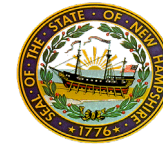


OFFICIAL RESPONSES TO VENDOR QUESTIONS PART 2  
**RFP-2025-HH-01-BEHAV**

Section Reference	Question	Answer
Appendix F - Budget Sheet Addendum # 1	Can the vendor propose an indirect rate as part of the Appendix F - Budget Sheet Addendum # 1 submission?	Yes, see the "Budget Instructions" and "Budget to Complete" tabs.
Appendix G – Scope of Services - Section 5 Clinical, Medical and Collaborative Care	Would HHRTF ever move patients across units based on level of care?	If an individual is admitted to an inpatient unit and his or her needs are not being met, because the social or physical environment puts him or her or somebody else at risk, the treatment team can decide to have them move to another inpatient unit.
Appendix G – Scope of Services - Section 6 Admissions for Hospital	What is the process for waitlist admissions?	<ul style="list-style-type: none"> <li>• Admissions has daily phone contact with referral sources to ensure individuals still need a bed and are still meeting inpatient criteria.                             <ul style="list-style-type: none"> <li>o Faxed mental status updates are required at minimum every 72 hours for individuals boarding in EDs</li> <li>o Faxed mental status updates are required at minimum every 24 hours for individuals boarding at home</li> </ul> </li> <li>• The Director of Admissions and Program Directors have daily discussions surrounding potential discharges and who we can place in that bed from the waitlist.                             <ul style="list-style-type: none"> <li>o Factors including but not limited to wait time, age, gender, gender identity, and acuity are considered</li> <li>o Once a discharge is solidified, an individual from the waitlist is booked for admission to take that open bed, barring staffing concerns</li> </ul> </li> </ul>
Appendix G – Scope of Services - Section 6 Admissions for Hospital	When a patient is 18-25, what is the determining factor on if they are referred to/admitted to New Hampshire Hospital (NHH) vs HHRTF?	Patients may be referred to both NHH and HHRTF and placement will be determined based on appropriate level of care for that individual patient.
Appendix G – Scope of Services	Is Virtual Learning Academy Charter School utilized?	Yes.

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- Section 10 Education Services		
Appendix G – Scope of Services - Section 10 Education Services	When does educational programming start for patients?	Within 14 days of admissions for Lincoln and Madison Unit. For Pierce and PRTF they start school immediately upon admission.
Appendix G – Scope of Services - Section 13 Escalated Behaviors and Safety/Security	Does the nurses station receive the hallway camera feed?	No.
Appendix J – Organizational Chart	How many medical providers are on-site per day?	Medical providers are available 24/7.
General Question	Is the Department planning for capital improvements at HHRTF?	Yes.
General Question	What are the Department's current contracts for HHRTF?	The Department has contracts for the following services: <ul style="list-style-type: none"> <li>• Snow plowing</li> <li>• Elevator Maintenance and Repair</li> <li>• Septic &amp; grease removal</li> <li>• Pest Control</li> <li>• Boiler</li> <li>• Generators</li> <li>• HVAC</li> <li>• Fire Kitchen Suppression Maintenance, Repair</li> <li>• Fire Alarm Maintenance, Repair</li> <li>• Fire Extinguisher Maintenance</li> <li>• Fire Sprinkler Suppression</li> <li>• Core Measures</li> <li>• Employee Health, Lab, pathology</li> <li>• Security / Safety Developing, maintaining safe environment</li> <li>• Landscaping</li> <li>• Avatar</li> <li>• Oil tank painting and Repair</li> <li>• Revenue Cycle Management</li> <li>• Electrical provider</li> </ul>

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Official Q&A

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		<ul style="list-style-type: none"><li>• Water testing and compliance agency</li><li>• Laundry equipment PM/Repair</li><li>• Solid waste collection</li></ul>
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