

**DHHS- DPHS**  
**Home Visiting Data System**  
**QUESTIONS & ANSWERS**  
**VENDOR CONFERENCE CALL: November 15, 2011**

**DHHS RFP 2012-009 ADDENDUM #1**

	<b>Section</b>	<b>QUESTION</b>	<b>ANSWER</b>
1.	Page 28 in Part 1; Section B-4	In reviewing the RFP it asks that we have experience with the Health Families America home visiting model. Based on our experience and our current customer base we do not have a client where we have provided this type of service to our clients. Is this a mandatory requirement that would exclude us from responding to the RFP, if we can match the other requirements?	This is <u>not</u> a mandatory requirement. In Table C-2, this Requirement is listed as Mandatory. However, as noted above the Table, the State reserves the right to waive a Mandatory requirement when it is in the State's best interest to do so.
2.		Do you have an estimate of the number of individuals that would be using the system and entering in data? It mentioned that you would have 75 users; would all of these users be in the system at the same time?	It is unlikely, but possible, that all users would be entering data at the same time.
3.	Page 39, Part I, Technical Requirements	Are you planning on using any tablet devices in the field? If so is iPad one of those choices?	Yes, we would like our home visiting agencies to have the option to use tablet devices in the field. At this time, we are unsure of the models they would use. In your Proposal, please respond to Requirement T-2.
4.	Part I, page 3, Section 1.1	On the contract Award is the difference of \$40,000 designated as professional services to deploy the software?	The amount available for the first contract year is greater in anticipation of costs associated with the Activities and Deliverables in Table F-1. Please use the Tables in Appendix F to outline the costs for your Proposal.
5.		Do you have an evaluator for MIEC, HFA or both?	Not at this time. We anticipate contracting with an evaluator as part of the MIECHV Development Grant recently awarded to NH.

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6.	Page 9 in Part I, 1.4 Subcontractors (also App. H Section H-25)	We will be proposing a SaaS: What entities are considered “sub-Contractors”; our internet provider, our co-location provider, our electrical provider, etc.? We are not sure if any would be considered sub-contractors, as they would not be delivering any service to us that is exclusive to this contract, but we are not sure where your definition begins and ends. Can you please clarify?	SaaS Vendors need to identify which information technology services are not directly provided by their company.
7.	Page 30 in Part I, G-7	Could you define “billable activities”?	This requirement refers to data to be captured in order for an agency to bill Medicaid for a home visit. The required data includes: <ul style="list-style-type: none"> <li>• Date, time, and length of the home visit</li> <li>• Client name and Medicaid number</li> <li>• Whether it was a nurse or home visitor making the visit</li> </ul>
8.	Page 31 in Part I, SA-3	Can you clarify? Does the FTE report refer to a variable regarding FTE that would be entered for each staff or does it refer to a reporting of all time entered into the system on their activities?	The FTE of each staff member has implications for the number of families they are able to serve, according to the HFA home visiting model.
9.	Page 32 in Part I, D-4	Can you clarify “upload”?	A form for Individual Family Service Plans may be <u>part of</u> the proposed Solution, or there should be a way to upload it, in Word format, to a family’s file.
10.	Page 33 in Part I, D-17;	Can you clarify what is needed for the Healthy Homes One-Touch screening? Is it just a date of the screen and resulting referrals (no screen information)?	Correct.
11.	Page 35 in Part I, BR-15	ASQ-SE minimum age is 6 months. There is a one-month window of opportunity, but do you mean to report proportion children who have this first ‘6 month’ administration completed appropriately?	Yes.

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12.	Page 35 in Part I, BR-21	How will the data regarding the Poverty In America Living Wage Calculator be entered? (i.e., What data is to be entered by the site?)	Home visitors will enter the number of adults and children living in the home, and the town and county of residence.
13.	Page 34 of 73 in Part I, BR-1	How will the data regarding the Kotelchuck Index be entered? (i.e., What data is to be entered by the site?)	Please see Page 33 of Part 1, D-8. The data to be entered by home visitors includes the date prenatal care is first received, and a record of all prenatal care visits.
14.	Page 28 of 45 in Part II	Paragraph e, refers to Vendor and User in a confusing way, can you clarify this point?	The word “User” will be changed to “Vendor” via addendum to the RFP.
15.		Can we see a copy of New Hampshire’s MIEC-HV benchmark/construct operational definitions (with definitions and scales for each construct)? We would like to make sure there are no surprises and that we have all of the content covered.	We will make the current <u>draft</u> of New Hampshire’s data collection matrix available to Vendors, on the website with the RFP. It is still being finalized in response to TA from federal project officers.
16.		Are all copies to be submitted in 3 ring binders?	Yes.
17.	Page 23 in Part I, 5.4.4 Scoring the Software Solution Cost	In the FORMULA, can you clarify the NUMBER OF maximum points for Solution costs? Does this mean all scores will be multiplied by 30 or are the CAPITAL letters emphasizing something else?	There is no significance to the CAPITAL letters.  <u>Formula used to assign points for Costs:</u> Vendor’s Cost Score = (Lowest Proposed Cost/Vendor’s Proposed Cost) times 30
18.		Can a copy of the RFP be made available in Word format?	Yes. Please contact Shannon Wood for a copy to be sent via email.
19.		How will you affiliate with HFA?	We anticipate that each agency will affiliate individually.

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20.		Could you please describe further the data integration requirements?	<p>Refer to p 7 of the RFP, Figure 1: Home Visiting Data System.</p> <ul style="list-style-type: none"> <li>The interface with DCYF is <b>not</b> required to be addressed in the proposals.</li> <li><u>FAF</u> - Demographic information on families will be exported from the HV Data System to the FAF.</li> <li><u>MCH Data Linkages project</u> – The requirement is to be able to export all the raw data from the HV Data System, to be linked with other data sets we have in the State of NH. <b>An ASCII, tab-delimited text file is the required format for exported data. *Please note, this is a clarification from the preliminary response given on the Vendor Conference Call</b></li> <li><u>Watch Me Grow</u> – uses a Welligent data system. Demographic info, results of ASQ and ASQ-SE, resulting referrals and referral follow-up will need to be exported, for children being served at Watch Me Grow agencies.</li> </ul>
21.		Do you have specific formats that are required? Or is it sufficient to be able to export the data out of the proposed solution in a CSV file format?	An ASCII, tab-delimited text file is the required format for exported data. <b>*Please note, this is a clarification from the preliminary response given on the Vendor Conference Call.</b>
22.		Would you expect all data to be captured in the proposed solution and then exported to the FAF?	No. Just the demographic info would need to be exported.
23.	Appendix C, REQ# G-12	Is there any way to clarify, “Ability to have customized reports”? Is the RFP asking for something more specific than applying filters and selecting certain data ranges?	The vendor solution will need to provide a core set of reports (G-10), capability for Ad Hoc reporting (G-11), as well as customized reports (G-12). Customized reports, for the purpose of this RFP are considered reports falling outside the range of G-10 and G-11. Customized reports are considered those that require vendor assistance, either a modification to an existing report or a new report that can't be created without vendor assistance. The state realizes that customized reports could incur an additional charge.

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<b>24.</b>		Is the state of NH interested in having Vendor's responses include scenarios for times when a home visitor is at a home visit and internet access is not available?	Yes, we are very interested to learn if your solution has options for local installation with synchronization and local device data security, and/or how other customers have met this challenge using your solution without local installation.
<b>25.</b>		Is the state of NH adding the requirement that home visitors will need to enter data into a local installed copy with synchronization and security?	No, we purposely did not add this requirement to the RFP. We are interested in what solutions exist in the marketplace, and anticipate receiving proposals that require internet access to enter data into the system.
<b>26.</b>	Page 2 of Part 1, 3 <sup>rd</sup> paragraph	The last sentence relating to the number of users states that 75 users are anticipated; can you tell us how many of these users are actually home visitors?	This estimate was derived from a survey of current agencies that provide home visiting services for the NH DPHS. We did not ask agencies to specify the number of users that are home visitors and the number that would be supervisors or administrative users.
<b>27.</b>	Page 7 of 73, Figure 1	Please confirm that, per the discussion during the Vendor Conference call, we do not need to address the relationship of the Home Visiting Data System to the DCYF Data System	Confirmed.
<b>28.</b>	Page 12 of Part 1, Section 4.1	Relating to the requirement to submit one electronic copy of the proposal on CD ROM: Is there a specific version of MS Word required for the proposal?	No.
<b>29.</b>	Page 24 of Part 1	Do you already have DPHS performance measures defined and if so, could you please provide us with a list of the measures?	Yes. These performance measures will be posted in an addendum to the RFP. The data collection requirements for the performance measures are also included in Table C-2.

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<b>30.</b>	Page 61 of Part 1, Topic 17	Regarding State maintenance; how do you envision the State playing a role in the maintenance of the system?	The phrase, "before being turned over for State maintenance" will be removed from this Topic, via an RFP Addendum. Please respond to the Topic without consideration of State maintenance.
<b>31.</b>	Page 63 of Part 1, Topics 20, 21, 22 and 23	It appears that a description of Topic 20 is missing and that subsequent topics are mis-numbered. Please provide a description of Topic 20 - Preparation of State Staff and clarify numbering of other topics.	<p><b>Topic 20 - Preparation of State Staff on the Project Team</b>            Response Page Limit: 3  <b>The State will evaluate whether the provisions to prepare State staff participating in the Project will enable the staff to contribute appropriately.</b></p> <ul style="list-style-type: none"> <li>Describe how State staff assigned to the Project Team will be prepared to contribute. Provide an overview of Project Team interactions and dependencies between functions.</li> </ul> <p><b>The remaining Topics should be <u>re-numbered</u> as follows.</b>            Quality Assurance Approach should be Topic 21            Work Plan should be Topic 22            Support and Maintenance should be Topic 23</p>
<b>32.</b>		Per the discussion in the Vendor Conference Call, a suggestion was made to include letters of recommendation, however no mention of letters of recommendation is in the RFP requirements. Can letters of recommendation be submitted? Is there a limit to how many can be provided? If permitted, should they be placed the Appendix?	The RFP requires that contact information be provided for references. Letters of recommendation should not be submitted.