



OFFICIAL RESPONSES TO VENDOR QUESTIONS
RFP-2024-DLTSS-08-HCBSS

No.	Section #	Question	Answer
1.	Section 1, Purpose and Overview, Subsection 1.2. Key Information	What is the estimated price limitation for the resulting contract?	The price limitation will be negotiated and determined upon vendor selection.
2.	Section 2, Statement of Work, Subsection 2.1., Scope of Services, Paragraph 2.1.1.	<p>a. What are Case Management (CM) and Service Coordination (SC) agencies? What is the total number of agencies? What is the size of the Home and Community Based Services (HCBS) provider workforce that requires training?</p> <p>b. Please clarify which clinicians this would include. Does this include independent clinicians or licensed professionals employed by provider agencies? Approximately how many practices and/or clinicians will the selected Vendor(s) provide training?</p> <p>c. What is the total number of provider agencies, Direct Support Professionals (DSPs), and individuals/family members the selected Vendor(s) must provide training to?</p>	<p>a. Case Management agencies are responsible for helping individuals connect to services. Service Coordination agencies are responsible for helping individuals with Developmental Disabilities and Acquired Brain Disorders connect to services.</p> <p>There are 19 agencies in New Hampshire that provide Service Coordination, including the 10 area agencies. The HCBS provider workforce will vary, depending on type of trainings provided and the shifting workforce.</p> <p>b. The number of trainings provided will vary based on categories of training. There are less than 100 individuals who work with ITS homes, however this number may increase with new developments over the course of the year.</p> <p>c. The total number will vary based on categories of training and interest.</p>

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3.	Section 2, Statement of Work, Subsection 2.1., Scope of Services, Paragraph 2.1.4., Subparagraph 2.1.4.3.	<p>a. Are there specific certifications the Department would like Direct Support Professionals to obtain or is the Department open to the selected Vendor(s) creating a custom certification for Direct Support Professionals?</p> <p>b. What is the estimated number of Direct Support Professionals seeking competencies or certifications?</p>	<p>a. The Department is open to the selected Vendor(s) creating a custom certification.</p> <p>b. The number will vary based on categories of training and interest.</p>
4.	Section 2, Statement of Work, Subsection 2.1., Scope of Services, Paragraph 2.1.5.	Please define individual coaching in the context of this RFP and the extent to which the selected Vendor(s) must make this available?	The selected Vendor(s) must have experience providing trainings to both small and large group forums. The selected Vendor(s) will not be required to provided individual trainings; however, the selected Vendor(s) must assist trainees requiring additional support.
5.	Section 2, Statement of Work, Subsection 2.1., Scope of Services, Paragraph 2.1.10.	Does the Department expect the selected Vendor(s) to record every individual training session provided during the contract period, or one (1) recording per content area?	No, see Addendum #2. Recordings of trainings are no longer required.
6.	Section 2, Statement of Work, Subsection 2.1., Scope of Services, Paragraph 2.1.17.	Who from the Department will the selected Vendor(s) collaborate with on the project, workplan development, and implementation?	Upon contract award, selected Vendor(s) will receive guidance on next steps and points of contact from Department personnel.
7.	Section 2, Statement of Work, Subsection 2.1.,	Will the Department allow the selected Vendor(s) to include a planning and startup	Yes, see Sections 2.1.18 and 2.1.19 of RFP.

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	Scope of Services, Paragraph 2.1.18.	phase as part of the funded Work Plan timeline?	
8.	Section 2, Statement of Work, Subsection 2.1., Scope of Services, Paragraph 2.1.21.	Which Communities of Practice does the Department consider most critical to involve in stakeholder collaboration?	Multiple Communities of Practice could be involved, but the Intensive Treatment Services Community of Practice is the most pertinent to the resulting contract(s).
9.	Section 2, Statement of Work, Subsection 2.1., Scope of Services, Paragraph 2.1.22.	During implementation, are the trainings provided for free or would a fee be charged?	The trainings will be free of charge to the Covered Populations in Section 1.4.3.
10.	Section 2, Statement of Work, Subsection 2.1., Scope of Services, Paragraph 2.1.26.	Are there any metrics/outputs and outcomes the selected Vendor(s) will be required to provide?	Yes. The Department will negotiate contract metrics/desired outcomes with selected Vendor(s) in contract negotiations. This will include pre- and post-training surveys and evaluations.
11.	Section 2, Statement of Work, Subsection 2.2., Mandatory Questions, Q2	For training and budgeting purposes, can the Department provide the size of the populations for which this training program is intended?	This number will vary based on categories of training and the target population served. The number of trainings provided will be negotiated with the selected Vendor(s) during contract negotiations.
12.	Section 2, Statement of Work, Subsection 2.2., Mandatory Questions, Q3	In providing a staffing plan, if the selected Vendor(s) contracts out the scope of services to another organization(s), will the selected Vendor(s) have to list out all staff persons, including key staff responsible for providing training, including who will be covered through a	No, not all staff resumes need to be included. The Department is interested in receiving resumes for individuals who will be instrumental in managing the development and provision of the proposed trainings through this solicitation.

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		consulting contract in Line 3 of Appendix D (budget sheet)? Do Vendors need to provide resumes for the staff persons covered under the consulting costs?	
13.	Section 2, Statement of Work, Subsection 2.2., Mandatory Questions, Q4	<p>In facilitating and ensuring access to statewide training:</p> <ul style="list-style-type: none"> a. Will the Department or the selected Vendor(s) provide the learning platform? b. Will the Department create a dedicated website page or expect the selected Vendor(s) to do so? c. Will the Department please define the term “stakeholders?” Who does the Department consider as stakeholders? 	<ul style="list-style-type: none"> a. The selected Vendor(s) must provide the learning platform to ensure successful training, which should include in-person, virtual and/or hybrid options. b. The Department will utilize its website to link to/reinforce any website/marketing developed by the selected Vendor(s). c. Stakeholders refers to any organization or individual who is part of the service delivery system in NH, and clients or individuals who are beneficiaries of these services. Please see Section 2.1.21 of the RFP.
14.	Section 8, Compliance, Subsection 8.4., Credits and Copyright Ownership	Will any curriculum and materials developed by selected Vendor(s) from the resulting contract become property of the Department?	Yes. However, the Department’s intent is to encourage use of materials developed as authorized in writing by the Department. For continued use of materials created during the term of the Agreement, the Department will collaborate with the selected Vendor(s) to determine authorized use of materials. The selected Vendor(s) will retain copyright ownership of any prior work.
15.	Appendix D, Budget	a. Will the Department accept all consultant costs together under the “consultants” line	a. Yes, an overall cost for consultants is acceptable, but the number of consultants

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	Sheet	item? b. Will the Department accept intra-organization salaries and wages for this solicitation under “salaries and wages” on the budget sheet.	must be indicated. b. Yes. Vendors must also include a breakdown per agency, if multiple consultant agencies are being utilized.
16.	General	Is there a preferred length or frequency for the trainings?	No. Vendors may propose their approach to training.