**Instructions**: Provide detailed responses in the text boxes to the questions below. If additional attachments are required as specified below, submit the attachments in the order they are requested below. There is no page limit for this Appendix D – Technical Response to Questions or any associated attachments.

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| **Vendor Name** |  |

**Technical scoring criteria:** *Vendor’s response will be scored based on the degree to which the response meets or exceeds the following criteria below each question:*

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| **Section 1 Operational Model, Organizational Capacity, Staffing, Recruitment, and Retention (200 points possible)** | |
| **Question 1** | What is your organization’s proposed care delivery model? Include all elements outlined in Appendix G Scope of Services. |
| *There is a clear and comprehensive explanation of the care delivery model for all components in Appendix G Scope of Work.* | |
| *Description on how well the model addresses the specific needs of the population is understood.* | |
| *Demonstrates an innovative approaches or proven strategies for effective care delivery.* | |

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| **Question 2** | Agency management, administrative and technical capacity: Describe your agency’s overall management structure, contract management expertise and skills and the experience of your senior leadership/management team. How does your organization’s leadership support a culture and climate that enables effective services, staff retention, and high-quality service delivery? |
| *Description of the organizations’ s management structure and contract management expertise is understood.* | |
| *Experience and skills of the senior leadership/management team is understood.* | |
| *Provides a thorough explanation of how leadership supports a culture for effective services, staff retention, and high-quality service delivery.* | |
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| **Question 3** | 1. How would you ensure that your organization’s leadership and Department leadership located on-site at the facility are working in a complementary and aligned manner? What do you envision would be some of the challenges to navigate relative to this and how would your organization address those challenges? Include a detailed personnel listing for all staff in the Appendix E Program Staff list (including staff as proposed in Questions 10-14), performing services, including individuals who will provide administrative oversight of the resulting contract on an annual basis for each State Fiscal Year, or more frequently as required by the Department, to ensure the accuracy of information contained therein and proper cost allocation. |
| *Description of strategies to ensure alignment and collaboration between the organization and on-site Department leadership is clear.* | |
| *Demonstrates understanding of potential challenges in achieving alignment.* | |
| *Proposed solutions or strategies to navigate challenges are clear.* | |
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| **Question 4** | Employment may be offered to qualified HHRTF personnel currently employed at the facility, maintaining their current salary, including similar or equivalent benefits. If a position is not currently filled or if the selected Vendor proposes additional staff, it is the selected Vendor’s responsibility to recruit and hire for the position. Please provide the following information:   * **Recruitment**: Describe your organization’s proposed plan to recruit individuals as described in Appendix H – Staffing Requirement. Include your organization’s experience fulfilling similar requirements to other customers, which may include government entities. * **Compensation Package**: For newly hired employees, describe how your organization develops a competitive compensation package commensurate with the applicable position. Provide an overview of the employee benefits for new employees and similar or equivalent benefits, for current employees your organization typically affords to such individuals. * **Healthcare Experience**: In what specific healthcare settings, if any, has your organization had experience engaging in recruitment and development? In your experience, what makes hiring and managing in healthcare different than other industries? Provide details regarding how your organization completes a market analysis, please provide examples of prior market analysis completed by your organization and methodologies used. * **Continuous Process Improvement**: Describe how your organization tracks and evaluates key performance indicators (KPIs), including patient care, operational efficiency, and resource management. Include how you will monitor continuous improvement strategies; identify opportunities for improvement based on the data collected, including mechanisms for detecting inefficiencies, enhancing patient outcomes, or streamlining processes. |
| *Demonstrates a clear proposed plan to recruit individuals as per Appendix H requirements, including past experience.* | |
| *Explanation of how the organization develops competitive compensation packages and benefits is understood.* | |
| *Demonstrated experience in healthcare recruitment and development, understanding differences from other industries is understood.* | |
| *Demonstrates quality and provides clear examples of past market analysis conducted by the organization.* | |
| *Quality of KPI tracking and evaluation, including patient care, operational efficiency, and resource management is understood.* | |
| *Explanation of how the organization identifies opportunities for improvement and implements strategies based on collected data is understood.* | |
| *There are clear mechanisms for detecting inefficiencies, enhancing patient outcomes, and streamlining processes.* | |
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| **Family Engagement, Coordination, and Equity (150 points possible )** | |
| **Question 5** | How will you ensure family-driven care? Please provide examples of how a family or guardian will be engaged at every step of a patient’s involvement with HHRTF. |
| *Demonstrated strategies to engage families at every step of a patient’s involvement with the HHRTF are clear.* | |
| *There are clear concrete examples provided of how families will be engaged in care.* | |
| *There is a clear commitment and understanding of the importance of family-driven care.* | |
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| **Question 6** | Regarding discharge planning, what are the approaches you will take to ensure coordinated transitions and warm handoffs with providers and organizations caring for the patient and family upon discharge from HHRTF? Please cite your experience and examples. |
| *Provides clear detailed approaches to ensure coordinated transitions and warm handoffs with providers and organizations upon discharge from HHRTF.* | |
| *Demonstrates clear specific examples and experiences related to successful discharge planning.* | |
| *There is a clear demonstration of the effectiveness and reliability of the proposed approaches.* | |
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| **Question 7:** | What is your organization’s experience actively working to help ensure equitable care, especially for families with geographic, linguistic, socioeconomic or other barriers? Please provide examples.   * How would you contribute to the well-being of children as part of the State’s comprehensive System of Care and 10-Year Mental Health Plan? * Describe some of the key relationships you have with community programs and existing services in NH that will enable HHRTF to be part of a coordinated and collaborative system. What relationships will you aim to strengthen, and how? |
| *Demonstrates alignment of contributions with the State’s 10-Year Mental Health Plan and the comprehensive System of Care for children's well-being.* | |
| *Presentation of innovative or unique strategies to positively impact the mental health of children within the State’s System of Care is clear* | |
| *There is a clear indication of the potential positive impact on children’s well-being and mental health.* | |
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**Section 3:**

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| **Education, Training, and Workforce Development (100 points possible)** | |
| **Question 8:** | How will you help HHRTF to be part of the broader education and training system for professional clinicians and staff, providing opportunities and building partnerships to help strengthen the behavioral health workforce statewide? Provide specific examples. |
| *Demonstrates clear plans to integrate HHRTF into the broader education and training system for professional clinicians and staff.* | |
| *Explanation of how the proposal provides opportunities for professional development and growth for the behavioral health workforce.* | |
| *Strategies for building partnerships that contribute to strengthening the behavioral health workforce statewide.* | |
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| **Question 9** | What experience do you have training clinical leaders? Provide examples of existing approaches and partnerships. |
| *Demonstrates clear plans to integrate HHRTF into the broader education and training system for professional clinicians and staff.* | |
| *Explanation of how the proposal provides opportunities for professional development and growth for the behavioral health workforce is clear.* | |
| *Strategies for building partnerships that contribute to strengthening the behavioral health workforce statewide are understood.* | |
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**Section 4:**

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| **Other Functions (100 points possible)**  For questions 10-14, the Department wants to give the Vendor flexibility to propose to provide these services directly or through a sub-contract, or have the Department provide them directly or through a sub-contract. | |
| **Question 10** | Describe your recommended staffing methodology and programmatic plan for ensuring Education Services (in alignment with Appendix G, Section 10), including the specific role(s) your organization and/or the Department will provide, respectively. |
| *There is a clear detailed recommended staffing methodology and programmatic plan for Education Services.* | |
| *Demonstrates alignment with the guidelines provided in Appendix G.* | |
| *Specific roles and Department involvement are well-defined.* | |
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| **Question 11** | Describe your recommended staffing methodology and programmatic plan for coordinating transportation for individuals to travel to and from all services and appointments (in alignment with Appendix G, Section 11), including the specific role(s) your organization and/or the Department will provide, respectively. |
| *There is a clear detailed recommended staffing methodology and programmatic plan for coordinating transportation for individuals to travel to and from all services and appointments.* | |
| *Demonstrates alignment with the guidelines provided in Appendix G.* | |
| *Specific roles and Department involvement are well-defined.* | |
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| **Question 12** | Describe your recommended staffing methodology and programmatic plan for providing Pharmaceutical Services (in alignment with Appendix G, Section 12), including the specific role(s) your organization and/or the Department will provide, respectively. |
| *There is a clear detailed recommended staffing methodology and programmatic plan for Pharmaceutical Services.* | |
| *Demonstrates alignment with the guidelines provided in Appendix G.* | |
| *Specific roles and Department involvement are well-defined.* | |
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| **Question 13** | Describe your recommended staffing methodology and programmatic plan (in alignment with Appendix G, Section 13) for ensuring safety within HHRTF, including preventing and deescalating complex and escalated situations while minimizing use of restraint and seclusion, as well as working in a coordinated and collaborative manner with first responders when police/fire/EMS are needed. Include the specific role(s) your organization and/or the Department will provide, respectively. |
| *There is a clear detailed recommended staffing methodology and programmatic plan to ensure all safety requirements are met.* | | |
| *Demonstrates alignment with the guidelines provided in Appendix G.* | | |
| *Specific roles and Department involvement are well-defined.* | | |
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| **Question 14** | In the spirit of encouraging flexibility and creativity based on vendors’ own expertise and sense of what a facility like HHRTF needs, are there any other functional areas that you believe are important for the vendor and/or Department to be responsible, but are not directly referenced in this RFP Overview or Scope of Services? If so, please provide a justification, staffing methodology, and programmatic plan for each additional area. |
| ***Optional Question****. The Vendor(s) are not required to respond to this question. This will not be scored and does not affect scoring.* | |
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**Section 5:**

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| **Performance Monitoring and Quality Assurance (150 points possible)** | |
| **Question 15** | How will you ensure that all behavioral healthcare delivered is high quality? Describe your plan for management of quality improvement and assurance projects and include how this aligns with Appendix I – Performance Metrics. |
| *There is a comprehensive plan ensuring high-quality behavioral healthcare delivery.* | |
| *Explanation of how the quality improvement and assurance plan aligns with Appendix I – Performance Metrics is clear.* | |
| *There is a clear commitment and understanding of the importance of high-quality care.* | |
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| **Question 16** | How would your organization incorporate continuous quality improvement and performance measurement into the day-to-day work? Provide specific examples of how this would be integrated into daily practice and the overall clinical enterprise. |
| *There is a clear detailed plan for managing quality improvement and assurance projects.* | | |
| *Explanation of how the management plan aligns with the specified performance metrics is understood.* | | |
| *The plan integrates continuous quality improvement and performance measurement into daily operations.* | | |
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| **Question 17** | How will your organization measure and evaluate the following:   * providing high quality and efficient services * timeliness and access to care, * family engagement or community/support network reunifications, * client evaluation/satisfaction work, and * community partner coordination activities to support transition of care. |
| *There are detailed strategies for measuring high-quality and efficient services.* | |
| *Plans for measuring and ensuring timeliness and access to care are clear.* | |
| *Strategies for measuring and promoting family engagement and community/support network reunifications are understood.* | |
| *There are clear methods for measuring client satisfaction and evaluation.* | |
| *Plans for measuring and evaluating activities supporting the transition of care and coordination with community partners are understood.* | |
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**Section 6:**

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| **Readiness Review Period (50 points possible)** | |
| **Question 18** | Provide your proposed plan to ensure readiness, within the 90-day readiness review period, to provide all services. |
| *There is a thorough and comprehensive proposed plan to deliver all services outlined in the requirements.* | |
| *There is a clear allocation of resources (staff, equipment, facilities, etc.) required to implement the plan.* | |
| *There are clearly defined timeline with milestones demonstrating the readiness for service implementation.* | |
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