on submission requirements relative to redaction and protection of proprietary information, including pricing.	See Section 5 – Terms and Conditions Related to the RFP Process, 5.5.1. Disclosure of Information Submitted in Response to RFP.
8.	General	Will the State provide a list of all vendors who submit questions or otherwise have expressed an interesting in bidding on this proposal?	See Section 5 – Terms and Conditions Related to the RFP Process, 5.5.1. Disclosure of Information Submitted in Response to RFP.
9.	General	Is there a budget associated with this project? If so, what is it?	This is for the vendor to propose.
10.	Section 1.1.2 Scope of Work, 1.1.2. Scope of Work (SOW) Overview	What is the required degree of dedication for the call center?	The call center must have capacity to manage tier one resolution calls, which currently average 50,000/month.
11.	Section 1.1.2 Scope of Work, 1.1.2. Scope of Work (SOW) Overview	Would DHHS please provide call reports/call volumes and staffing schedules for the year prior to the COVID-19 pandemic (i.e., 2019)?	This data is not readily available to the State.
12.	Section 1.1.2 Scope of Work, 1.1.2. Scope of	1)How does DHHS anticipate call volume will fluctuate in response	1)The anticipation is the call volume will increase due to the clients calling looking for additional

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No.	Section	Question	Answer
	Work (SOW) Overview	<p>to the public health emergency (PHE) unwinding?</p> <p>2)How will DHHS work with the Contractor regarding forecasting anticipated call volumes during the PHE unwinding?</p>	<p>information or how to get their benefits reinstated.</p> <p>2)Additional guidance will be provided as needed to help assist the clients towards one call resolution.</p>
13.	Section 1.1.2 Scope of Work, 1.1.2. Scope of Work (SOW) Overview	The RFP advises that the BFA Customer Service Call Center currently receives a monthly average of 50,000 phone calls, but the statistics provided on Attachment 3 – Report Data seem to average 25,000 phone calls per month. Will the State clarify and confirm the monthly average?	The Report Data represents calls handled now by only one unit. This RFP will align all BFA calls into one unit, with call volume averaging 50,000 monthly.
14.	Section 1.1.2 Scope of Work, 1.1.2. Scope of Work (SOW) Overview	What percentage of inbound calls must be answered by a live operator?	All calls that pass through the Interactive Voice Response (IVR) system must be answered by a live agent.
15.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Will the State provide proposing Vendors with call statistics on a per category basis (e.g., statistics/volumes for TANF, statistics/volumes for APTD, statistics/volumes for old age assistance, etc.) for all categories 1.1 through 1.8 at this time, prior to submission of a proposal?	No, this information is not tracked.
16.	Section 1- Overview and	<i>The Selected Vendor must</i>	1)This is new service that is not currently being

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	Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<p><i>respond to caller questions from the State's Live Chat feature on NH Easy.</i></p> <p>1)Is this a new service or one that is currently being provided?</p> <p>2)Does this mean the Contractor will provide live chat services?</p>	<p>provided.</p> <p>2)The Contractor will provide the agents for the live chat.</p>
17.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Are there any licenses fees associated with using the State's Live Chat feature?	There will be no licensing fees for Live Chat.
18.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	What is the State's chat system?	The State is still in the process of acquiring a Live Chat solution.
19.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<p><i>The Selected Vendor must respond to caller questions from the State's Live Chat feature on NH Easy.</i></p> <p>Does the Department require vendor's agents to support inbound/outbound email, as well?</p>	No, the CSRs will not be emailing with the State's clients or staff.
20.	Section 1- Overview and Schedule of Events, 1.1.2.	<i>The Selected Vendor must respond to caller questions from</i>	1) No.

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No.	Section	Question	Answer
	Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<p><i>the State's Live Chat feature on NH Easy.</i></p> <p>1) Does NH currently offer an SMS/text channel?</p> <p>2) Otherwise, does the State envision offering the SMS/text channel in the foreseeable future?</p>	2) No.
21.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<p><i>The Selected Vendor must respond to caller questions from the State's Live Chat feature on NH Easy.</i></p> <p>Does the State's NH Easy web chat service currently include the use of a chatbot?</p>	Yes, a chatbot is currently used.
22.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Can we leverage our own chat system, or must we use the State's?	The selected Vendor will utilize the State's Live Chat solution.
23.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<p><i>The Selected Vendor must assess callers for additional needs and provide information about appropriate internal and external resources including, but not limited to: housing, substance misuse services, mental health services and public health services.</i></p> <p>1) Please explain what is entailed</p>	<p>1) For any additional needs that clients disclose, the selected Vendor will direct clients to resources based on a list provided by the State.</p> <p>2) The Is for the Vendor to propose.</p>

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No.	Section	Question	Answer
		<p>in “assessing callers for additional needs”? Is there a specific assessment the Contractor will use?</p> <p>2)Is there any data that is associated with assessing callers for additional needs that the Contractor needs to provide to external entities?</p>	
24.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Please provide a list of the holidays observed annually.	Please see here: <a href="https://www.das.nh.gov/hr/documents/holiday-calendar-2023-sonh.pdf">https://www.das.nh.gov/hr/documents/holiday-calendar-2023-sonh.pdf</a>
25.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<i>The Selected Vendor must support the administrative functions of the eligibility determination process that do not require discretion, e.g. intake of applications, renewal forms, and income or resource verifications; follow up on requests sent by the state agency (e.g., outbound calling to collect missing information); call center support to help provide status updates on application or renewal submissions; and other administrative tasks.</i>	Correct, the State will process inbound and outbound mail. The State will provide the Vendor access to the New Heights E-folder to review all communications mailed to and received from clients.

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No.	Section	Question	Answer
		Please verify the State will process all inbound and outbound mail and provide the vendor with access to its Document Imaging solution to support this requirement.	
26.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<p><i>The Selected Vendor must support the administrative functions of the eligibility determination process that do not require discretion, e.g. intake of applications, renewal forms, and income or resource verifications; follow up on requests sent by the state agency (e.g., outbound calling to collect missing information); call center support to help provide status updates on application or renewal submissions; and other administrative tasks.</i></p> <p>Please provide outbound call and other outreach channel volumes and metrics, as represented in Attachment 3 for inbound calls.</p>	These metrics are not tracked or available to report.
27.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<p><i>The Selected Vendor must support the administrative functions of the eligibility determination process that do not require discretion, e.g. intake of</i></p>	The State will provide information on administrative functions that need to be fulfilled to the selected Vendor on a regular basis, e.g. a weekly list of clients to call regarding their missing verifications, which typically range from 500-1000.



No.	Section	Question	Answer
		<p><i>applications, renewal forms, and income or resource verifications; follow up on requests sent by the state agency (e.g., outbound calling to collect missing information); call center support to help provide status updates on application or renewal submissions; and other administrative tasks.</i></p> <p>How will the Contractor be notified of administrative functions that need to be fulfilled?</p>	
28.	Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<p>1)On average, what is the average handle time for administrative functions?</p> <p>2)What percentage of customer service representative (CSR) time is allocated to administrative tasks?</p>	<p>1)Administrative functions are project-based and variable.</p> <p>2)This can range from 1FTE to 3FTE per day depending on work volume.</p>
29.	Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Should the vendor expect the completion of eligibility determination activities to have any significant impact on average call length?	This is indeterminable.
30.	Scope of Work (SOW) Overview, 1.1.2.1. Call	1)How many applications were processed in 2022?	1)75,286 applications.



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No.	Section	Question	Answer
	Center Services	2)How many renewal forms were processed in 2022?	2)30,716 renewal forms.
31.	Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Please provide any data/reports available related to administrative functions, separately stating those administrative functions that are not conducted as part of call.	There are no data reports or documented history of these functions.
32.	Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Are any other positions performing back-office work/administrative functions?	Yes, these functions are performed by State staff.
33.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Will non-English speakers be supported through the use of over the phone translation services?  If so, is the vendor expected to provide over the phone translation services?	The Selected Vendor must acquire and utilize their own language line for all non-English speaking callers and comply with all CLAS requirements as outlined in Attachment 2 – CLAS.
34.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Please confirm if chat interactions are performed in both English and Spanish languages.	Chat interactions will only be in English. Non-English speakers will be referred to a language line via telephone.
35.	Section 1- Overview and Schedule of Events, 1.1.2.	Please confirm Spanish is supported by language line, and	Spanish and other languages must be supported by the language line utilized by the selected

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	Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	that there have been no other languages supported using language line.  If not, please add these other languages to Attachment 3 providing historical volumes and metrics.	Vendor. 72% of non-English calls currently are in Spanish.  The current vendor has been only tracking English and Spanish since December 1, 2021.
36.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?	Please see <b>1.1.2.1. Call Center Services</b> . The selected Vendor must be located within the continental United States.
37.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Are vendors located outside of the US eligible to submit a proposal? Can the work be performed outside the US?	Please see 1.1.2.1. Call Center Services. The selected Vendor must be located within the continental United States.
38.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Does the State require or prefer in-state performance?	No.
39.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	1)Please confirm that the site visits in which "... the Selected Vendor shall participate...", are visits from the Department to a vendor site.	1) Confirmed.  2) The Department retains the right to determine how to visit with virtual/remote sites based on the selected Vendor's proposal.

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		2)If so, please clarify the requirement in the context of virtual/remote sites.	
40.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	What does the State envision as the process for in-person call record reviews? Please provide details on the proposed number, scope, timing, and location of “in person” call record reviews.	The Department retains the right to determine the time, manner and frequency of visits and record reviews based on the selected Vendor’s proposal.
41.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	How many CSRs and supervisors are currently servicing the program? What is the highest amount of CSRs that the State has had servicing the program?	Currently 33-36 CSRs manage the call volume; however, additional CSRs may be needed based on demand.
42.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	1)Does DHHS have a required number of call quality monitors / evaluations per CSR per month, or should vendor propose a quality program based on best practices?  2)Does DHHS have an existing call quality evaluation form for call monitoring? If yes, can a copy be provided for Vendor review?	1)This is for the bidder to propose.  2)No. The selected Vendor must create the customer satisfaction survey.
43.	Section 1- Overview and Schedule of Events, 1.1.2.	What is the current average after-call work time for operators?	This information is not tracked.

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No.	Section	Question	Answer
	Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services		
44.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?	Please see Appendix I – Example Contract, P-37. Paragraph 10.
45.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	What are the recording and storage requirements for non-phone communications?	No non-phone communications will be recorded or stored.
46.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	What time of day, days of the week, or times of the year do calls typically peak?	Post-holiday and post-benefit issuance days, including the 5 <sup>th</sup> , 15 <sup>th</sup> and 30 <sup>th</sup> of each month.
47.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	How often are existing processes and procedures changed by the Department and how often are new processes and procedures introduced?	This is not tracked.
48.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Please list and/or provide samples of all reports currently provided by the incumbent.	Please see Attachment 3.

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No.	Section	Question	Answer
49.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	The RFP mentions the vendor's "ability to record customer calls for quality assurance and training purposes". How long does the State require recorded calls to be stored? Does the State require screen recordings?	Recorded calls must be stored for the length of the contract. Screen recordings are not required.
50.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<i>The selected vendor must provide: knowledge management, training, coaching and scripts to provide DHHS with skilled CSRs enabling them to give high quality customer service to callers that will return high customer satisfaction ratings.</i> Please confirm you require bidders to provide a knowledge management system as part of their solution.	Yes, with respect to providing high quality customer service.
51.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<i>The selected vendor must provide: knowledge management, training, coaching and scripts to provide DHHS with skilled CSRs enabling them to give high quality customer service to callers that will return high customer satisfaction ratings.</i> What is the current Learning Management System (LMS) used for agent training, and is this provided by the State or the	Training is provided by the State using both live/virtual trainings in addition to exercises in Moodle.



No.	Section	Question	Answer
52.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Vendor?  1)What are the minimum and recommended specifications for PC workstations?  2)Are two monitors needed by agents?  3)What is the minimum and recommended size and resolution capabilities for agent monitors?  4)Will the Vendor's PC workstations connect to the State's VMware environment?  5)What applications are required on the Vendor's PC Workstations?	1) Work stations must have the most recent Chrome or Edge browser installed.  2)Agents can work on a single monitor.  3) Recommended screen size is 1024 X 768 or higher.  4) When logging into New HEIGHTS, the call is made through VMware.  5)Chrome or Edge.
53.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Is the State's Live Chat feature an application within the State's VMWare environment? If no, how does the Vendor access this system?	This is going to be cloud-hosted solution that agents are provided for the CSR agent to log into.
54.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	What applications are hosted in the State's VMware Environment?	None.

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No.	Section	Question	Answer
55.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	Page 5 of the RFP #8 - references training requirements in Subsection 1.1.2.7., however there is no subsection 1.1.2.7, please clarify.	This is a typographical error; please see 1.1.2.1.6. Training.
56.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1. Call Center Services	<p><i>A phone system setup within 30 days that integrates with the State's Cisco phone system and provides for relay service as necessary to facilitate communication including the receipt and transfer of calls to the State's Interactive Voice Response (IVR) system (described in Subsection 1.1.2.1.2) and the Tier Two BFA Call Center.</i></p> <p>Does the term "relay service" relate to the users that are hearing challenged?</p>	No. This relates to relay or forwarding from vendor solution to State IVR or Tier 2.
57.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Will the Contractor use any State systems other than NH Easy, New HEIGHTS and Live Chat on NH Easy?	No.
58.	Section 1- Overview and Schedule of Events, 1.1.2.	Will all client NPI/PII/PHI data be maintained exclusively in the	Yes.



No.	Section	Question	Answer
	Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	State's New HEIGHT's system?	
59.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	<ol style="list-style-type: none"> <li>1. Is it the State's intention for the outsourcing partner to utilize the State's New Heights System, or will the outsourcing partner use their own omnichannel platform and integrate with the State's system?</li> <li>2. Is it the State's intention for the outsourcing partner to handle the Live Chat feature on the New Heights System, or will the outsourcing partner use their own chat platform and integrate with the State's system?</li> </ol>	<p>1) The vendor will utilize the State's New HEIGHTS system.</p> <p>2) The vendor will utilize the State's live chat solution.</p>
60.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Please provide the volume of calls by month for the past 24 months of IVR calls.	The State IVR averages 3,500 calls per month.



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No.	Section	Question	Answer
61.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	RFP states that Call Center will integrate with the existing and proposed IVR, will integration be available/expected with New HEIGHTS system?	No. CSR agents will have access to log into New HEIGHTS system.
62.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	How will the State's IVR integrate with the vendor's IVR?	The vendor's landing page or IVR must be able to route calls to the State's IVR solution should the client choose that option.
63.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Will the vendor be the primary line of contact for callers or act as an overflow to DHHS?	The selected Vendor must be able to integrate with the State's Interactive Voice Response (IVR) (the State currently uses a Cisco platform for its IVR) by accepting calls into a vendor-developed IVR entry menu from which the caller can select either the State's IVR or internal resources or a Tier One (Vendor) customer service representative. From the Tier One, if necessary, the CSR must be able to forward to the Tier 2 Call Center or other State internal resource.
64.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	1)Can the State elaborate on the difference(s) between Tier 1 and Tier 2? 2)Will this contract only be responsible for staffing Tier 1 call takers or will they provide both levels of call takers?	1)Tier 1 calls are basic client questions generally related to case activity or community resources. Tier 2 calls require a trained State eligibility worker. 2)The selected Vendor must provide services to the State to support Tier One call center responses on behalf of the BFA.



No.	Section	Question	Answer
65.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	<p>RFP page 6 - “CSR would be able to forward to the Tier 2 Call Center or other State internal re-source”</p> <p>1)What situations require CSR to forward callers to the Tier 2 Call Center other State internal resource?</p> <p>2)Will the State allow the awardee to handle escalated Tier 2 calls instead of transferring to a Tier 2 call center?</p>	<p>1) Tier 2 calls include eligibility worker intervention related to benefit issuance; some examples include change to budget, adding a program, and benefit issuance appeals.</p> <p>2) No, Tier 2 calls require the involvement of a trained eligibility worker.</p>
66.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?	Please see section 1.1.2.1.2. New HEIGHTS and Interactive Voice Response
67.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Does the State require vendor to provide a telecoms platform to interface with the State's platform, and receive inbound Tier 1 calls, or will the State provide vendor's agents with licenses to its platform (currently Cisco, though we understand the State will be transitioning to a cloud hosted CCaaS)?	The selected Vendor will provide telecoms platform initially until the state’s cloud solution is ready. Once the cloud solution is ready, the State will provide vendor agents with licenses to that solution.



No.	Section	Question	Answer
68.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	What is the model and software version of the State's Cisco phone system?	Cisco Unified Communications 11.6 (CUCM, CUC, UCCX)
69.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	What type of integration is supported on the State's Cisco phone system?	For this iteration the vendor will be integrating with the State through PSTN transfer. The Vendor will be facilitating open/closed/holiday greetings and Tier 1 call service and triaging to Tier 2 State system if necessary.
70.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Is the extent of the integration with the State's Cisco phone system the ability to transfer calls to it?	Yes, the intent of the integration would be transferring Tier 2 and self-service calls to the existing State phone system
71.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	What level of integration will be required with NH's Cisco IVR system?	Integration must allow clients to be routed to State's solution upon calling the Customer Service line.
72.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW)	Please confirm there are no license fees associated with integrating with the State's Cisco	As the Department will not add the vendor as agents to the State system, no additional licenses would need to be acquired on the State side.

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No.	Section	Question	Answer
	Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	phone system.	
73.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Does the State have a toll-free number (TFN) or other phone number that will be routed to the contractor’s telephony platform, or is the contractor expected to provide a TFN?	The State provides the Toll Free Number.
74.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	How should calls be handled after business hours?	The State manages the after-hours message.
75.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Will agents need a unique telephone number (Direct Inward Dialing (DID)) to leave with customers?	No.
76.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Will agents need to receive voice mail?	No.
77.	Section 1- Overview and Schedule of Events, 1.1.2.	Are SBCs required for demarcation between the State’s	No, SBC integration is not needed if transferring

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No.	Section	Question	Answer
	Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Cisco phone system and vendor's call center solution?	Tier1 and Self Service calls via PSTN. DID's can be provided for vendor transfers direct to State Tier2 Queues and English/Spanish Self Service.
78.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	What is the availability of the current vendor's IVR/ACD?	The current vendors system matches the State of NH operating hours are M-F 8:00AM-4:30PM EST, the Self Service section is available for clients 24x7.
79.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	1) Will the State's IVR only hand off voice calls?  2) Will the State's IVR use open APIs to provide data and voice to the Vendor's IVR?	1) Yes.  2) The APIs to provide data is only within the State's IVR solution. Once the client chooses State IVR, they are no longer within Vendor's IVR.
80.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Does the State requires the Vendor to manage its Cisco IVR and provide the Vendor with access rights to manage the configuration?	Vendor is not responsible for managing State phone system or State IVR(Self Service). Intent is incoming calls will first be processed by vendor system providing an Open/Closed/Holiday greeting and Tier1 services. Escalated to State resources for Tier2 or if caller selects Self Service option. Systems will remain separate but collaboration required between both vendor and State to make sure unified prompts, voice talent and options are presented to callers.
81.	Section 1- Overview and Schedule of Events, 1.1.2.	Are the State's systems externally	New HEIGHTS and NH EASY are available

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No.	Section	Question	Answer
	Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	available for single sign-on?	externally.
82.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	How will the vendor access the State's New HEIGHTS system?	New HEIGHTS will be accessed via internet.
83.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Are there any integration diagrams related to the telephony integration that is anticipated with the Cisco phone system available to allow proposing Vendors to assess the technical integration requirements in more detail as part of devising and submitting their proposed solution?	We like to establish As-Built documentation that defines the call routing design and prompts so the vendor, State administrators and Supervisors understand what will be presented to callers. Existing documentation can be provided if permitted by management.
84.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Will the State consider allowing the vendor agents to use the States existing telephony versus the Vendor using a separate technology?	At this time management has directed the integration to strictly be PSTN call transfer based vs adding additional remote agents to our existing system.
85.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New	1) Does the State expect that the Contractor will provide a Customer Relationship Management (CRM) system? If so, what information	1) CRM may need to be used to track call times (wait, answered, dropped) and other items needed for tracking. New HEIGHTS is used to report all the details from the call such as the



No.	Section	Question	Answer
	HEIGHTS and Interactive Voice Response	<p>will be logged in the CRM and what information will be logged in New HEIGHTS?</p> <p>2)What level of integration with New HEIGHTS and the Contractor’s CRM is expected?</p> <p>3)Is the Vendor expected to maintain a CRM in addition to the New HEIGHTS system or will the New HEIGHTS system handle all data related to call disposition?</p> <p>4)Is the State requiring bidders to propose a CRM to track date and time of call, call type, services sought and outcome of each phone call including information this resources provided. Bidders should assume to use the New Heights system for call tracking purposes.</p>	<p>information of the client is requesting and what was resolved.</p> <p>2)There is no integration with a Vendor CRM and New HEIGHTS.</p> <p>3)New HEIGHTS does not handle call disposition. Case notes are typed in by CSR of the call that transpired.</p> <p>4) Vendors should provide a solution to track calls. New HEIGHTS does not track calls, it is an eligibility system where case notes from calls should be entered.</p>
86.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	<p>1) Will the Vendor staff be required to log data in a State system other than New HEIGHTS?</p> <p>2) Will the Vendor be responsible</p>	<p>1) New HEIGHTS is the only state system used until the Cloud Call Center solution is in place.</p> <p>2)No.</p> <p>3) Yes, eligibility determinations are processed</p>



No.	Section	Question	Answer
		for tracking eligibility support activities in a system other than New Heights?  3) Will all eligibility determination workflows be processed via state systems?	within New HEIGHTS system.
87.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	What level of integration is needed between the Vendor's phone system and New HEIGHTS?	None.
88.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	Are additional integrations required outside of the State's IVR system and Cisco phone system?	No additional integrations.
89.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.2. New HEIGHTS and Interactive Voice Response	What is the proposed, future, cloud-based solution that the State anticipates to move to?	Unknown at this time.
90.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.3.	While the State indicates it "shall consider a variety of working environment models including in-person, remote, and hybrid", is	This is for Vendors to propose.



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No.	Section	Question	Answer
	Staffing	there a preference for in-center working, or will the State be looking to vendors' proposed solutions?	
91.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.3. Staffing	Are there any requirements for employees beyond standard background screening?	Vendor is to set qualifications for employees.
92.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.3. Staffing	Can the State provide a job description for the positions the contractor would be staffing?	This is for the Vendor to propose.
93.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.3. Staffing	Can the customer service representatives for this contract can work from an office or can work remotely?	See section 1.1.2.1.3.
94.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	How will performance be measured?	See Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting.
95.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW)	Over the past year, what is the percentage of calls received in English versus non-English?	The current vendor is only tracking English and Spanish, since December 1, 2021. Please see Attachment 3 Report Data.

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No.	Section	Question	Answer
	Overview, 1.1.2.1.4. Reporting		
96.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	Over the past year, what percentage of calls received were in Spanish?	Please see Attachment 3.
97.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	Can you provide 12 months' historical performance data for each of the performance measures identified in Section 1.1.2.1.4: Average Call Time, Abandonment Rate, Average Speed of Answer within 180 seconds, Transfer to Tier 2, First Call Resolution Rate, Customer Satisfaction Ratio, and Daily Staffing?	Please see Attachment 3.
98.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	How are Average Call Time and Average Hold Time defined and measured today?  Is Average Hold Time a component of Average Call Time?	Report is indicative of one system used today that does not support full call volume activity, thus hold time/call time is defined by that one system.  Vendor can define how the proposed call center software defines both average hold time/wait time and average handled time.
99.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4.	Are the metrics listed for weekly performance reports intended to be service level agreements	This is for the Vendor to propose.

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No.	Section	Question	Answer
	Reporting	(SLAs)?	
100.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	There is a contradiction in the RFP text regarding the frequency of reporting. The first sentence references weekly performance reports and the first sentence after the table states monthly reports. Please clarify.	Weekly.
101.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	1) What is the minimum required total call capacity? 2) What is the minimum simultaneous inbound call capacity?	The State expects 30 CSRs to be available during call center hours.
102.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	What is the maximum wait time?	See section 1.1.2.1.4 Reporting
103.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	What is the maximum hold time?	See section 1.1.2.1.4 Reporting
104.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW)	What percentage of calls must be resolved without a transfer, second call, or a return call?	See section 1.1.2.1.4 Reporting

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No.	Section	Question	Answer
	Overview, 1.1.2.1.4. Reporting		
105.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	What is the maximum percentage of calls that can be terminated by the caller without resolution?	See section 1.1.2.1.4 Reporting
106.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	Is the expectation that at least 90% of calls are answered in 180 seconds weekly?	See section 1.1.2.1.4 Reporting
107.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	What is the Average Speed of Answer target is >90% within 180 seconds?	See section 1.1.2.1.4 Reporting
108.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	How is First Call Resolution Rate defined and measured today?	First call resolution is measured through percent of transferred calls.
109.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	Would the State accept a question within a satisfaction survey as an appropriate method to measure first call resolution?	This is for the Vendor to propose
110.	Section 1- Overview and	Does the State have required	No, Live Chat will be a new service.

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No.	Section	Question	Answer
	Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	performance measures for chat interactions such as average handle time, average speed of answer, concurrency, etc?	
111.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	Would the state accept the following definition of Customer Satisfaction? “% of callers who respond to a satisfaction survey question indicating a satisfactory experience during their call”	This is for the Vendor to propose
112.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	How is Customer Satisfaction Rate defined and measured today?	Customer Satisfaction Surveys are not currently conducted as part of the call center model.
113.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	1) What is the expected average handle time for the awarded vendor? 2) Does this handle time include wrap up time?	1) This is for the bidder to propose. 2) Attachment 3 includes wrap up time.
114.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	Is all information related to caller demographics captured in New HEIGHTS?	Yes
115.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4.	1)Please confirm that called demographics and information is readily available for the selected vendor to pull from existing New	1)Confirmed. 2)This data is not to be exported

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No.	Section	Question	Answer
	Reporting	<p>Heights State System.</p> <p>2)With the understanding that case notes will be entered in New HEIGHTS, including caller demographics and information such as housing or employment issue, can the Department provide details on how data from New HEIGHTS can be exported to be reported on by the Vendor (with respect to caller demographics)?</p>	
116.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	What type of system integration is available with New Heights?	No integration with New HEIGHTS. CSR agents will be provided user ID to access New HEIGHTS system
117.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	What are your abandon rate expectations of the awarded vendor?	See section 1.1.2.1.4 Reporting
118.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	What are the most common reasons calls are transferred?	Questions regarding benefit funding breakdowns impacting benefit issuance.
119.	Section 1- Overview and Schedule of Events, 1.1.2.	Has there been any incidence of Busy/Blocked signals being	No

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No.	Section	Question	Answer
	Scope of Work (SOW) Overview, 1.1.2.1.4. Reporting	reached by inbound callers?	
120.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.5. Caller Satisfaction Tracking	What methods of survey are used to capture Customer Satisfaction scores. If possible, please provide an example of the CSAT survey(s).	This is for the Vendor to propose.
121.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.5. Caller Satisfaction Tracking	How many CSAT templates exist?	This is for the Vendor to propose.
122.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.5. Caller Satisfaction Tracking	How often would the CSAT templates be required to be changed?	This is for the Vendor to propose.
123.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.5. Caller Satisfaction Tracking	Does the State have standard survey questions that are preferred?	This is for the Vendor to propose.
124.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.5. Caller Satisfaction Tracking	Are surveys to be conducted during the call or after calls?	This is for the Vendor to propose.

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No.	Section	Question	Answer
125.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	Is it the State's expectation that CSRs are hired, on boarded and fully trained within 30 days of the contract effective date?	Yes.
126.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	Who will conduct training, the contractor or the State?	Program and New HEIGHTS training will be provided by the State.
127.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	Does the State already have new hire training established, or will the vendor need to create training?	Program and New HEIGHTS training will be provided by the State
128.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	How long is the current training? Please confirm that training is considered billable time.	Training is a one week commitment. Training is still in development. Training time is billable hours.
129.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	Please describe any current new hire and nesting assessments/gateways in place.	System access forms require a 2 week processing timeframe and training is a one week commitment.
130.	Section 1- Overview and Schedule of Events, 1.1.2.	Will the State and the incumbent	Yes.



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No.	Section	Question	Answer
	Scope of Work (SOW) Overview, 1.1.2.1.6. Training	will provide existing training materials to the selected vendor?	
131.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	Will the State will provide Train-the-Trainer (TTT)?	Yes.
132.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	Is there required training beyond new-hire training? If so, what is the frequency and duration?	The State will evaluate performance regularly to determine if additional training is necessary, as well as any new training for revised procedures
133.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	Will the state provide New Heights Reporting training?	Yes
134.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	Is there a training or UAT version of the New HEIGHTS system that learners can practice in?	Training is currently live in a virtual environment, however, this is currently being enhanced with the use of Moodle.
135.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6.	What is the existing training that will be shared with the Vendor?	Training material is currently being modified.

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No.	Section	Question	Answer
	Training		
136.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	What technology is needed to support the delivery of training content?	Zoom and access to Moodle.
137.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	Does the State provide Health Insurance Portability and Accountability Act (HIPAA) and Protected Health Information (PHI) training?	Yes.
138.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	Are CSRs universally trained and skilled to handle all contact types (inbound voice, outbound voice, chat)?	The Vendor is responsible to train CSRs in customer service.
139.	Section 1- Overview and Schedule of Events, 1.1.2. Scope of Work (SOW) Overview, 1.1.2.1.6. Training	Is the expectation that CSRs be trained within 30 days of contract effective date, or only that some Vendor staff be trained by this time?	Is it expected that CSRs be trained within 30 days of the contract effective date.
140.	Section 1, Overview and Schedule of Events, 1.2. Schedule of Events.	What is the due date for this procurement?	Please see 1.2. Schedule of Events and review Final Date and Time for Proposal Submission.
141.	Section 1, Overview and Schedule of Events, 1.2. Schedule of Events.	Will there be an opportunity for Vendors to submit clarification questions following the initial answers to Vendor questions?	No.

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No.	Section	Question	Answer
142.	Section 1, Overview and Schedule of Events, 1.2. Schedule of Events.	. Does the State anticipate vendors will have to recruit and hire for new positions upon notice of Vendor Selection, or Governor/Council Approval and Effective Contract Date (which are currently the same)?	The selected Vendor should propose their plan for this.
143.	Section 1, Overview and Schedule of Events, 1.2. Schedule of Events.	What is your anticipated Implementation Plan time frame?	30 – 45 days prior to Go-Live date.
144.	Section 1, Overview and Schedule of Events, 1.2. Schedule of Events.	What is the Go-Live date?	July 1, 2023.
145.	Section 2, Proposal Submission, Deadline, and Location Instructions, 2.2., Electronic Proposals	Can we submit the proposals via email?	Please see subsection 2.2. Electronic Proposals.
146.	Section 2, Proposal Submission, Deadline, and Location Instructions, 2.2., Electronic Proposals	What is the file size limit for emails?	The email limit is 25 MB.
147.	Section 2, Proposal Submission, Deadline, and Location Instructions, 2.4., Vendor Inquiries	Will the State be engaging with Vendors for the purposes of negotiations or oral presentations, prior to the Vendor Selection notice?	No.
148.	Section 2, Proposal Submission, Deadline, and	For Vendor exceptions at Section 2.4, would the State please	Yes, that is correct.



No.	Section	Question	Answer
	Location Instructions, 2.4., Vendor Inquiries	confirm the reference to Form P-37 at Appendix A is meant instead to reference Appendix I and Exhibit A to Appendix I?	
149.	Section 3 – Proposal Organization, Content and Required Items, 3.1.6. Section III: Responses to System Requirements and Deliverables	Vendors are directed to include a completed copy of Attachment 1 IT Technical Requirements Workbook in this section of their Technical Proposal. However, completion of the Deliverable Activity Milestone tab in this Excel spreadsheet includes providing price information, which is supposed to be provided separately. This same information is presented in Appendix E Pricing as Table E-1.1, one of five tables comprising a Vendor’s Price Proposal. How should Vendors proceed?	Vendors should complete the Excel Deliverable Activity Milestone table with pricing. Vendors are not expected to submit this table twice.
150.	Section 3 – Proposal Organization, Content and Required Items, 3.1.10. Section VII: Price Proposal	How should Vendors submit their price proposals?	Price proposal must be submitted separately as noted in 2.1. Proposal Submission.
151.	Section 4, Evaluation of Proposals, 4.1. Criteria for Evaluation and Scoring	What is the evaluation criteria and weighted scoring/scoring matrix that will be used to evaluate and	Section 4, Evaluation of Proposals, 4.1. Criteria for Evaluation and Scoring

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No.	Section	Question	Answer
		select a vendor, including the technical response, pricing, and other evaluation factors that will be considered?	
152.	Section 4, Evaluation of Proposals, 4.2. Scoring Detail, 4.2.2. Scoring of Vendor Technical, Service, and Project Management Proposal	Can you please clarify if the proposed work-plan is the completion of the Attachment 1: IT Technical Requirements Workbook?	The Proposed Work Plan and Attachment 1 are separate requirements.
153.	Section 4, Evaluation of Proposals, 4.2. Scoring Detail, 4.2.5. Scoring the Proposed Tier One Call Center Solution Price	Should we assume that the prices provided will apply for two years based on this section?	Yes.
154.	Section 4, Evaluation of Proposals, 4.3. Planned Evaluations	Will the State conduct Oral interviewed or Product Demonstrations?	The State does not intend to conduct Oral interviews or Product Demonstrations.
155.	Section 4, Evaluation of Proposals, 4.3. Planned Evaluations, 4.3.5. Price Proposal Review	Please define how the Department will identify “lowest proposed price.” What is the score threshold?	Please see Section 4, Evaluation of Proposals, 4.3. Planned Evaluations, 4.3.5. Price Proposal Review. The lowest proposed price is defined as the lowest price proposed by a Vendor who has scored above the minimum necessary for consideration on the Technical Score.
156.	Section 5 – Terms and	Is acknowledgement of any	Yes.

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No.	Section	Question	Answer
	Conditions Related to the RFP Process, 5.1. RFP Addendum	addendum inherent in a Vendor's submission of a proposal?	
157.	Section 5 – Terms and Conditions Related to the RFP Process, 5.5.1. Disclosure of Information Submitted in Response to RFP	Where should the letter that specifies a Vendor's rationale for claiming confidentiality and itemizing related redacted items be included?	Attachment to the Technical Proposal.
158.	Section 6 Contract Terms and Award, 6.5. Related Documents Required	Are Vendors required to be registered to do business in the State of New Hampshire, at the time of proposal submission, or will the State allow vendors to register upon award, prior to contract start date?	Please see Section 6 Contract Terms and Award, 6.5. Related Documents Required.
159.	Appendix B – Business / Technical Requirements and Deliverables, B-1. Statement of Work, 2. Background Checks	Recently background checks have been delayed due to the pandemic and other factors. Will the State permit training, subject to background checks?	The State has not experienced delays in background checks.
160.	Appendix B – Business / Technical Requirements and Deliverables, B-1. Statement of Work, 5. Federal Data	Will the Contractor access or record any FTI?	No.
161.	Appendix B – Business /	Is there any data other than call	No.

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No.	Section	Question	Answer
	Technical Requirements and Deliverables, B-1. Statement of Work, 6. Data Integration and Ingestion	data (e.g., number of calls, abandonment rate, etc.) that would need to be exported to the sFTP?	
162.	Appendix B – Business / Technical Requirements and Deliverables, B-1. Statement of Work, 6. Data Integration and Ingestion	What volume of data will be ingested?	Voice Recordings.
163.	Appendix B – Business / Technical Requirements and Deliverables, B-1. Statement of Work, 7. Contract End-Of-Life Transition Services, 7.1.2.	Will the Contractor be responsible for transitioning/migrating any data during the implementation?	No, the Contractor will not be required to migrate any data.
164.	Appendix B – Business / Technical Requirements and Deliverables, B-1. Statement of Work, 7. Contract End-of-Life Transition Services, 7.1.3.	<p>Will the State make the following proposed revision?</p> <p>If a system, database, hardware, software, and/or software licenses (Tools) was purchased or created <u>by the State</u> to manage, track, and/or store State Data in relationship to this contract said Tools will be inventoried and returned to the State, along with the inventory document, once transition of State Data is complete.</p>	No.



No.	Section	Question	Answer
165.	Appendix B – Business / Technical Requirements and Deliverables, B-1. Statement of Work, 7. Contract End-Of-Life Transition Services, 7.2.	Is the incumbent Vendor responsible for the costs to transfer all data file and voice recordings to the new Contractor (aka Recipient) at the end of the contract?	Yes.
166.	Appendix B – Business / Technical Requirements and Deliverables, B-1. Statement of Work, 7. Contract End-of-Life Transition Services, 7.2.2.	<p>Will the State make the following revision?</p> <p>Once all parties agree the data has been migrated the Contractor will <u>unless otherwise prohibited by law</u>, have 30 days to destroy the data per the terms and conditions of Exhibit G, Attachment 2 – Exhibit K:DHHS Information Security Requirements.</p>	No. This is already addressed in Exhibit K Section III B. 1. The Department understands that data retention varies and there may be a longer retention period required by law.
167.	Appendix B – Business / Technical Requirements and Deliverables, B-1. Statement of Work, 8. State Owned Devices, Systems and Network Usage	Will the Vendor be provided equipment including computer and peripherals, and any minimum specifications?	Yes, specs needed for New HEIGHTS are Chrome or Edge browsers with latest version, Windows Machines preferable.
168.	Appendix B – Business / Technical Requirements and Deliverables, B-3. Activity, Deliverable, or	Is there a need to integrate any other Contractor systems with additional State systems?	No.



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No.	Section	Question	Answer
	Milestone		
169.	Appendix B – Business / Technical Requirements and Deliverables, B-3. Activity, Deliverable, or Milestone, Table B-3: Deliverables, #7 Systems Interface Plan and Design/Capability	Please provide detailed information about all of the systems the selected vendor will need to interface with?	DID's would be provided for vendor transfer of Tier2 and Self Service systems
170.	Appendix B – Business / Technical Requirements and Deliverables, B-5.	Item B.5. is blank. Is this intentional?	This is a typographical error.
171.	Appendix C – Topics for Mandatory Responses, C-1. Proposed Solution, Topic 1 – Description of Solution, Question 1	Section B-2 simply refers Bidders to the tables in Attachment 1, which are already addressed in Proposal Section III. Should Bidders respond to requirements in B-1 here?	Requirements should be addressed in Attachment 1.
172.	Appendix C – Topics for Mandatory Responses, C-2.2. Security and Protection of Data, Topic 4 – Information Security and Privacy Question 1	Can the CAIQ and/or the SCTM be included as an attachment and excluded from the page limit for this section?	Yes.
173.	Appendix C – Topics for Mandatory Responses, C-2.2. Security and	Will the State confirm callers can authenticate within the State's IVR and bidders can assume callers	CSR agents will need to authenticate individuals who call verifying identity using the New HEIGHTS system.



No.	Section	Question	Answer
	Protection of Data, Topic 5 – Information Security and Privacy <i>Describe the System security design and architectural features incorporated into the proposed Solution including:</i> 1. <i>The identification and authentication methods used to ensure that users and any interfacing Applications are identified and that their identities are properly verified.</i>	will transfer from the IVR to Tier 1 agent as authenticated?	
174.	Appendix C – Topics for Mandatory Responses, C-2.2. Security and Protection of Data, Topic 5 – Information Security and Privacy, Question 1 <i>What process or methodology is employed within the proposed Solution to ensure Data integrity?</i>	What data will be housed in the selected vendor’s system that you are referring to as it relates to Data integrity?	Any PHI or PII that is stored in the vendor’s system, if any.
175.	Appendix C – Topics for Mandatory Responses, C-2.2. Security and	Can the VRAR can be provided in Proposal Section VIII: Vendor Attachments and don’t count	Yes.



No.	Section	Question	Answer
	Protection of Data, Topic 7 – Security Risk Assessment, Question 7	against page limits?	
176.	Appendix C – Topics for Mandatory Responses, C-2.2. Security and Protection of Data, Topic 7 – Security Risk Assessment, Question 7	Can the State please direct Bidders to the correct file/link?	Upon clicking the link, your browser will download the required Word document.
177.	Appendix C – Topics for Mandatory Responses, Table C: Topics, C-2.2. Security and Protection of Data, Topic 8 – Data Quality	What is the number of pages required in Table C (TOPICS) under C-2.2 Security and Protection of Data next to Topic 8 Data Quality?	No page limit.
178.	Appendix C – Topics for Mandatory Responses, C-2.2. Security and Protection of Data, Topic 8 – Data Quality	<p><i>Describe the data quality approach used in a previous project. Include a sample data quality plan if possible.</i></p> <p>Please advise the scope of this requirement. Is the State referring to the data the specialists create, modify and/or remove from the New Heights system?</p>	The State is referring to the data that is modified in the New HEIGHTS system.
179.	Appendix C – Topics for Mandatory Responses, C-2.3. Personnel and Training, Topic 9 User Training Approach,	Please confirm the training schedule and CSR training materials are to be included in Proposal Section VIII and don't count against the page limit.	Correct.

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No.	Section	Question	Answer
	Question 1		
180.	Appendix C – Topics for Mandatory Responses, C-2.3. Personnel and Training, Topic 9 User Training Approach, Question 2	What is the current Knowledgebase platform, and how are knowledge articles, FAQs, and other job aids currently managed?	This is for the bidder to propose regarding CSRs.
181.	Appendix C – Topics for Mandatory Responses, C-2.4. Project Execution, Topic 10 Environment Setup, Question 2	Other than call data that will flow to the State’s Oracle and Tableau BI solution, what data from the Contractor’s solution does DHHS anticipate flowing to the State?	No other data.
182.	Appendix C – Topics for Mandatory Responses, C-2.4. Project Execution, Topic 10 Environment Setup, Question 2	Please confirm diagrams can be provided in Proposal Section VIII and don’t count against the page limit.	Correct.
183.	Appendix C – Topics for Mandatory Responses, C-2.6. Ongoing Operations for Vendor Hosted Solution, Topic 15 Assurance of Business Continuity, Question 1	Please confirm Bidders can provide a business continuity plan in Proposal Section VIII and it doesn’t count against the page limit.	Correct.
184.	Appendix C – Topics for Mandatory Responses, Table C: Topics, C-2.7. Project Staffing, Topic 16 – Call Center Staffing	Please provide the number of pages required in Table C (TOPICS) under C-2.7 Project Staffing Topic 16 – Call Center Staffing Structure and	No page limit.

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No.	Section	Question	Answer
	Structure and Qualifications	Qualifications.	
185.	Appendix D - Standards for Describing Vendor Qualifications	Are there any page limits associated with Appendix D?	No page limit.
186.	Appendix D - Standards for Describing Vendor Qualifications, D-2.1., Financial Strength	Due to the size of financial documents, and considering the file size limit for this submittal, can Bidders provide links to financial documents?	Yes.
187.	Appendix D - Standards for Describing Vendor Qualifications, D-2.4. Subcontractor Information	Does the State allow vendors to use Subcontractors, and if so, are there any restrictions or requirements that vendor needs to comply with relative to the use of Subcontractors?	Yes, please see Appendix I – Example Contract, P-37. Paragraph 12. Assignment/Delegation/Subcontracts.
188.	Appendix E Pricing	Is Pricing here looking only at the first year of the contract, or for the four years of the contract?	The contract period is for two years. Pricing should be provided for both years.
189.	Appendix E Pricing	Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting?	No, bidders are not permitted to deviate in any way.
190.	Appendix E Pricing	Will the Department please provide Appendix E-1.2-E1.10 as an Excel worksheet?	No, please provide your pricing structure in a manner that is appropriate to your organization.
191.	Appendix E Pricing	Will each Table in Appendix E be evaluated individually?	No.

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No.	Section	Question	Answer
192.	Appendix E Pricing	Are ongoing rates required to stay fixed throughout the initial contract term, or can the vendor propose rate increases based on CPI, for example?	The vendor can propose this.
193.	Appendix E Pricing	The current pricing format does not have any place to provide telephony software cost, CRM cost, knowledge management system cost. Can we make a separate tab and provide these?	These costs can be proposed under Table E-1.2. Hardware Pricing.
194.	Appendix E Pricing	Vendors are advised that staffing volumes start with a minimum of 30 full-time equivalent customer service representatives. For the purposes of pricing, does the State want Vendors to assume 30 FTE?	Yes.
195.	Appendix E Pricing, E-1. Pricing, Table E-1.1.	The “DELIVERABLES / ACTIVITY / MILESTONES PRICING WORKSHEET” seems to be more relevant to software implementation related services instead of a call center solution. Could you please revise the pricing structure.	No.
196.	Appendix E Pricing, E-1. Pricing, Table E-1.1.	Some of the deliverables delineated in Table E-1.1 (Activities/Deliverables/Milestones	Yes.



No.	Section	Question	Answer
		Pricing) are traditionally embedded in vendor's labor costs as an overhead expense to streamline invoicing activities post-award. Is it possible for vendors to identify certain deliverables as "included in the labor pricing" versus providing line item pricing for those elements?	
197.	Appendix E Pricing, E-1. Pricing, Table E-1.2.	Should vendors provide their hardware item pricing based on the assumed minimum of 30 CSRs indicated in the RFP, with the understanding that additional hardware needs can be billed for additional staff that are needed?	Yes.
198.	Appendix E Pricing E-1. Pricing, Table E-1.8.	Please clarify how the vendor will be compensated for operations. Will it be based on the actual hours provided times the quoted hourly rates in table E 1.3 (8) (this table says it is for informational purposes only)?	The selected vendor will be paid by deliverable which will include the labor cost.
199.	Appendix E Pricing E-1. Pricing, Table E-1.8.	How many months of operations should be used to calculate the total number of hours for operations in this table?	Calculations can be based on anticipated start date of May 2023 through June 2025.
200.	Appendix E Pricing E-1. Pricing, Table E-1.8.	Please confirm billable hours are based on payroll hours.	This is for the vendor to propose.

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No.	Section	Question	Answer
201.	Appendix E Pricing E-1. Pricing, Table E-1.8.	Will the vendor determine the actual hours needed each month based upon their forecast of call volume and then be compensated for those hours?	Yes.
202.	Appendix E Pricing E-1. Pricing, Table E-1.8.	Please confirm that all Customer Service Representatives (CSRs), Quality Assurance, Managers, and Trainers should be included in the Operations line in Table E-1.8.	Yes.
203.	Appendix E Pricing E-1. Pricing, Table E-1.8.	There does not appear to be a section in the Pricing Sheets to document the ongoing cost of Call Center Operations. Will the State consider offering bidders the opportunity to submit an alternative Pricing Proposal?	No.
204.	Appendix E Pricing E-1. Pricing, Table E-1.8.	In regards to the Installation Line in Table E-1.8, could you please provide some more information about the required tasks under this section of the project?	This refers to the implementation of call center services.
205.	Appendix E Pricing E-1. Pricing, Table E-1.8. and Table E-1.9.	Tables E-1.8 (Vendor Staff, Resource Hours and Rates Worksheet) and E-1.9 (Future Vendor Rates) include language that classifies them as "for reference purposes only" and in a non-evaluation category. Does	Yes, vendors can provide their own pricing spreadsheet for labor pricing.





No.	Section	Question	Answer
		DHHS intend for vendors to utilize the tables provided in Appendix E for the assimilation of labor pricing purposes? If not, can vendors supply our own labor pricing spreadsheets/tables for evaluation purposes?	
206.	Appendix E Pricing E-1. Pricing, Table E-1.8. and Table E-1.9.	Does DHHS have a preferred definition for the hourly rates, or should the vendor propose the hourly rate definition for DHHS consideration?	No.
207.	Appendix E Pricing E-1. Pricing, Table E-1.9.	If utilizing the DHHS provided templates, can the vendor modify the tables where appropriate to account for State Fiscal Year (SFY) 2026 in accordance with the anticipated contract term identified on page 23, Section 6.3?	The contract term is only for two years, SFY 2024 and SFY 2025.
208.	Appendix F - DOIT Infrastructure	In Appendix F, Document Imaging (DI) is described as follows: <i>"Document Imaging (DI) - This is the electronic document management Solution for New HEIGHTS. It uses the COTS product Kofax to capture, compile and index electronic documents including client applications and verification. The index module in Kofax has been customized to</i>	Document Imaging is a part of the New HEIGHTS system. Access will be given through the New HEIGHTS controls to be able to view documents. Training will be provided by the State to the contracted vendor.



No.	Section	Question	Answer
		<p><i>meet DHHS unique requirements for centralized indexing. The backend document management system including the image storage and retrieval functions is provided by OnBase. These functions are coupled with the customized workflow functionality including inbox, e-folder, document search capabilities, etc., which are implemented within New HEIGHT." - Please provide examples of applications and other documents that will be scanned into the DI solution and accessed by our agents. Please also provide the customized workflow for backend document management.</i></p>	
209.	Appendix F - DOIT Infrastructure	<p>Our understanding is that DHHS provides an IVR with lookup to case-specific information. Would DHHS confirm this understanding and also confirm that the Contractor does not need to provide an IVR with case-specific lookup functionality?</p>	<p>Correct on both counts. The IVR solution or Landing page required by the Vendor is only to direct calls to specific groups, State IVR or Tier 1 call center team.</p>
210.	Appendix F - DOIT Infrastructure	<p>Will the Contractor maintain any responsibilities to assist a caller in evaluating and enrolling in a</p>	<p>No.</p>



No.	Section	Question	Answer
211.	Appendix F - DOIT Infrastructure	<p>managed care plan?</p> <p>Regarding the comprehensive set of modules being provided by the New HEIGHTS System:</p> <p>Are there any complementary technical modules or innovative services that are expected of the Contractor's solution?</p>	<p>This RFP is for a call center solution only, there are no Modules or updates needed for New HEIGHTS.</p>
212.	Appendix H – Terms and Definitions	<p>Would DHHS please define Tier 1?</p>	<p>Tier One Call Center Resolution: The first line of support that resolves a caller's basic needs and/or questions that are either case related or services related; caller inquiries that can be solved on the first call without escalation. Tier One support is responsible for gathering and analyzing caller information, determining the caller's issue and/or need. If determined to be Tier One issues or needs, the Tier One Call Center provides the caller with answers and information to their satisfaction. Caller needs or issues that are beyond the skill of the Tier One Call Center staff to resolve, shall be escalated to the Department Call Center staff.</p>
213.	Appendix I – Example Contract	<p>Are SCA wages required?</p>	<p>No.</p>

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No.	Section	Question	Answer
214.	Appendix I – Example Contract, P-37.	Is the selected Vendor permitted to have more than one individual sign the Form P-37 in block 1.11?	Yes.
215.	Appendix I – Example Contract, P-37, Paragraph 4, Conditional Nature of Agreement	Will the State modify Paragraph 4, Conditional Nature of Agreement?	No.
216.	Appendix I – Example Contract, P-37, General Provisions, Paragraph 5 and Exhibit A – Revisions to Standard Contract Provisions, Section 1.2, 1.5,	<ul style="list-style-type: none"> <li>a) Will the State modify Paragraph 5 by including language regarding travel expenses?</li> <li>b) Will the State modify Paragraph 5 to require the State to pay late fees?</li> <li>c) Will the Department consider including a Limitation of Liability clause applicable to the selected Vendor in the awarded contract?</li> </ul>	<ul style="list-style-type: none"> <li>a) No. Travel expenses must be included in the cost proposal.</li> <li>b) No.</li> <li>c) Yes, the Department may consider negotiating a limitation of liability clause with the selected Vendor. However, the Department is not committing to limiting liability for any damages.</li> </ul>



No.	Section	Question	Answer
217.	Appendix I – Example Contract, Form P-37, General Provisions, Paragraph 6, Compliance by Contractor with Laws and Regulations/Equal Employment Opportunity. Subparagraph 6.3	<p>Will the State modify Subparagraph 6.3 to read as follows?</p> <p>Upon at least thirty (30) days' prior written notice to Contractor, and in coordination with Contractor's management, the Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement. Any such access, audits, examinations or investigations ("Audits") will be performed at the State's sole expense and during Contractor's normal business hours. In connection with such Audits, Contractor agrees to provide, annually, up to forty (40) hours of assistance by Contractor employees. Any additional assistance requested by the State or United States will be provided at an hourly rate of one hundred and twenty-five dollars (\$125.00) per hour per Contractor employee providing such assistance. Such</p>	No.

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No.	Section	Question	Answer
		<p>fee is subject to change at Contractor's reasonable discretion but upon at least thirty (30) days' advance written notice to the State."</p>	
218.	<p>Appendix I – Example Contract, Form P-37, General Provisions, Paragraph 7, Personnel</p>	<p>a) Will the State modify Subparagraph 7.1 to read as follows? The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be reasonably qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws, except to the extent that failure to so qualify or to obtain such licenses and approvals could not reasonably be expected to have a material adverse effect on the Services.</p> <p>b) Will the State modify Subparagraph 7.2 to read as follows? Unless otherwise authorized in</p>	<p>a) No. b) No. c) Yes.</p>

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No.	Section	Question	Answer
		<p>writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, neither party <u>Contractor shall solicit for hire, any employee of the other party person who is a State employee or official</u>, who is materially involved in the procurement, administration or performance of this Agreement, without the prior written consent of the other party. Notwithstanding the foregoing, a party shall not be prevented from hiring an employee of the other party who (i) responds to a general solicitation of employment through an advertisement not specifically targeted at a party or its employees; (ii) is referred to a party by a search firm, employment agency, or other similar entity, provided that such entities have not been instructed by a party to solicit employees of the other party; (iii) contacts a party on his or her own initiative without any direct or indirect solicitation; or (iv) was not an employee of a party at the time such solicitation for employment</p>	



No.	Section	Question	Answer
		was commenced. This provision shall survive termination of this Agreement. c) Will the State consider modifying the second sentence of Subparagraph 7.3?	
219.	Appendix I – Example Contract, P-37, Paragraph 8, Event of Default, Remedies	a) Will the State consider making proposed changes to Paragraph 8, Event of Default, Remedies and Exhibit A, Revisions to Standard Contract Provisions, Section 1.3? b) Will the State delete Section 8.2.2 in its entirety? c) Will the State delete 8.2.4 in its entirety? d) Regarding Provision 8.2.5, will the State agree to add language stating that the State will mitigate any excess costs in procuring a replacement, and add clarification that the liability for replacement services shall be the difference in the cost of the replacement services? e) Will the State modify 8.2.5 to read as follows? “procure Services that are the subject of the Contract from another source and the	a) The State may negotiate changes to Event of Default/Remedies with the selected Vendor. However, requested modifications are not guaranteed. b) No. c) No. d) No. e) No.





No.	Section	Question	Answer
		Contractor must be liable for reimbursing the State for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.”	
220.	Appendix I – Example Contract, P-37, General Provisions, Paragraph 9, Termination, and Exhibit A – Revisions to Standard Contract Provisions, 1.4.	a) Will the State consider making proposed changes to Paragraph 9, Termination, and Exhibit A, Revisions to Standard Contract Provisions, Section 1.4?  b) Will the State amend Provision 9.1 to provide at least 15 days’ written notice to Contractor prior to termination for convenience?	The State may negotiate changes to Paragraph 9, Termination, with the selected Vendor. However, proposed modifications are not guaranteed.  a) Yes. b) Yes.
221.	Appendix I – Example Contract, P-37. General Provisions, Paragraph 13,	a) Will the State consider proposed revisions to Paragraph 13,	a) The State may negotiate changes to Paragraph 13, Indemnification, with the selected Vendor. However, requested



No.	Section	Question	Answer
	Indemnification	<p>Indemnification?</p> <p>b) Will the State consider limiting a Contractor's indemnification obligation to claims directly caused by the Contractor's own breach of contract, fault, negligence, reckless or intentional misconduct?</p> <p>c) Will the State modify indemnification to read as follows?</p> <p>Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the <u>acts or omission of the Contractor, or subcontractors, including but not limited to the gross negligence, reckless or intentional conduct of Contractor or its</u></p>	<p>modifications are not guaranteed.</p> <p>b) No.</p> <p>c) No.</p> <p>d) No.</p>



No.	Section	Question	Answer
		<p>subcontractors. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13; provided, the State acknowledges and agrees that Contractor shall assume full control of any defense of claims described in this Section 13 with counsel of the Contractor's choosing. If the State wants additional counsel of its own choosing, all costs associated with the State's counsel shall be the State's responsibility. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.</p> <p>d) Will the State limit the Contractor's indemnification obligations to proven direct damages from third party claims?</p>	



No.	Section	Question	Answer
222.	Appendix I – Example Contract, P-37. Paragraph 14, Insurance	<p>Will the State modify Subparagraph 14.3 to read as follows?</p> <p>14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement within ten (10) days of the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.</p>	No.

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No.	Section	Question	Answer
223.	Appendix I – Example Contract, P-37. General Provisions, Paragraph 15, Workers’ Compensation	Will the State modify Paragraph 15, Workers’ Compensation?	No.
224.	Appendix I – Example Contract, P-37. General Provisions Paragraph 18, Choice of Law and Forum	Will the State delete the last sentence of Paragraph 18, Choice of Law and Forum?	No.
225.	Appendix I – Example Contract, Exhibit K DHHS Information Security Requirements, III. Retention and Disposition of Identifiable Records	<p>Will the State make the following revision?</p> <p>The Contractor will only retain the data and any derivative of the data for the duration of this Contract <u>or as otherwise required by law</u>. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:</p>	<p>No. This is already addressed in Exhibit K Section III B. 1. The Department understands that data retention varies and there may be a longer retention period required by law.</p>



No.	Section	Question	Answer
226.	Appendix I – Example Contract, Exhibit K DHHS Information Security Requirements, III. Retention and Disposition of Identifiable Records, B. Disposition, #2	Will the State make the following revision?  2. Unless otherwise specified <b>or required by law</b> , within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.	No. This is already addressed in Exhibit K Section III B. 1. The Department understands that data retention varies and there may be a longer retention period required by law.
227.	Appendix I – Example Contract, Exhibit K DHHS Information Security Requirements, III. Retention and Disposition of Identifiable Records, B. Disposition, #3	Will the State make the following revision?  3. Unless otherwise specified <b>or required by law</b> , within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping	No. This is already addressed in Exhibit K Section III B. 1. The Department understands that data retention varies and there may be a longer retention period required by law.
228.	Appendix I – Example Contract, Exhibit K DHHS Information Security Requirements, III. Retention and Disposition of Identifiable Records, A.	The RFP states “confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution”. Please confirm if FedRAMP/HITECH is moderate or high due to HIPAA/HITECH	The State requires compliance with NIST 800-53 (latest version). It is expected security and privacy controls will align with FIPS and NIST for the data type(s) the selected vendor will have access to.



No.	Section	Question	Answer
	Retention, #5	compliance.	
229.	Appendix I – Example Contract, Exhibit K DHHS Information Security Requirements, III. Retention and Disposition of Identifiable Records, A. Retention, #5	What is the State’s definition of FedRamp “compliant”? a. Is FedRamp Compliant the same as FedRamp “Ready”? b. Is FedRamp Compliant the same as FedRamp “In Process”? c. Is FedRamp Compliant the same as FedRamp “Authorized”?	FedRamp “Authorized”.
230.	Appendix I – Example Contract, Exhibit K DHHS Information Security Requirements, IV. Procedures for Security, #16., g.	“...such data must be encrypted at all times when in transit, ...”; 1) Is this only applicable when the transmission is across the Internet or within the vendors protected WAN? 2) Does this include voice over IP (SIP) data?	1) Yes, data must be encrypted via Internet and WAN.  2) Tunnels, SBC or WAN integration is not in scope for telephony aspects and data encryption not applicable for transferring via PSTN to State phone system.  The State requires compliance with NIST 800-53 (latest version) and the HIPAA Security Rule as well as the information security and IT requirements identified within the RFP.
231.	Attachment 1 - IT Technical Requirements Workbook	In Attachment 1, the Deliverable Activity Milestone worksheet has a comment to update the table to match the Statement of Work (SOW). Please confirm the correct worksheet. (The version in Attachment 1 does not quite	Use Attachment 1.

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No.	Section	Question	Answer
		match the version in Appendix E.)	
232.	Attachment 1 - IT Technical Requirements Workbook	Certain cells are highlighted yellow. What does the yellow highlighting mean?	These should be removed.
233.	Attachment 1 - IT Technical Requirements Workbook	Rows 112 and 113 are labelled as P and highlighted yellow with a comment to change these to mandatory requirements or remove. Are requirements S1.7 & S1.8 on rows 112 and 113 mandatory or should those be removed?	If highlighted in yellow, remove.
234.	Attachment 1 - IT Technical Requirements Workbook	Item A2.13; ..., tab Technical Requirements, refers to log retention of 6 years. If the contract ends before 6 years, will the page 28 transition of logs to Recipient be required or does the vendor retain the logs for 6 years no matter the contract term?	Yes. Refer to Exhibit K: Information Security Requirements – Section III.
235.	Attachment 1 - IT Technical Requirements Workbook	item T1.6; is IDS only applicable at internet point of entry or also on the LAN?	Just internet.
236.	Attachment 2 - CLAS	a. Please confirm that responding Vendors are to complete, sign, and return this form as part of their proposal, with the understanding that a larger detailed plan will be required from	a. Yes b. VIII Vendor Attachments



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No.	Section	Question	Answer
		<p>the successful applicant(s) within ten days of contract approval.</p> <p>b. Please clarify where in a Vendor's proposal a completed Attachment 2 should be provided. Should it be placed in Section V Corporate Qualifications? Section VIII Vendor Attachments? Or somewhere else?</p>	
237.	Attachment 2 - CLAS	What data does the State envision that the vendor will collect in support of meaningful access assessments for persons with limited English proficiency (LEP)?	This is for the vendor to propose.
238.	Attachment 3 – Report Data	Does the data reflected in Attachment 3 represent all calls (i.e., Tier 1 and Tier 2.) or only Tier 1?	Tier 1 calls.
239.	Attachment 3 – Report Data	Are the transferred calls in this report the calls included in the calls answered that were transferred to Tier 2?	Yes
240.	Attachment 3 – Report Data	Is completing a phone application considered a Tier 1 or Tier 2 interaction?	Tier 2.
241.	Attachment 3 – Report Data	Please define what the State means by "receives" relative to calls "Offered" and "Answered" as reported in Attachment 3, for	Offered is the number of calls received; Answered is calls answered.

**New Hampshire Department of Health and Human Services  
Call Center for Bureau of Family Assistance**



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<b>No.</b>	<b>Section</b>	<b>Question</b>	<b>Answer</b>
		English and Spanish.	