



OFFICIAL RESPONSES TO VENDOR QUESTIONS RFP-2024-DPHS-02-THERA-DoIT (DoIT #2024-006)

No.	Question	Answer
1.	<p>General</p> <ol style="list-style-type: none"> 1. Is the Department looking to buy the software solution or develop the software solution? 2. Does the Department prefer a custom developed solution versus utilizing an off-the-shelf configurable platform as the basis of the new system? 3. Is the Department open to a phased implementation approach? If a phased implementation approach is acceptable, please elaborate upon any timing considerations for when specific programs / areas / functions will need to be fully transitioned to the new solution. 4. Will the Department be extending the proposal due date? 5. What systems or platforms has the Department reviewed? 6. What is the current or expected growth rate for new patient registrations per year? 7. Has a budget been established for this project? 8. The Department issued a Request for 	<ol style="list-style-type: none"> 1. The selected Vendor must develop, implement, operate, and maintain the software solution. 2. Vendors must propose a software solution that meets the requirements set forth in Appendix B, Statement of Work. Vendors must complete Attachment 1 – DHHS DoIT IT Requirements Workbook to confirm that their proposed solution meets those requirements. 3. The Department is open to a phased implementation approach based on timeline and priority. Specific timing considerations will be discussed with the selected Vendor. 4. The Department does not anticipate extending the proposal due date. Any changes to the schedule would be posted as an addendum, here: https://www.dhhs.nh.gov/news-and-media/rfp-2024-dphs-02-thera-therapeutic-cannabis-registry. 5. The Department has not reviewed systems or platforms. The Department anticipates reviewing potential software solution(s) as part of the Oral Interviews and Product Demonstrations specified in Section 4, Evaluation of Proposals, Section 4.2.8. 6. As of June 30, 2023, there were approximately 14,000 registered patients. Prior TCP Annual Data Reports can be found here: https://www.dhhs.nh.gov/programs-services/population-health/therapeutic-cannabis. 7. Potential Vendors must propose costs for this project. 8. This Request for Proposals is a direct outcome of that information gathering. Further information may be available through a Right to Know request pursuant to NH RSA 91-A. Please note this request may take the Department a period of time that exceeds the closing date of this RFP. 9. The current Vendor’s contract can be found here: https://media.sos.nh.gov/govcouncil/2022/1221/022%20GC%20agenda%20122122.



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	<p>Information for this project in November 2022. What was the outcome, such as vendor meetings, demonstrations, or quotes the Department received and from whom?</p> <p>9. What is the current application the Department is using?</p> <p>10. Is a recording of the Vendor Conference being offered?</p> <p>11. Does the Department expect to own the Intellectual Property (IP) of any solution or does that remain with the Vendor?</p> <p>12. Are potential Vendor(s) required to register with the State prior to submitting their proposal?</p> <p>13. Does the system need to be flexible to support future recreational cannabis usage?</p> <p>14. Should the proposed software solution serve as a document repository system?</p> <p>15. Is the portal intended to be an English-only experience?</p> <p>16. Is the portal intended to be a web browser-only experience, or does it have to be mobile responsive as well?</p> <p>17. Does the Department require accessibility testing for the portal experience?</p> <p>18. Will Single Sign On (SSO) need to be enabled to any internal or third-party</p>	<p>pdf.</p> <p>10. The Department does not record Vendor Conference calls.</p> <p>11. The selected Vendor will own the IP, however the Department will own the data. Per Attachment 1 – DHHS DoIT IT Requirements Workbook, data is available in commonly used format over which no entity has exclusive control, except for National or International standards. Data is not subject to any copyright, patent, trademark, or other trade secret regulation.</p> <p>12. No. Only the selected Vendor will be required to register with the State.</p> <p>13. No.</p> <p>14. Yes.</p> <p>15. It is not required but preferred that the software solution has the functionality to change website language.</p> <p>16. The software solution experience must be similar on websites accessible by desktop computers and mobile devices.</p> <p>17. Not required, but preferred.</p> <p>18. Preferred, but not required.</p> <p>19. No.</p> <p>20. Please refer to Appendix B, Statement of Work, Section 6., Business Requirements and Technical Requirements, Section 6.16., Operations and Maintenance Phase; and Appendix B, Statement of Work, Section 6., Business Requirements and Technical Requirements, Section 6.18., Training Plan, Section 6.18.3.</p> <p>21. No.</p> <p>22. All potential Vendors must meet the Technical Requirements identified in Attachment 1 – DHHS DoIT IT Requirements Workbook, as well as provide their Data Conversion/Migration Plan as part of the response to Appendix C, Topics for Mandatory Responses, Topic 15., Migration Strategy. The Department will address specific migration requirements with the selected Vendor.</p> <p>23. Please refer see Section Appendix G, Merchant Card Services. In addition, please refer to Appendix B, Statement of Work, Section 6., Business Requirements and Technical Requirements, Section 6.3., Interoperability – Migration, Data Transfer, and Export, Section 6.3.2., Section 6.3.2.3. Directional interfaces with Department’s</p>

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No.	Question	Answer
	<p>systems?</p> <p>19. Is there an existing ticketing system that will need integration to support case management?</p> <p>20. What IT skill sets will the Department have to support and maintain the solution?</p> <p>21. Does the Department have preferred products and platforms for the proposed software solution?</p> <p>22. What are the data conversion requirements?</p> <p>23. What systems will the new solution need to integrate with?</p> <p>24. Will the selected Vendor have the opportunity to provide exceptions and/or alternative contract language during contract negotiations, or will potential Vendors need to provide those within their respective proposals?</p>	<p>licenses will be dependent on the selected Vendors proposed solution.</p> <p>24. Per Section 2., Proposal Submission, Deadline, and Location Instructions, Section 2.4., Vendor Inquiries, potential Vendors were required to submit exceptions during the Vendor Inquiry Period. The Department will negotiate contract language with the selected Vendor.</p>
2.	<p>Section 1, Overview and Schedule of Events, Section 1.2., Project Overview/Justification</p> <p>What is the expected volume of the project in terms of number of users?</p>	<p>Please refer to Section 1, Overview and Schedule of Events, Section 1.2., Project Overview/Justification. Additionally, the Department anticipates up to ten (10) State users, including up to two (2) program administrators, up to two (2) data analysts, and up to six (6) eligibility specialists and data entry clerks.</p>



No.	Question	Answer
3.	<p>Section 4, Evaluation of Proposals, Section 4.2.2., Scoring of Vendor Technical, Service, and Project Management Experience</p> <p>Should potential Vendors respond to Appendix B in addition to Appendix C?</p>	<p>Potential Vendors should only respond to Appendix C. The reference to Appendix B in the scoring section is based on the language in Appendix C, Topics for Mandatory Responses, Paragraph 1.</p>
4.	<p>Section 4, Evaluation of Proposals, Section 4.2.9., Oral Interviews and Product Demonstrations</p> <p>Will there be Oral Interviews and Product Demonstrations?</p>	<p>Yes. At the State's discretion, Vendors may be invited to oral interviews and/or product demonstrations including demonstrations of any proposed automated systems or technology components.</p>
5.	<p>Section 6, Contract Terms and Award, Section 6.3, Anticipated Contract Term</p> <p>When does the software solution need to be implemented, and what is the contract duration?</p>	<p>Please refer to Section 6, Contract Terms and Award, Section 6.3, Anticipated Contract Term.</p>
6.	<p>Appendix B, Statement of Work, Section 1.2, Vendor Requirements, Section 1.2.1.</p> <p>Will the user portal be developed by the selected Vendor?</p>	<p>Yes.</p>
7.	<p>Appendix B, Statement of Work, Section 1.6., Administrative Responsibilities</p> <p>What are the administrative responsibilities</p>	<p>Please refer to Appendix B, Statement of Work, Section 1.6., Administrative Responsibilities.</p>



No.	Question	Answer
	of the Vendor?	
8.	<p>Appendix B, Statement of Work, Section 3, Reporting</p> <ol style="list-style-type: none"> 1. What types of custom reports, dashboards, or analytics will be needed? 2. Do reporting requirements need to be solved by the software solution? 3. What query languages do your current reporting developers/analysts leverage (e.g. SQL, SOQL)? 	<ol style="list-style-type: none"> 1. Please refer to Appendix B, Statement of Work, Section 3, Reporting. 2. Yes. 3. Please refer to Appendix B, Statement of Work, Section 3, Reporting, Section 3.2.5; and Appendix B, Statement of Work, Section 6., Business Requirements and Technical Requirements, Section 6.18., Training Plan, Section 6.18.3., Section 6.18.3.1.
9.	<p>Appendix B, Statement of Work, Section 4., Data Location, Section 2.1.</p> <p>What are the expected hosting location requirements from a regulatory perspective?</p>	<p>Please refer to Appendix B, Statement of Work, Section 4., Data Location, Section 2.1.</p>
10.	<p>Appendix B, Statement of Work, Section 6., Business Requirements and Technical Requirements, Section 6.3., Interoperability – Migration, Data Transfer, and Export, Section 6.3.1., Section 6.3.1.4.</p> <ol style="list-style-type: none"> 1. Does the Department plan on using a Customer Identity Management tool like Okta to provide the Security 	<ol style="list-style-type: none"> 1. Yes. 2. Please refer to Appendix B, Statement of Work, Section 6., Business Requirements and Technical Requirements, Section 6.3., Interoperability – Migration, Data Transfer, and Export, Section 6.3.1., Section 6.3.1.4.



No.	Question	Answer
	<p>Assertion Markup Language (SAML) single sign-on (SSO) functionality?</p> <p>2. What are the preferred or required technologies for the API and integrations?</p>	
11.	<p>Appendix B, Statement of Work, Section 6., Business Requirements and Technical Requirements, Section 6.3., Interoperability – Migration, Data Transfer, and Export, Section 6.3.2., Section 6.3.2.1.</p> <p>1. Do historical communications and correspondence files need to be migrated into this new system?</p> <p>2. Can the Department provide examples or a list of legacy systems and external data sources that will need integrations?</p>	<p>1. Yes.</p> <p>2. The Department will provide that information to the selected Vendor.</p>
12.	<p>Appendix B, Statement of Work, Section 6., Business Requirements and Technical Requirements, Section 6.4., Application Types / Functionalities</p> <p>How many different application types will be supported in this solution?</p>	<p>Please refer to Appendix B, Statement of Work, Section 6., Business Requirements and Technical Requirements, Section 6.4., Application Types / Functionalities.</p>
13.	<p>Appendix B, Statement of Work, Section 6, Business Requirements and Technical Requirements, Section 6.6., Application Process / Record Management / State User Functionality,</p>	<p>No.</p>



No.	Question	Answer
	<p>Section 6.6.5.</p> <p>Since the software solution must have the ability to upload scanned documents directly into the application or record, does the implementation scope include Optical Character Recognition functionalities?</p>	
14.	<p>Appendix B, Statement of Work, Section 6, Business Requirements and Technical Requirements, Section 6.6., Application Process / Record Management / State User Functionality, Section 6.6.11., Section 6.6.11.2.</p> <p>For batch printing functionalities, would the selected Vendor be generating cards and correspondences?</p>	<p>No. The Vendor's solution must provide functionality for State users to batch-print cards and correspondences.</p>
15.	<p>Appendix B, Statement of Work, Section 6., Business Requirements and Technical Requirements, Section 6.7., Communications / Correspondence</p> <p>Please provide an approximate number of standard email/letter templates to be integrated and automated by the software solution.</p>	<p>Approximately thirty (30) to forty (40).</p>
16.	<p>Appendix B, Statement of Work, Section 6, Business Requirements and Technical Requirements, Section 6.13., Development Phase, Section 6.13.4.</p>	<p>Please refer to Appendix B, Statement of Work, Section 6, Business Requirements and Technical Requirements, Section 6.13., Development Phase, Section 6.13.4.</p>



No.	Question	Answer
	What are the disaster recovery requirements?	
17.	<p>Appendix B, Statement of Work, Section 6, Business Requirements and Technical Requirements, Section 6.18., Training Plan</p> <p>Will Department staff be making changes, updates, or adding new capabilities to the software solution after it goes live, or will the selected Vendor be required to perform future updates?</p>	<p>The selected Vendor must perform all updates to the software solution. Department Staff will not be performing any updates or changes.</p>
18.	<p>Appendix B, Statement of Work, Section 6, Business Requirements and Technical Requirements, Section 6.20., Annual Penetration Testing</p> <p>Is the selected Vendor responsible for procurement and management of annual penetration testing? In addition, will Merchant Card processing be part of the penetration testing done by the potential Vendor?</p>	<p>Yes.</p>
19.	<p>Appendix C, Topics for Mandatory Responses, Topic 2, Technical Architecture</p> <p>Are could-based solutions prohibited?</p>	<p>Cloud-based solutions are not prohibited, provided that the cloud-based solution meets the requirements of the RFP.</p>



No.	Question	Answer
20.	<p>Appendix C, Topics for Mandatory Responses, Topic 10, Historical Data, Question 2</p> <p>What is a Single Covered Entity?</p>	<p>The Department.</p>
21.	<p>Appendix C, Topics for Mandatory Responses, Topic 22, Hosted System</p> <p>Does the hosting environment and the resulting solution have to be FedRAMP certified?</p>	<p>The Department prefers that the software solution is FedRAMP certified. If Certification cannot be provided, the selected Vendor must meet the requirements outlined in Appendix C, Topics for Mandatory Responses, Topic 22, Hosted System, Question 2.</p>
22.	<p>Appendix E, Pricing</p> <p>1. Please clarify how Deliverables / Activities / Milestones Pricing table fits into overall pricing. The Attachment 1 – DHHS DoIT IT Requirements Workbook indicates fixed pricing, however, Appendix E, Table 7 is soliciting hours and rates for different functions. Should totals match between the Workbook and Appendix E?</p> <p>2. How is cost scored?</p>	<p>1. Total costs must match from the Deliverables / Activities / Milestones Pricing Worksheet, to the total pricing in Appendix E, Table 6, and must be inclusive of Vendor Staff rates.</p> <p>2. Overall scoring is based on the formula shown in Section 4, Evaluation of Proposals, Section 4.2., Scoring Detail, Scoring 4.2.11. Regarding Appendix E, Table 7, Vendor Staff, Resource Hours and Rates Pricing Worksheet, please refer to Appendix E, Table 7, Vendor Staff, Section 7.1., last sentence.</p>
23.	<p>Appendix G, Merchant Card Services</p> <p>1. Are Vendor's required to directly provide Merchant Card Services, or partner with a provider?</p> <p>2. What Payment Card Industry-Data (PCI) compliance level is required for</p>	<p>1. The selected Vendor must provide Merchant Card Services, or partner with a provider to provide the service.</p> <p>2. PCI DSS Standards 4.0 is the current required level.</p> <p>3. The transaction volume is indeterminable; however, there are currently approximately 14,000 registered patients, on a one (1) to three (3) year renewal cycle. In addition, many patients will likely not utilize the Merchant Card Services as the Department will accept manual payments via check or money order.</p>



No.	Question	Answer
	credit card processing? 3. What are the expected payment transaction volumes?	
24.	Attachment 1 – DHHS DoIT IT Requirements Workbook For COTS or SaaS solutions, the Workbook provides no Delivery Method option. What guidance can the Department provide in terms of how potential Vendor's should complete those sections?	Please refer to the instructions tab found in the Attachment 1 – DHHS DoIT IT Requirements Workbook under Delivery Method Column.