



ADDENDUM #1

RFP-2024-OCOM-02-CLOSE

Closed Loop Referral

(Changes are in ***bold, underlined and italicized text*** below to enable vendors to quickly recognize changes in paragraphs and/or wording.)

On September 19, 2023 the New Hampshire Department of Health and Human Services published a Request for Proposals, soliciting proposals for a closed loop referral solution, meaning a system that will enhance care coordination for those clients providing informed consent by enabling health care and community service providers to connect on a single statewide technology platform, in accordance with RSA 126-A:4. The Closed Loop Referral Solution will seamlessly improve and track the referral process between health care providers and social services, and to facilitate and promote utilization of the platform by health care providers and clients through marketing and community engagement. This is a joint project between the New Hampshire Department of Health and Human Services and Department of Military Affairs and Veterans Services.:

The Department is publishing this addendum to:

1. **Modify Appendix B Scope of Services by adding Section 1.28 Warranty to read:**

1.28 Warranty

1.28.1 The selected Vendor must warrant that any Systems and software provided under the resulting Agreement will operate and conform to the specifications, terms, and requirements including but not limited to the individual modules or functions furnished under the resulting Agreement, is properly functioning within the System, compliant with the requirements of the resulting Agreement, and will operate in accordance with the Specifications and terms of the resulting Agreement.

1.28.2 The selected Vendor must warrant that it has good title to, or the right to allow the State to use all Services, equipment, and Software, including any and all component parts thereof such as third-party software or programs that may be embedded in the Software ("Contracted Resources") provided, and that such Services, equipment, and Software do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party. The warranty of non-infringement must be an on-going and perpetual obligation that shall survive termination of the resulting Agreement. In the event a claim is made against the State that any Contracted Resources infringe intellectual property rights, selected Vendor must defend and indemnify the State against the claim.



2. **Modify and replace Appendix C Topics For Mandatory Responses Topic 9 Work Plan, Status Meetings and Reports, with the following:**

The State will evaluate whether the Vendor's preliminary proposed Work Plan includes a description of the Schedule, tasks, Deliverables, major milestones, task dependencies, and a payment Schedule. The Work Plan shall also address resource allocations (both State and Vendor team members). This narrative should reflect current Project Management "best practices" and be consistent with narratives on other topics. The Software to be used to support the ongoing management of the Project should also be described in the Work Plan. **Additionally, the State will evaluate the degree to which ongoing Project Reporting will serve the needs of State Project leaders to continuously monitor use of the Closed Loop Referral solution.**

1. The State sees a Work Plan as essential to reaching a comprehensive agreement with a Vendor. Consequently, the State will seek to refine the proposed Work Plan prior to Contract approval with the selected Vendor and to incorporate the refined Work Plan by reference into a Contract.

2. Provide a preliminary Work Plan depicting tasks, task dependencies, Schedule, milestones/critical events Deliverables, and payment Schedule. Include the Deliverables outlined in Attachment 1 - IT Requirements Workbook, appropriate status meetings and Reports, and include other Deliverables that you, based on past experience, would recommend be developed on this Project.

3. Define both proposed Written and Software Deliverables. Include sufficient detail that the State will be able to identify departures from the Plan in sufficient time to seek corrective action. In particular, provide information about staffing and the provision of an intuitive user interface that minimizes data entry, verifies entered data values against specified data type and format and avoids duplicate entry of same information.

4. Describe all Deliverables to be produced in the Project Work Plan. Ensure that all Deliverables and milestones are identified in the Work Plan. Identify and discuss the following:

- a) **All assumptions upon which the Work Plan is based;**
- b) **Descriptions of recommended roles by activity and time required for both State and Vendor members of the Project Team;**
- c) **Assignments of members of the Vendor's team identified by role to specific tasks;**
- d) **Critical success factors for the Project.**

5. Discuss how this Work Plan will be used and the State's access to Plan details.

6. Discuss frequency for updating the Plan, at a minimum biweekly and for every status meeting. Explain how the State will know whether the Project is on Schedule, project expenses incurred to date, and within budget.

7. Define your planned approach to maintaining all project documentation. For example, how will this documentation be available to the State staff (Word Doc, SharePoint, etc.).

8. The State believes that effective communication and Reporting are essential to Project success. As reasonably requested by the State, Vendor shall provide the State with information or Reports regarding the Project. Vendor shall prepare special Reports and



presentations relating to ongoing Project Management, and shall assist the State in preparing Reports and presentations. Describe the following:

a. How the solution will provide for digital outcome reporting to improve quality of care, reduce service gaps, and reduce overall costs of services.

b. How the solution will provide an intuitive user interface that minimizes data entry, verifies entered data values against specified data type and format and avoids duplicate entry of same information.

c. How the solution will provide a reporting solution on demographics and the related outcomes of services delivered based on the initial referral, including but not be limited to: was the referral responded to in the agreed upon timeframe, were the services rendered, were additional follow up services required and were there additional referrals for services, number of referrals not acted upon.

d. How the solution will collect, generate and provide monthly reports on data associated with overall network performance, resource provider performance, efficiency gains, and identified gaps or opportunities for improved services and outcomes, including but not limited to the performance requirements outlined in Appendix B Scope of Services, Section 1.12 Performance Requirements?

e. Describe how you will Report Project health to communicate Project status with Stakeholders and for the early recognition of factors that may result in Project problems requiring special attention, including but not limited to the following metrics and data points:

- i. Time to delivery;**
- ii. Interactions;**
- iii. Services rendered;**
- iv. Number of referrals received and denied;**
- v. Number of referrals accepted;**
- vi. Number of referrals accepted and closed;**
- vii. Number of referrals accepted and not closed;**
- viii. Number of referrals accepted and cancelled;**
- ix. Number of duplicate referrals by client;**
- x. Number of referrals submitted;**
- xi. Number of referrals not closed or not acted upon;**
- xii. Days to closure;**
- xiii. Number of same client repeat referral requests within a 90 day period;**
- xiv. Ability to filter by date range;**
- xv. Age;**
- xvi. Ethnicity;**
- xvii. Gender;**
- xviii. Zip code;**
- xix. Public health network;**
- xx. Provider type;**
- xxi. Provider name;**
- xxii. Town, city, and county;**
- xxiii. Military Status; and**
- xxiv. Military family member.**



3. Modify and replace Appendix C Topics For Mandatory Responses Topic 19 Implementation Approach Questions 7 - 10, with the following:

- 7. Describe the methodology that will be employed to assure that each type of Deliverable is of high quality before submission for State consideration (Written, Software, and Non-Software). Discussion should include but not be limited to:
 - a. Provision for State input to the general content of a Written Deliverable and Non-Software Deliverables prior to production;
 - b. The standard for Vendor internal Review of a Written Deliverable and Non-Software Deliverables prior to formal submission; and
 - c. Testing of Software Deliverables prior to submission for Acceptance Testing.
- 8. Reserved
- 9. Reserved
- 10. Reserved

4. Modify and replace Appendix E Pricing, with the following, Section 1 Pricing, Table 1 to read:

Project Schedule	Timeframe	Price
Design, Development and Implementation (DDI) (12-15 Months) Period	Beginning Upon Governor and Executive Council approval- September 30, 2025	Not to exceed: \$4,000,000
Maintenance and Operations Year 1	<p><u>Any Maintenance & Operations (M&O) cost incurred from G&C Approval through September 30, 2025 shall be covered under DDI.</u></p> <p>M&O cost can start to be incurred upon conclusion of DDI or if otherwise determined by the State. First year of Operations: October 1, 2025 – September 30, 2026.</p>	Not to exceed: \$1,600,000 in M&O for the first year of operations



Maintenance and Operations Year 2	October 1, 2026 – September 30, 2027	Not to exceed: \$1,850,000
Maintenance and Operations Year 3	October 1, 2027 – September 30, 2028	Not to exceed: \$1,850,000
Maintenance and Operations Year 4	October 1, 2028 – September 30, 2029	Not to exceed: \$1,850,000
	Total Not to Exceed:	\$11,150,000

5. Modify and replace Appendix I Example Contract and Exhibits with Appendix I Example Contract and Exhibits, Addendum # 1, which is attached hereto and incorporated by reference herein.

- a. Changes have been bolded, underlined, and italic.

6. Modify and replace Attachment 1 - IT Requirements Workbook – P-1. 12 to read:

P1.12	For the fourth through eighth month of the Contract, the Vendor shall provide a monthly report of the status of progress, it must be received by the tenth business day of the following month. This report must be tied to the performance section of the Plan of Operations <i>and in accordance with Appendix B Scope of Services Section 1.11.</i>	M
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