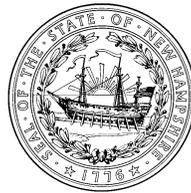


# **NEW HAMPSHIRE DEPARTMENT OF CORRECTIONS**

## **REQUEST FOR PROPOSAL**



**NHDOC RFP 14-05-GFNCF**

**In-State Courier Services**

**ISSUE DATE: February 28, 2014**

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**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF CORRECTIONS  
DIVISION OF ADMINISTRATION**

P.O. BOX 1806  
CONCORD, NH 03302-1806

603-271-5610 FAX: 603-271-5639  
TDD Access: 1-800-735-2964

**William L. Wrenn**  
Commissioner

**Bob Mullen**  
Director

**Request for Proposal (RFP)  
Terms and Conditions**

February 28, 2014

RFP Title: In-State Courier Services

RFP Number: NHDOC 14-05-GFNCF

RFP Due Date: April 18, 2014, no later than 2:00PM, EST

RFP Service Region: NH State Prison for Men (NHSP-M), Concord, NH and Northern NH Correctional Facility (NCF), Berlin, NH

**NH Department of Corrections Mission Statement:** *Our Mission is to provide a safe, secure and humane correctional system through effective supervision and appropriate treatment of offenders and a continuum of services that promote successful re-entry into society for the safety of our citizens and in support of crime victims.*

This mission is supported through contracts with non-profit corporations; public corporations; public agencies (agency or department of municipal, county or state government); or by private proprietorships, partnerships or corporations; or a consortium of public, non-profit and private entities, that are awarded contracts through the State of New Hampshire Request for Proposals process. These entities are herein after known as the "Vendor," "Respondent," "Contractor" or "Bidder."

**SECTION A: Terms, Conditions and Procedures for Submitting Proposals**

**1. Brief Description:**

Attached is a Request for Proposal and Contract format for the provision of In-State Courier Services for the New Hampshire Department of Corrections (herein known as the "NHDOC," "State," "Corrections" or "Department").

**2. Performance Period:**

A Contract awarded by the NH Department of Corrections as a result of this RFP is expected to be effective for the period beginning July 1, 2014 or upon approval of the Governor and Executive Council (G&C) of the State of New Hampshire whichever is later through June 30, 2016, with an option to renew for one (1) additional period of up to two (2) years, only after the approval of the Commissioner of the NH Department of Corrections and the Governor and Executive Council.

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**3. Statement of Purpose:**

The purpose of this request for proposal is to seek In-State Courier services for the transportation of medications and interdepartmental communications between the NH State Prison for Men (NHSP-M), Concord, NH and the Northern NH Correctional Facility (NCF), Berlin, NH on a daily basis, five (5) days a week, during designated business hours excluding weekends.

Southern Region - NHDOC Southern NH Correctional Facility Locations		
NH State Prison for Men (NHSP-M)	281 North State Street,	Concord, NH 03301
Northern Region - NHDOC Northern NH Correctional Facility Location		
Northern Correctional Facility (NCF)	138 East Milan Road,	Berlin, NH 03570

**4. Outline of Minimum Required Services:**

- 4.1. Minimum Services: Vendor shall provide pick-up/drop-off delivery courier services for the transportation of medications and interdepartmental communications to and from the locations indicated in the Terms and Conditions, Statement of Purpose, Section Three (3) and Scope of Services, Exhibit A, Location of Services, Section Three (3), adhering to the Scope of Services, Exhibit A.
- 4.2. Location Pick-up/Drop-off Times: Courier service locations, routes and pick-up/drop-off times are subject to change for the life of a Contract and any renewals thereof.
- 4.3. Drivers:
  - 4.3.1. Drivers of the Vendor shall be **bonded**. Vendor shall provide a list of all **bonded** drivers that will be entering any NH Department of Corrections Correctional Facilities. Any driver that is not on such a list shall not be allowed to enter the locations.
  - 4.3.2. Vendor shall provide their own vehicles in order to meet the RFP scope of service requirements. Transportation costs shall be inclusive of fuel surcharges, vehicle maintenance, registration and required vehicle insurance to be included in the fixed daily fee.
  - 4.3.3. Daily rate for required services shall be inclusive of transportation costs and labor costs (inclusive of salary, holiday, overtime, FICA, Social Security taxes, health insurance, and any employee offered benefits) to be included in the fixed daily fee.
  - 4.3.4. Vehicles supplied by the Vendor and used to provide in-state courier services for the State shall be insured by the Contractor for the duration of a Contract and any renewals thereof.
  - 4.3.5. Drivers shall maintain a clean and valid driver's license for the duration of a Contract and any renewals thereof.
  - 4.3.6. Vendor vehicles shall be subject to the Department's Policy and Procedures relative to searches and inspections and all other Department policies that apply.

**5. Vendor Conference: (NOT APPLICABLE)**

**6. Facility Tours: (NOT APPLICABLE)**

**7. Proposal Inquiries:**

An individual who is authorized to commit the organization to provide the services necessary to meet the requirements of this RFP must submit all inquires or questions.

- 7.1. Inquires shall be received no later than 2:00PM EST on March 21, 2014.

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- 7.2. Inquires received will be addressed only if they are deemed by the NH Department of Corrections to be critical to the bid process. No inquiries will be accepted after 2:00PM on March 21, 2014.
- 7.3. All inquiries concerning this Request for Proposal shall be made in writing either by US Mail, fax or e-mail, citing the RFP Title, RFP Number, Page, Section and Paragraph submitted to:

Northern NH Correctional Facility Warden 138 East Milan Road Berlin, NH 03570 Tel: (603) 752-2906 Fax: (603) 752-0405 <a href="mailto:Edward.P.Reilly@nhdoc.state.nh.us">Edward.P.Reilly@nhdoc.state.nh.us</a>
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**8. NH Department of Corrections Response Date for Vendor Inquiries:**

An official written answer to all written inquiries, received meeting the requirements found in Section Seven (7), Proposal Inquires, will be posted on the NH Department of Corrections website: <http://www.nh.gov/nhdoc/business/rfp.html> on or prior to March 28, 2014.

**9. Last Date for Letter of Intent: (NOT APPLICABLE)**

**10. Specifications:**

Vendors must submit proposals as specified. Vendors shall be notified in writing if any changes to the proposal specifications are made. Verbal agreements or instructions from any source shall not be authorized.

**11. Instructions, RFP Documents, Format and Labeling of Proposal Submissions:**

Prospective Vendors shall comply with instructions and conditions as specified in the Proposal and ensure sealed offers are received by the date, time and location identified herein.

11.1. Instructions:

- 11.1.1. Submit **two (2) original** and complete Proposals, to include, Cover Page, Cover Letter, Proposal Cover Sheet; Initialed Terms and Conditions, P-37, Initialed Exhibit A, B & C, Certificate of Good Standing, Authority/Vote and Insurance, Comprehensive General Liability Insurance Acknowledgment Form; Health Insurance Portability and Accountability Act (HIPAA) Form, Prison Rape Elimination Act (PREA) Form, Administrative Rules, Rules of Conduct and Confidentiality of Information Forms; Alternate W-9 Form; Statement of Financial Stability; Qualitative References; Non-Disclosure of Right To Know Letter (if applicable); and any applicable required pages, signed and initialed as appropriate on each page in **blue ink**. The original copies **shall** be typed or clearly printed in **black ink**. The contract signatory must initial all corrections.
- 11.1.2. In addition, submit **two (2) photocopies**, fully executed, and **one (1) CD** of the proposal.
- 11.1.3. Proposals **must be sealed** or they shall not be accepted.
- 11.1.4. **Do not staple** any part of the proposals. **Do not use three (3) ring binders** for any part of the proposals.
- 11.1.5. Please use only binder clips to secure and/or separate sections of the proposals.

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- 11.1.6. **Sealed proposals shall follow the sequence of the Proposal Check Sheet.**
- 11.1.7. Proposals shall be submitted by the prospective Vendor and received by the NH Department of Corrections no later than 2:00PM EST on **April 18, 2014** to be considered.
- 11.1.8. **All corrections shall be initialed by the prospective contract signatory; correction tape or white out shall not be used on any Contract documents.**
- 11.2. Technically Non-Compliant:
- 11.2.1. Proposals that are not complete (omission of requested proposal documents) or unsigned shall be considered “technically non-compliant”;
- 11.2.2. Absence of any documentation identified in the Proposal Check Sheet may be considered “technically non-compliant”;
- 11.2.3. Any alterations to the text or format of the RFP, addendum or attachment to this document; and
- 11.2.4. Proposals that may be deemed ambiguous to the NH Department of Corrections during the evaluation process.
- 11.3. Technically Non-Responsive:
- 11.3.1. Proposals received after the deadline shall be considered “technically non-responsive.” If a proposal is received after the deadline, the NH Department of Corrections may notify the Bidder and send the proposal back to the prospective Vendor unopened and unevaluated.
- 11.3.2. If a partial service proposal is received, it shall be considered “technically non-responsive” and the NH Department of Corrections may notify the Bidder.
- 11.4. Required RFP Documents: All identified documents found on the Proposal Check Sheet are required documents and must be submitted to the NH Department of Corrections in order for a proposal to be considered complete, in addition to the following, but not limited to:
- 11.4.1. **Executive Summary** (not to exceed 2 pages) – Briefly summarize an overview of the organization (including any networks or subcontractors to be involved) to include type of current courier services being provided and length of time.
- 11.4.2. **Organizational Capability** (not to exceed 5 pages) – Describe the overall mission and services of the organization and how they relate to the goals and priorities as described in the Exhibit A, Scope of Services of this RFP.
- Describe the organization’s experience and capacity to meet the goals, and objectives of the minimum required services as described in Exhibit A, Scope of Services. This shall include: a) ability to perform the minimum services required; b) qualified and experienced personnel (pre-employment screening and driver license verification); c) resources (amount of drivers and accessible vehicles); d) demonstration of correctional experience; and e) employee training/certifications/licenses/permits and awareness of HIPAA & PREA regulations to accomplish the minimum requirements as indicated in the RFP.
- 11.4.3. **Organization’s Approach to Performance of Scope of Services** (not to exceed 5 pages) – Describe the organization’s approach to provide services as specified in the RFP. The respondent shall address all areas of requested services pertaining to Scope of Services, Exhibit A, Sections 3–5 to demonstrate a thorough understanding and insight to the project. At a minimum, this section shall:
- Demonstrate the organization’s technical knowledge, expertise and ability to meet the specifications stated in the Exhibit A, Scope of Services by describing the following: a) Map routes portal to portal as identified in the Scope of Services, Exhibit A, Section Six, Courier Service Schedule, identifying:

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- Itemization of fixed daily rates;
- Mileage between each Pick-up/Drop-off or Drop-off/Pick-up locations;
- Time to complete each Pick-up/Drop-off or Drop-off/Pick-up; and
- Adherence to Pick-up and drop-off times.
- Demonstrate how the organization could cooperate with other entities to provide a thirty (30) day transition without a break in services to the NH Department of Corrections prior to the start of services.

11.4.4. **Financial Statements** – Demonstrate financial stability by providing financial statements, preferably audited, for two (2) consecutive years and copies of any quarterly financial statements prepared since the end of the period reported by your most recent annual report. Acceptable financial verification must include one (1) of the following; please check off one (1) of boxes below submitted with your Proposal:

Check	Description
<input type="checkbox"/>	a copy of the organization’s most recent full set of financial statements
<input type="checkbox"/>	a copy of the organization’s audited set of financial statements from an independent Certified Public Accountant (CPA) firm

11.4.5. **References** – Qualitative references shall be submitted. Please provide a list of all current and former clients, institutions and/or agencies from the past two (2) years providing similar courier services. The Vendor shall grant the NH Department of Corrections permission to contact the references upon submission of reference information. Please provide the following information for each reference:

- Name and address of organization;
- Name, title, e-mail address, telephone and fax number of contact person;
- Website address; and
- Performance period.

11.5. **Order of Required RFP Documents:** Please submit the required RFP documents in the order specified in the Proposal Check Sheet pages 13-15.

11.6. **Format Requirements:**

11.6.1.	Front Style	.....	11 Point, Times New Roman
11.6.2.	Line Spacing	.....	Single
11.6.3.	Text Justification	.....	Flush left
11.6.4.	Margins	.....	One inch all around
11.6.5.	Tabs	.....	Do not include section tabs
11.6.6.	Binding	.....	Do not bind, staple or 3-hole punch

11.7. **Labeling and Addressing Proposal:** Please clearly mark the outside of your envelope ***RFP 14-05-GFNCF In-State Courier Services***. Proposals must be received (not simply post-marked) by the NH Department of Corrections, Financial Services, Contract Administrator, P.O. Box 1806, Concord, NH 03302-1806 or hand delivered to Room 322, on the Third (3<sup>rd</sup>) Floor of the Main Building of the Governor Hugh J. Gallen State Office Park South Complex, 105 Pleasant Street, Concord, NH, 03301 no later than **April 18, 2014 at 2:00PM EST**, to be considered.

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- 11.7.1. For overnight carrier deliveries the Vendor shall address the overnight carrier label as such: NH Department of Corrections, Financial Services, Contract Administrator, 105 Pleasant Street, 3<sup>rd</sup> Floor, Room 322, Main Building, Concord, NH 03301, referencing telephone extension 603-271-7602.

**12. Submission Criteria:**

Proposals that are not complete or unsigned will not be considered. Any proposal received after the deadline shall be considered "technically non-responsive" and the NH Department of Corrections may notify the Bidder.

- 12.1. Partial service proposals shall not be accepted. All proposals shall be submitted for the full scope of services being requested within the RFP.
- 12.2. If a partial service proposal is received, it shall be considered "technically non-responsive" and the Bidder may be notified by the NH Department of Corrections.
- 12.3. If an unsigned proposal is received in response to the RFP, the Bidder will be notified by the NH Department of Corrections and shall be considered "technically non-compliant".
- 12.4. A Bidder who has failed to sign a proposal may file a signed version of the RFP response within three (3) business days of the day the notice is issued.
- 12.5. The NH Department of Corrections shall not consider a proposal which remains unsigned on the fourth (4) business day after issuing notification of the unsigned proposal.

**13. Document Alterations/Changes/Omissions:**

It is unlawful to make any alterations to the text or format of this document, or the text or format of any addendum or attachment to this document. A signature on the Cover Sheet of the person authorized to legally bind the Vendor to the terms of this RFP signifies that no alterations have been made to the original text or format of this RFP. Any alterations made to the original text of this document may result in the proposal being considered "technically non-compliant."

**14. Evaluation Criteria/Procedure:**

Proposals shall be subject to a procedural review by the Contract Administrator prior to any other evaluation review to ensure the proposals submitted:

- 14.1. Conform to instructions and format contained within the RFP;
- 14.2. Is properly executed and complete; and
- 14.3. Contains all required supporting documentation.

**15. Other Contractual Documents Provided by the NH Department of Corrections:**

The State Long Form Contract, form P-37, version 1/09, Certificates of Authority/Vote, Comprehensive General Liability Insurance Acknowledgement Form, Alternate W-9 Form, Health Insurance Portability and Accountability Act (HIPAA), Prison Rape Elimination Act (PREA), Public Law 108-79 Prison Rape Elimination Act of 2003, Federal Register 28 CFR Part 115, National Standards to Prevent, Detect and Respond to Prison Rape, Public Law 104-91 and with the Standards for Privacy of Individual Identifiable Health Information, 45 CFR Parts 160 and 164, if applicable to contracted activities, and Administrative Rules, Rules of Conduct and Confidentiality of Information Agreement are located as a separate link on the New Hampshire Department of Corrections website: <http://www.nh.gov/nhdoc/business/rfp.html>.

**16. Cancellation:**

The NH Department of Corrections reserves the right to accept or reject any or all proposals and to cancel this RFP in whole or in part upon written or published notice of intent to do so. Financial responsibility for the preparation of proposals is the sole responsibility of the Vendor.

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**17. Financial Commitment:**

Financial commitment by the NH Department of Corrections shall not occur until the Governor and the Executive Council of the State of New Hampshire approve a Contract.

**18. Rejection of Proposals:**

Proposals may be rejected at any time at the discretion of the Director of Administration if the Vendor:

- 18.1. Has any interest that shall, in the sole discretion of NH Department of Corrections, conflict with performance of services for the State;
- 18.2. Fails to demonstrate to the satisfaction of NH Department of Corrections that it is in sound financial condition;
- 18.3. If a non-profit/not-for-profit and fails to furnish the NH Department of Corrections with the names and addresses of the organization's Board of Directors/Members, List of Key Personnel and Salaries and/or Resumes of Key Personnel;
- 18.4. Fails to make an oral presentation if requested by NH Department of Corrections at a time, place and in a manner satisfactory to NH Department of Corrections; and
- 18.5. Fails to reach agreement with NH Department of Corrections on any and all Contract terms.

**19. Other Remedies for "Technically Non-Compliant" Proposals:**

The NH Department of Corrections, in its sole discretion, may determine that non-compliance with any RFP requirement is insubstantial. In such cases the NH Department of Corrections may:

- 19.1. Seek clarification;
- 19.2. Allow the Vendor to make corrections; or
- 19.3. Apply a combination of the two (2) remedies.

**20. Addendum(s) and/or Amendment(s) to, or Withdrawal of the RFP:**

- 20.1. If the NH Department of Corrections decides to amend or clarify any part of this RFP, a written amendment shall be provided to all Vendors on the NH Department of Corrections website: <http://www.nh.gov/nhdoc/business/rfp.html>. This notification will also serve as a Public Notice.
- 20.2. The NH Department of Corrections, at its discretion, may amend the RFP at any time prior to the award of a Contract and/or terminate this procurement in whole or in part at any time.
- 20.3. The NH Department of Corrections at its discretion may request clarification from a Vendor of a proposal submitted.
- 20.4. Whereas the Department may modify the RFP and as a result of a modification the Department believes that Vendors will not have enough time to effect changes necessary to their proposal(s) prior to the Proposal Due date listed in Table 36.1., the Department may postpone the Proposal Due Date for a period of up to thirty (30) days in the best interest of the State and/or to allow for fairness in the competitive bidding process. Notice of this postponement shall be posted on the NH Department of Corrections website with the RFP prior to the Proposal Due Date listed in this RFP.

**21. Proposal Submission:**

- 21.1. Prospective Vendors shall comply with instructions as specified in the Terms and Conditions of the RFP, submit all documents with the Proposal as identified in the Proposal Check Sheet and ensure **sealed** offers are received by the date, time and location identified herein.
- 21.2. Vendor should be cautioned that their proposal shall be subject to acceptance by the NH Department of Corrections without further clarification.

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- 21.3. All companies, producers, agents or underwriters submitting Proposals are construed to have agreed to all conditions set forth in the RFP.
- 21.4. Verbal agreements or instructions from any source shall not be authorized.

**22. Competition:**

The NH Department of Corrections encourages free and open competition among Vendors. Proposal specifications and conditions are designed to accomplish this objective, consistent with the NH Department of Corrections needs and guidelines.

**23. Collusion:**

The Vendor's signature on a proposal submitted in response to this RFP guarantees that the prices quoted have been established without collusion with other eligible Vendors and without effort to preclude the State of New Hampshire from obtaining the best possible competitive proposal.

**24. Disclosure of Sealed Proposal:**

A Vendor's disclosure or distribution of proposals other than to the NH Department of Corrections shall be grounds for disqualification.

**25. Oral Presentation:**

Prior to the determination of the award, a Vendor may be required to make an oral presentation to clarify any portion of their response or to describe how the service requirements shall be accomplished. Vendor finalists may be asked to conduct the presentation at a time period designated by the NH Department of Corrections.

**26. Terms of Submission:**

All material received in response to this RFP shall become the property of the NH Department of Corrections and shall not be returned to the Vendor. Regardless of the Vendor selected, the NH Department of Corrections reserves the right to use any information presented in a proposal. The proposal content that makes up the Vendors awarded Contract shall become public information upon approval of the Governor and Executive Council of the State of New Hampshire.

**27. Vendor Responsibility:**

The successful Vendor shall be solely responsible for meeting all terms and conditions specified in the RFP, their submitted proposal, any resulting Contract and any renewal Contracts thereof.

**28. Subcontractors:**

If your organization plans to utilize subcontractors for any portion of the services identified in this RFP, please include the subcontractor information, to include the types of services or functions in which you would plan to subcontract, and a brief company profile. Said subcontractors shall meet all requirements described in this RFP. Subcontracting of services shall require prior approval by the NH Department of Corrections. Failure of the subcontractor to meet all terms and conditions specified in the RFP shall be deemed a failure by the Vendor.

**29. Change of Ownership:**

In the event that the Vendor should change ownership for any reason whatsoever, the State shall have the option of continuing under the Contract with the Vendor, its successors or assigns for the full remaining term of the Contract, continuing under the Contract with the Vendor, its successors or assigns for such period of time as determined necessary by the State; or immediately terminate the Contract without liability to the Vendor, its successors or assign.

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**30. Evaluation of Proposals and Award of Contract:**

- 30.1. The NH Department of Corrections has approved this RFP for issuance. The RFP process is a procurement option allowing the NH Department of Corrections to award a Contract based upon the evaluation criteria established by the NH Department of Corrections.
- 30.2. Evaluation of proposals shall be based on evaluation criteria established by the NH Department of Corrections.
- 30.3. The NH Department of Corrections, may, upon determining that no satisfactory responses to this RFP have been received for these services, negotiate with a successful applicant for a related service to include this particular service as part of the service package and/or issue another RFP for this particular service.
- 30.4. Upon review by the NH Department of Corrections and approval by the Governor and Executive Council, the signed Contract shall become valid.

**31. Liability:**

The NH Department of Corrections shall not be held liable for any costs incurred by the Vendor in the preparation of their proposal or for work performed prior to Contract issuance.

**32. Licenses, Permits and/or Certifications:**

Vendor shall ensure and maintain all the necessary licenses, permits and/or certifications required by Federal, State, County and Municipal laws, ordinances, rules and regulations at the inception of the Contract and for the life of the Contract and any renewals thereof. The Vendor shall notify the NH Department of Corrections immediately of loss or suspension of any such licenses, permits and/or certifications. Failure to maintain required licenses, permits and/or certifications may result in immediate termination of Contract.

**33. Best Interest of the State:**

If the NH Department of Corrections determines it is in the best interest of the State, it may seek a *BEST AND FINAL OFFER* (BAFO) from Vendors submitting acceptable and/or potentially acceptable proposals.

- 33.1. The “*BEST AND FINAL OFFER*” would provide Vendors the opportunity to amend or change its original proposal(s) to make it more acceptable to the State. The NH Department of Corrections reserves the right to exercise this option.
- 33.2. The “*BEST AND FINAL OFFER*” shall provide the NH Department of Corrections the opportunity to modify volume indicators and cost categories, if applicable, identified in Exhibit B of the RFP. Such request of the NH Department of Corrections would provide the Vendor(s) the opportunity to amend or change its original proposal to make it more acceptable to the State. The NH Department of Corrections reserves the right to exercise this option.

**34. Proposal Review and Evaluation Criteria:**

- 34.1. The NH Department of Corrections shall conduct an objective review of the proposal(s) received in response to this RFP process. The evaluation will be based on the demonstrated capabilities and skills of the prospective Vendor in relation to the needs of the services to be provided as set forth in this RFP. The NH Department of Corrections shall not review proposals that reduce our current functions.
- 34.2. The NH Department of Corrections utilizes a consensus scoring methodology to evaluate submitted proposals. Each response will be evaluated through a forum of open discussion/debate by the evaluation committee and scored comparing the Vendor’s proposal

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- to the evaluation criteria and specifications defined in the RFP. Only the consensus score sheet will be used to designate the point value assigned to each proposal.
- 34.3. If an item or area of a Vendor’s proposal is deemed ambiguous, the Evaluation Team may warrant the item or area as “Technically Non-Compliant.” At the discretion of the NH Department of Corrections, the Department may seek clarification and suspend the evaluation until a response from the Vendor is received.
- 34.4. The scoring of proposals establishes a reference point from which to make negotiation decisions. It in no way implies that a Contract will be awarded. NH Department of Corrections reserves the right to award more than one (1) Contract resulting from evaluation of proposals submitted in response to this RFP, as well as the right to reject all proposals. NH Department of Correction reserves the right to enter into concurrent negotiations with more than one (1) respondent. If concurrent negotiations with more than one (1) respondent are required, a Contract award may result from those negotiations.
- 34.5. The NH Department of Corrections will award a Contract based on the following:
- 34.5.1. Total Estimated Cost;
  - 34.5.2. Organizational Capability;
  - 34.5.3. Organizational Approach to Performance;
  - 34.5.4. Financial Statements; and
  - 34.5.5. Qualitative References.
- 34.6. The NH Department of Corrections reserves the right to accept or reject any proposal and to waive any minor irregularities in any proposal.
- 34.7. Points assigned per category in Section 35.1., Table of Scoring Criteria, are listed in no particular weighted order.

**35. Scoring of Evaluation Criteria:**

35.1. Table of Scoring Criteria:

<b>Category</b>	<b>Total Points Per Category</b>
35.1.1. Total Estimated Cost: (50 Points) 35.1.1.1. Cost Effective Service Rates	50
35.1.2. Organizational Capability: (25 Points)	25
35.1.2.1. Ability to Perform Services: (10 points) 35.1.2.2. Qualified Personnel & Resources: (10 points) 35.1.2.3. Correctional Experience and Credentials: (5 points)	
35.1.3. Organizational Approach to Performance: (15 Points)	15
35.1.3.1. Technical Approach to Performance: (10 points) 35.1.3.2. Ability and Immediate Availability: (5 points)	
35.1.4. Financial Statements: (5 Points)	5
35.1.4.1. Financial Stability: (5 points)	
35.1.5. Qualitative References: (5 Points)	5
<b>Total of all Categories</b>	<b>100</b>

**Note:** The Financial Stability, Organizational Resources & Capability of contracted Vendor(s) is of great importance to NH Department of Corrections. A Vendor that does not score at least 3 out of 5 points, upon evaluation, in the Financial Stability category may be required to provide further financial information for the possibility of making their score satisfactory. In the event that the information provided does not satisfy the Department, the NH Department of Corrections shall, at its own discretion, remove the Vendor from the RFP and contract procurement process in the best interest of the State.

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Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability

**Request for Proposal (RFP)  
Terms and Conditions**

**36. Schedule of Events (Timetable):**

36.1. Table of Events and Important Dates:

Event #	Description of Event	Date of Event
1	RFP Issued	February 28, 2014
2	Written Inquiries Due	March 21, 2014
3	NHDOC Posts Answers to Inquiries	March 28, 2014
4	RSVP: Attend Vendor Conference	N/A
5	Vendor Conference	N/A
6	Proposals Due	April 18, 2014
7	Presentations of Selected Vendors	TBA, if required
8	Best & Final Offer	TBA, if required
9	Contract Finalization	May, 2014
10	Anticipated Approval by the Governor and Executive Council	June, 2014
11	Expected Services Start Date	July 1, 2014 or upon G&C Approval, whichever is later

**Note:** The NH Department of Corrections, with the exception of Event # 6: "Proposals Due", may alter the above Table of Events and Important Dates at any time. The Vendor's "Proposals Due" date cannot be changed in order to maintain the integrity of the public contract procurement process of the State of New Hampshire except for the reasons as stated in section – 20.4., Terms and Conditions of this RFP. Notice of any such changes will be posted on the NH Department of Corrections website and will be entitled *Table of Events and Important Date*.

**37. Procedures for Proposal Selection and Notification:**

- 37.1. A letter of selection may be sent to the Vendors who submitted proposals that are selected. The Scope of Services and Budget for the proposed Contract may be negotiated based upon the merit of the proposal, as evaluated by the proposal evaluation committee, availability of funding and conditions of the award.
- 37.2. The NH Department of Corrections expects to contract with one (1) Vendor to provide the needed services. The NH Department of Corrections may also require a Vendor to make appropriate linkages, or, collaborate with other agencies or providers in order to provide the necessary level of services required by this proposal.

**38. Special Notes:**

- 38.1. The headings and footings of the sections of this document are for convenience only and shall not affect the interpretation of any section.
- 38.2. The NH Department of Corrections reserves the right to accept or reject any or all proposals, to waive any minor irregularities in any proposal and to cancel this RFP in whole or in part upon written or published notice of intent to do so.
- 38.3. The solicitation of the Request for Proposal shall not commit the NH Department of Corrections to award a Contract.
- 38.4. The State and/or NH Department of Corrections shall not be responsible for expenses incurred by the Vendor to maintain current licensures and/or certifications.
- 38.5. Financial responsibility for preparation of proposals is the sole responsibility of the Vendor.
- 38.6. The successful Vendor and/or sub vendors shall be solely responsible for meeting all terms and conditions specified in the RFP, their proposal, resulting Contract and any renewals thereof.

**Proposal Cover Sheet**

PROPOSAL FOR: The provision of In-State Courier Services for the NH Department of Corrections (locations listed in Terms & Conditions and Scope of Services, Exhibit A) to contract with one (1) Vendor for the breadth of the services in this RFP. Partial proposals of services for any Correctional Facility locations shall not be accepted.

RFP NUMBER: NHDOC 14-05-GFNCF

LOCATION OF SERVICES:

NH State Prison for Men  
(NHSP-M)

Northern NH Correctional  
Facility (NCF)

**PLEASE TYPE OR CLEARLY PRINT IN THE SPACES PROVIDED BELOW.**

OFFER: The undersigned hereby proposes to furnish to the STATE OF NEW HAMPSHIRE, the services as described in the PROPOSAL in accordance with the specifications contained herein. The signer of the Vendor below signifies the assent of the Vendor to all of the Terms and Conditions of this RFP.

1. VENDOR: \_\_\_\_\_  
Name of Organization (As written on the Certificate of Good Standing)

2. ADDRESS: \_\_\_\_\_  
Street Address (Physical address of the organization - no PO Boxes)

\_\_\_\_\_  
City or Town State Zip Code

3. SIGNATURE: \_\_\_\_\_ INITIALS: \_\_\_\_\_

4. DATE SIGNED: \_\_\_\_\_

5. TITLE OF SIGNATORY: (Title of signatory) \_\_\_\_\_

6. NAME OF SIGNATORY: (Name of signatory) \_\_\_\_\_

7. CONTACT PERSON: (Contact person if different from signatory) \_\_\_\_\_

8. TELEPHONE: (Telephone number of contact person) \_\_\_\_\_

9. E-MAIL: (E-mail of contact person) \_\_\_\_\_

10. FAX: (Fax number of contact person) \_\_\_\_\_

11. URL: \_\_\_\_\_

Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability

## Proposal Check Sheet

**FORMAT FOR SUBMISSION:** Vendors shall submit two (2) original and completed proposals in response to this RFP. The originals shall be signed in **blue ink**. These originals must be typed or clearly printed in **black ink**. All corrections shall be initialed by the contract signatory. Submit two (2) copies of the original Proposal and one (1) CD. Proposals that are not completed or unsigned may be considered "technically non-compliant." Any proposal(s) received after the deadline may be considered "technically non-responsive" and the NH Department of Corrections may notify the Vendor with the Proposal sent back to the Vendor unopened and unevaluated. Proposals must be sealed or they shall not be accepted. Proposals shall not be stapled or three-hole punched. Use only binder clips to secure and separate your proposals. Vendors **MUST** initial the bottom right hand corner of each page of their Proposal.

If interested in submitting a proposal for these services, please fully complete, execute and return the following documentation in the sequence below:

- Cover Page:
  - Title of RFP;
  - RFP Number;
  - Vendor's Organizational Name; and
  - Submission Date.
- Cover Letter (see criteria, section 11.1 Instructions, RFP Documents, Format and Labeling of Proposal Submissions within the RFP);
  - Executive Summary;
  - Organizational Capability; and
  - Organization's Approach to Performance of Scope of Services.
- Proposal Cover Sheet (please use the previous page for this document);
- Initialed Terms and Conditions;
- Contract Form P-37, version 1/09 ([P-37](#)):
  - Please fully execute Items 1.3, 1.4, 1.5, 1.11, and 1.12, in front of a Notary Public or Justice of the Peace and have them fill out Items 1.13, 1.13.1, and 1.13.2; and
  - Note: THE NAME OF THE VENDOR'S ORGANIZATION SHALL BE WRITTEN ON THE P-37 AS FOUND ON THE CERTIFICATE OF GOOD STANDING (ISSUED BY THE NH SECRETARY OF STATES OFFICE) TO INCLUDE D/B/A NAMES OF THE ORGANIZATION, IF APPLICABLE.
- Initialed Exhibit A – Scope of Services;
- Initialed Exhibit B – Signature Page;
- Initialed Exhibit B:
  1. Estimated Budget, Courier Service Fee Schedule (Budget Sheet);
  2. Method of Payment; and
  3. Appropriation of Funding.
- Initialed Exhibit C – Special Provisions;
- Certificate of Good Standing (**not included herein; see instructions on next page**);
- Certificate of Authority (execute and submit only the one that applies to your entity): ([Corporation Certificate of Authority Vote w/ Corporate Seal](#), [Corporation Certificate of Authority Vote with Notary Seal](#), [Partnership Certificate of Authority Vote](#), [Sole Proprietor Certificate of Authority Vote](#), [Limited Liability Company Certificate of Authority Vote](#)).
  - Note: THE NAME OF THE VENDOR'S ORGANIZATION MUST BE WRITTEN ON THE CERTIFICATE OF AUTHORITY AS FOUND ON THE CERTIFICATE OF GOOD STANDING TO INCLUDE D/B/A NAMES OF THE ORGANIZATION, IF APPLICABLE.

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Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability

## Proposal Check Sheet

- Certificate of Insurance (**not included herein; see instructions on next page**):
  - Note: THE NAME OF THE VENDOR'S ORGANIZATION TO INCLUDE DBA NAMES, IF APPLICABLE, AS FOUND ON THE CERTIFICATE OF GOOD STANDING, AND ADDRESS OF THE VENDOR'S ORGANIZATION MUST BE IDENTIFIED IN THE INSURED SECTION OF THE CERTIFICATE OF LIABILITY INSURANCE DOCUMENT.
- Comprehensive General Liability Insurance Acknowledgement Form – ([Comprehensive General Liability Insurance Acknowledgement Form](#));
- Health Insurance Portability and Accountability Act (HIPAA) Form – [HIPAA Business Associate Agreement](#) (if applicable for requested services);
- Prison Rape Elimination Act (PREA) Form – [PREA Contractor Acknowledgement Form](#);
- Administrative Rules, Rules of Conduct and Confidentiality of Information Forms – [NHDOC Admin Rules, Conduct & Confidentiality of Information](#);
- List of Board of Directors and Addresses (**only mandatory** for non-profit organizations);
- List of Key Personnel and Salaries (**only mandatory** for non-profit organizations – redact all personal information);
- Resumes or Job Descriptions of all Personnel involved with administering programs (**only mandatory** for non-profit organizations – **redact all personal information**);
- Alternate W-9 Form ([W-9 Form Document](#));
- Statement of Financial Stability;
- Qualitative References; and
- Non-Disclosure of Right to Know Information Letter to State Agency, if applicable (See Scope of Services, Exhibit A, Section 16).

All documentation listed above is necessary for the successful completion and submission of Proposals. All attachments are located on the following webpage: <http://www.nh.gov/nhdoc/business/rfp.html> under the heading “DOING BUSINESS, RFP RESOURCES.” (Direct link to above document web page: [RFP Resources](#)).

### OTHER NECESSARY FORMS (Not included on the above web page, must also be provided by the Vendor):

- Certificate of Good Standing (NOT INCLUDED HEREIN, **must be provided by Vendor**): In order to obtain a Certificate, write directly to the Secretary of State, Corporate Division, State House Annex, Room 341, 25 Capital Street, 3<sup>rd</sup> Floor, Concord, NH 03301 or visit the Secretary of States Office in person. Requests must include the complete name of the company as it is registered with the Office of the Secretary of State and a check for (CALL FOR FEES) made payable to the State of New Hampshire. **If you wish to visit the Secretary of States Office in person and pay in cash, you must bring exact change for each Certificate of Good Standing document(s) requested.** In the event that you need to expedite the request, you may fax the request to (603) 271-3246 (CALL FOR FEES) for the expedited service. Include your mailing address, corresponding check number, telephone and fax number. You will receive a fax of the Certificate in addition to an original mailed copy.
- Certificate of Insurance (NOT INCLUDED HEREIN, **must be provided by Vendor**): You must contact your Insurance provider and follow their process to get this form **pursuant to section 14 and 15 of the State Long Form Contract** (Link: [P-37](#)). The NH Department of Corrections, PO Box 1806, Concord, NH, 03302-1806 **must** be listed at the Certificate Holder on the document. Once obtained, if necessary, you may have your insurance provider fax the NH Department of Corrections a copy of the form to (603) 271-5639, care of the Contract Administrator.

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Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability

## Proposal Check Sheet

- The Certificate of Insurance must provide the following:
  - Shall designate the State of New Hampshire, NH Department of Corrections as the Certificate Holder;
  - Shall designate the Certificate Holders address as: P.O. Box 1806, Concord, NH 03302;
  - Shall designate your organizations name (to include d/b/a names if applicable) and address in the Insured section of the Certificate of Liability Insurance document.
  - Shall provide, for the life of the Contract and any renewals thereof, the minimum General Liability coverage to be no less than \$2,000,000.00 per each occurrence and \$2,000,000.00 general aggregate;
  - Shall provide proof and identify limits and expiration dates of Excess Umbrella Liability coverage (if applicable), Workers' Compensation and Employer's Liability, Professional Liability, Malpractice Liability and Business Owners Policy (if applicable);

**The remainder of this page is intentionally blank.**

**SECTION B: Scope of Services, Exhibit A**

**1. Purpose:**

The purpose of this request for proposal is to seek in-state courier services for the transportation of medications and interdepartmental communications between the NH State Prison for Men (NHSP-M), Concord, NH and the Northern NH Correctional Facility (NCF), Berlin, NH on a daily basis, five (5) days a week, during designated business hours excluding weekends.

**2. Terms of Contract:**

A Contract awarded by the NH Department of Corrections as a result of this RFP is expected to be effective for the period beginning July 1, 2014 upon approval of Governor and Executive Council (G&C) whichever is later through June 30, 2016, with an option to renew for one (1) additional period of up to two (2) years, only after the approval of the Commissioner of the NH Department of Corrections and the Governor and Executive Council.

**3. Location of Services:**

3.1. Location of Services: NH Department of Corrections Correctional Facilities, which are marked with an "X" below:

Southern Region - NHDOC Southern NH Correctional Facility Locations		
<input checked="" type="checkbox"/>	NH State Prison for Men (NHSP-M)	281 North State Street, Concord, NH 03301
Northern Region - NHDOC Northern NH Correctional Facility Location		
<input checked="" type="checkbox"/>	Northern Correctional Facility (NCF)	138 East Milan Road, Berlin, NH 03570

- 3.2. The Contractor shall provide requested courier services to alternative locations in the event that the State relocates its facilities within the State of New Hampshire.
- 3.3. Partial Proposals for requested courier services for the NH Department of Corrections Correctional Facilities shall not be accepted.
- 3.4. Locations per contract year may be increased/decreased and or reassigned to alternate facilities during the Contract term at the discretion of the Department. Locations may be added and/or deleted after the awarding of a Contract at the discretion of the Department and upon mutual agreement of the Commissioner of the Department of Corrections and the Contractor. The Contractor shall be obligated to continue to provide services to facilities of the NH Department of Corrections even in the event that their geographic location changes.
- 3.5. Courier Service locations are subject to change for the life of the Contract and any renewals thereof.

**4. Current Inmate/Patient/non-Adjudicated Resident Population: (NOT APPLICABLE)**

**5. Minimum Required Services:**

5.1. The Contractor shall provide pick-up/drop-off delivery services for the transportation of medications and interdepartmental communications to and from the locations indicated in the Terms and Conditions, Statement of Purpose, Section Three (3) and Scope of Services, Exhibit A, Location of Services, Section Three (3) adhering to the Scope of Services, Exhibit A on a daily basis, five (5) days a week, during designated business hours excluding weekends.

5.1.1. Location:

- Contractor shall make same day deliveries from/to the NH State Prison Concord, NH and the Northern NH Correctional Facility, Berlin, NH.

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- Requested services shall be provided by the Contractor to alternative locations and pick-up/drop-off times in the event that the State relocates its facilities within the State of New Hampshire.
- Each facility location will have a centralized designated pick-up/drop-off location where the courier shall deliver and pick up the medications and interdepartmental communications. Medications shall be stored in a lock box at the NHSP-M before given to a driver.

5.1.2. Property of the State:

- Contractor shall not store any State property to include but not limited to, medications and interdepartmental communications, mail and medication bags, supplies, containers and/or coolers, of the State in off-site Contractor owned locations.

5.1.3. Contractor Vehicles:

- Contractor shall provide their own vehicles in order to meet the RFP scope of service requirements. Transportation costs shall be inclusive of fuel surcharges, vehicle maintenance, registration and required vehicle insurance to be included in the fixed daily fee.
- All vehicles supplied by the Contractor and used to provide in-state courier services for the State shall be insured for the duration of the Contract and any renewals thereof.

5.1.4. Drivers/Courier Staff:

- Drivers of the Contractor shall be **bonded**. Contractor shall provide a list of all **bonded** drivers that will be entering any NH Department of Corrections Correctional Facilities. Any driver that is not on such list shall not be allowed to enter the locations.
- Drivers must have a clean driving record and shall possess a valid NH driver's license issued by the NH Department of Safety, Division of Motor Vehicles for the duration of a Contract and any renewals thereof.
- Contractor shall provide staffing to provide uninterrupted, timely and reliable service.
- Contractor must ensure that their courier staff is Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Prison Rape Elimination Act (PREA) compliant.
- All courier staff providing services shall have a security clearance to include a background check and fingerprinting.
- Contractor shall furnish drivers dedicated to the routes identified in the Scope of Services, Exhibit A, Courier Service Schedule, Section Five (5), including replacement drivers.
- Drivers will wear visible picture identification noting them as the courier company employee.

5.1.5. Permits:

- Any and all permits as required by authorities having local, state and/or federal jurisdiction shall be the responsibility of the Contractor and shall be obtained prior to commencement of any services. Any and all financial expense/cost related to obtaining required permits shall be the sole responsibility of the Contractor.

**6. Courier Service Schedule:**

6.1. Daily Schedule for NH Department of Corrections Correctional Facilities:

6.1.1. Contractor shall provide the following courier services as described below to each Correctional Facility listed below.

<b>Daily Schedule: Monday – Friday</b>	<b>Courier Service Locations:</b>
4:00 PM	NHSP-M, Concord, NH (MAILROOM): 1. Pick-up full and/or empty NCF Mail Bags; and 2. Pick-up full and/or empty NCF District Office (DO) Mail Bags.
4:30 PM	NHSP-M, Concord, NH (PHARMACY): 1. Pick-up full and/or empty NCF Medical Bags.
8:00PM	Northern Correctional Facility (NCF), Berlin, NH: 1. Drop-off full and/or empty NCF Mail Bags; 2. Drop off full and/or empty NCF District Office (DO) Mail Bags; 3. Drop off full and/or empty NCF Medical Bags; 4. Pick-up empty and/or full NCF Mail Bags; 5. Pick-up empty and/or full NCF District Office (DO) Mail Bags; and 6. Pick-up full/and or empty NCF Medical Bags.
10:45PM	NHSP-M, Concord, NH (MAILROOM): 1. Drop-off empty and/or full NCF Mail Bags; and 2. Drop-off empty and/or full NCF District Office (DO) Mail Bags.
11:00PM	NHSP-M, Concord, NH (PHARMACY): 1. Drop-off full and/or empty NCF Medical Bags.

6.1.2. The NH State Prison for Men (NHSP-M), Concord, NH drop-off/pick-up services for medications and interdepartmental communications must be performed **after 4:00PM.**

**7. General Service Provisions:**

7.1. Tools and Equipment: The Contractor will be provided with the tools and equipment as deemed necessary by the NH Department of Corrections to provide the requested services. Any and all tools and Contractor containers shall be inventoried before entering and leaving the facility and are subject to search by NH Department of Corrections security staff at any and all times while on NH Department of Corrections facility grounds.

7.2. Rules and Regulations: The Contractor agrees to comply with all rules and regulations of the NH Department of Corrections. The Contractor shall adhere to Department’s confidentiality policy and procedure directives.

7.3. Additional Facilities: Upon agreement of both parties, additional facilities belonging to the NH Department of Corrections may be added to the contract. If it is necessary to increase the price limitation of the Contract this provision will require Governor and Executive Council approval.

7.4. Contractor Employee Information: The Contractor shall be responsible for obtaining a criminal background check to include finger printing on all potential employees assigned by the Contractor and/or subcontractors to provide services to NH Department of Corrections. Upon award of a Contract, the NH Department of Corrections will notify the selected Contractor the procedures to obtain background checks and fingerprinting. Contractor and/or subcontractor employee hiring status shall be contingent upon receipt of a criminal

**Scope of Services**  
**Exhibit A**

- background check and fingerprinting report(s), from the NH Department of Safety, and procedural review of said reports by the NH Department of Corrections.
- 7.4.1. The NH Department of Corrections reserves the right to conduct a procedural review of all criminal background checks and fingerprinting reports of all potential Contractor and/or subcontractor employees to determine eligibility status.
- 7.4.2. The NH Department of Corrections will notify the Contractor of any potential Contractor and/or subcontractor employee who does not comply with the criteria identified in Paragraph 7.4.3., below.
- 7.4.3. In addition, the Contractor and/or subcontractor shall not be able to hire employees meeting the following criteria:
- Individuals convicted of a felony shall not be permitted to provide services;
  - Individuals with confirmed outstanding arrest warrants shall not be permitted to provide services;
  - Individuals with a record of a misdemeanor offense(s) may be permitted to provide services pending determination of the severity of the misdemeanor offense(s) and review of the criminal record history by the Northern NH Correctional Facility Warden and designee of the NH Department of Corrections;
  - Individuals with restrictions on out-of-state and/or State of NH professional licenses and/or certifications;
  - Individuals whose professional licenses and/or certification have been revoked and reinstated from other States and/or the State of NH;
  - Individuals with a history of drug diversion;
  - Individuals who was a former State of NH employee and/or former Contractor employee that was dismissed for cause;
  - Individuals previously employed with the NH Department of Corrections without prior approval of the NH Department of Corrections; and
  - Relatives of currently incarcerated felons may not be permitted to provide services without prior approval by the NH Department of Corrections.
- 7.5. Licenses, Credentials and Certificates: The Contractor shall ensure that NH State licensed professionals provide the services required. The Contractor and its staff shall possess the credentials, licenses and/or certificates required by law and regulations to provide the services required.
- 7.6. Change of Ownership: In the event that the Contractor should change ownership for any reason whatsoever, the NH Department of Corrections shall have the option of continuing under the Contract with the Contractor or its successors or assigns for the full remaining term of the Contract, continuing under the Contract with the Contractor or, its successors or, assigns for such period of time as determined necessary by the NH Department of Corrections, or terminating the Contract.
- 7.7. Contractor Designated Liaison: The Contractor shall designate a representative to act as a liaison between the Contractor and the Department of for the duration of the Contract and any renewals thereof. The Contractor shall, within five (5) days after the award of the Contract: submit a written identification and notification to NH Department of Corrections of the name, title, address, telephone & fax number, of its organization as a duly authorized representative to whom all correspondence, official notices and requests related to the Contractor's performance under the Contract.

**Scope of Services  
Exhibit A**

- 7.7.1. Any written notice to the Contractor shall be deemed sufficient when deposited in the U.S. mail, postage prepaid and addressed to the person designated by the Contractor under this paragraph.
- 7.7.2. The Contractor shall have the right to change or substitute the name of the individual described above as deemed necessary provided that any such change is not effective until the Commissioner of the NH Department of Corrections actually receives notice of this change.
- 7.7.3. Changes of the named Liaison by the Contractor must be made in writing and forwarded to: NH Department of Corrections, Northern NH Correctional Facility Warden, or designee, 138 East Milan Road, Berlin, NH 03570
- 7.8. Contractor Liaison's Responsibilities: The Contractor's designated liaison shall be responsible for:
  - 7.8.1. Representing the Contractor on all matters pertaining to the Contract and any renewals thereof. Such a representative shall be authorized and empowered to represent the Contractor regarding all aspects of the Contract and any renewals thereof;
  - 7.8.2. Monitoring the Contractor's compliance with the terms of the Contract and any renewals thereof;
  - 7.8.3. Receiving and responding to all inquiries and requests made by NH Department of Corrections in the time frames and format specified by NH Department of Corrections in this RFP and in the Contract and any renewals thereof; and
  - 7.8.4. Meeting with representatives of NH Department of Corrections on a periodic or as-needed basis to resolve issues which may arise.
- 7.9. NH Department of Corrections Contract Liaison Responsibilities: The NH Department of Corrections' Commissioner, or designee, shall act as liaison between the Contractor and NH Department of Corrections for the duration of the Contract and any renewals thereof. NH Department of Corrections reserves the right to change its representative, at its sole discretion, during the term of the Contract, and shall provide the Contractor with written notice of such change. NH Department of Corrections representative shall be responsible for:
  - 7.9.1. Representing the NH Department of Corrections on all matters pertaining to the Contract. The representative shall be authorized and empowered to represent the NH Department of Corrections regarding all aspects of the Contract, subject to the approval of the Governor and Executive Council of the State of New Hampshire, where needed;
  - 7.9.2. Monitoring compliance with the terms of the Contract;
  - 7.9.3. Responding to all inquiries and requests related to the Contract made by the Contractor, under the terms and in the time frames specified by the Contract;
  - 7.9.4. Meeting with the Contractor's representative on a periodic or as-needed basis and resolving issues which arise; and
  - 7.9.5. Informing the Contractor of any discretionary action taken by NH Department of Corrections pursuant to the provisions of the Contract.
- 7.10. Reporting Requirements: The NH Department of Corrections shall, at its sole discretion:
  - 7.10.1. Request the Contractor to provide proof of any and all permits to perform courier services as required by authorities having local, state and/or federal jurisdiction at any time during the life of the Contract and any renewals thereof;
  - 7.10.2. Any information requested by the NH Department of Corrections; and

- 7.10.3. Reports and/or information requests shall be forwarded to NH Department of Corrections, Northern NH Correctional Facility Warden, or designee, 138 East Milan Road, Berlin, NH 03570.
- 7.11. Performance Evaluation: The NH Department of Corrections shall, at its sole discretion monitor and evaluate the Contractor's compliance with the Terms and Conditions and adherence to the Scope of Services of the Contract for the life of the Contract and any renewals thereof.
- 7.12. Performance Measures: The NH Department of Corrections shall, at its sole discretion:
  - 7.12.1. Inform the Contractor of any dissatisfaction with the Contractor's performance and include requirements for corrective action;
  - 7.12.2. Terminate the Contract, if NH Department of Corrections determines that the Contractor is:
    - a.) Not in compliance with the terms of the Contract;
    - b.) Has lost or has been notified of intention to lose their certification/licensure/permits; and
    - c.) Terminate the contract as otherwise permitted by law.

**8. Other Contract Provisions:**

- 8.1. Modifications to the Contract: In the event of any dissatisfaction with the Contractor's performance, the NH Department of Corrections will inform the Contractor of any dissatisfaction and will include requirements for corrective action.
  - 8.1.1. The Department of Corrections has the right to terminate the Contract, if the NH Department of Corrections determines that the Contractor is:
    - a.) Not in compliance with the terms of the Contract; or
    - b.) As otherwise permitted by law or as stipulated within this Contract.
- 8.2. Coordination of Efforts: The Contractor shall fully coordinate his or her activities in the performance of the Contract with those of the NH Department of Corrections. As the work of the Contractor progresses, advice and information on matters covered by the Contract shall be made available by the Contractor to NH Department of Corrections as requested by NH Department of Corrections throughout the effective period of the Contract.

**9. Bankruptcy or Insolvency Proceeding Notification:**

- 9.1. Upon filing for any bankruptcy or insolvency proceeding by or against the Contractor, whether voluntary or involuntary, or upon the appointment of a receiver, trustee, or assignee for the benefit of creditors, the Contractor must notify the NH Department of Corrections immediately.
- 9.2. Upon learning of the actions herein identified, the NH Department of Corrections reserves the right at its sole discretion to either cancel the Contract in whole or in part, or, re-affirm the Contract in whole or in part.

**10. Embodiment of the Contract:**

- 10.1. The Contract between the NH Department of Corrections and the Contractor shall consist of:
  - 10.1.1. Request for Proposal (RFP) and any amendments thereto;
  - 10.1.2. Proposal submitted by the Vendor in response to the RFP; and/or
  - 10.1.3. Negotiated document (Contract) agreed to by and between the parties that is ratified by a "meeting of the minds" after careful consideration of all of the terms and conditions and that which is approved by the Governor and Executive Council of the State of New Hampshire.

- 10.2. In the event of a conflict in language between the documents referenced above, the provisions and requirements set forth and/or referenced in the negotiated document noted in 10.1.3. shall govern.
- 10.3. The NH Department of Corrections reserves the right to clarify any contractual relationship in writing with the concurrence of the Contractor, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the Vendor's Proposal and/or the result of a Contract.

**11. Cancellation of Contract:**

- 11.1. The Department of Corrections may cancel the Contract at any time for breach of Contractual obligations by providing the Contractor with a written notice of such cancellation.
- 11.2. Should the NH Department of Corrections exercise its right to cancel the Contract for such reasons, the cancellation shall become effective on the date as specified in the notice of cancellation sent to the Contractor.
- 11.3. The NH Department of Corrections reserves the right to terminate the Contract without penalty or recourse by giving the Vendor a written notice of such termination at least sixty (60) days prior to the effective termination date.
- 11.4. The NH Department of Corrections reserves the right to cancel this Contract for the convenience of the State with no penalties by giving the Contractor sixty (60) days notice of said cancellation.

**12. Contractor Transition:**

NH Department of Corrections, at its discretion, in any Contract resulting from this RFP, may require the Contractor to work cooperatively with any predecessor and/or successor Vendor to assure the orderly and uninterrupted transition from one Vendor to another.

**13. Audit Requirement:**

Contractor agrees to comply with any recommendations arising from periodic audits on the performance of this contract, providing they do not require any unreasonable hardship, which would normally affect the value of the Contract.

**14. Additional Items/Locations:**

Upon agreement of both party's additional equipment and/or other facilities belonging to the NH Department of Corrections may be added to the Contract. In the same respect, equipment and/or facilities listed as part of the provision of services of the Contract may be deleted as well.

**15. Information:**

- 15.1. In performing its obligations under the Contract, the Contractor may gain access to information of the inmates/patients, including confidential information. The Contractor shall not use information developed or obtained during the performance of, or acquired or developed by reason of the Contract, except as is directly connected to and necessary for the Vendor's performance under the Contract.
- 15.2. The Contractor agrees to maintain the confidentiality of and to protect from unauthorized use, disclosure, publication, reproduction and all information of the inmate/patient that becomes available to the Contractor in connection with its performance under the Contract.
- 15.3. In the event of unauthorized use or disclosure of the inmates/patients information, the Contractor shall immediately notify the NH Department of Corrections.

- 15.4. All material developed or acquired by the Contractor, due to work performed under the Contract, shall become the property of the State of New Hampshire. No material or reports prepared by the Contractor shall be released to the public without the prior written consent of NH Department of Corrections.
- 15.5. All financial, statistical, personnel and/or technical data supplied by NH Department of Corrections to the Contractor are confidential. The Contractor is required to use reasonable care to protect the confidentiality of such data. Any use, sale or offering of this data in any form by the Contractor, or any individual or entity in the Contractor's charge or employ, will be considered a violation of the contract and may result in contract termination. In addition, such conduct may be reported to the State Attorney General for possible criminal prosecution.

**16. Public Records:**

NH RSA 91-A guarantees access to public records. As such, all responses to a competitive solicitation are public records unless exempt by law. Any information submitted as part of a bid in response to this Request for Proposal or Request for Bid (RFB) or Request for Information (RFI) may be subject to public disclosure under [RSA 91-A](#). In addition, in accordance with [RSA 9-F:1](#), any contract entered into as a result of this RFP (RFB or RFI) will be made accessible to the public online via the website: Transparent NH <http://www.nh.gov/transparentnh/>. Accordingly, business financial information and proprietary information such as trade secrets, business and financial models and forecasts, and proprietary formulas may be exempt from public disclosure under [RSA 91-A:5, IV](#). If a Bidder believes that any information submitted in response to a Request for Proposal, Bid or Information, should be kept confidential as financial or proprietary information, the Bidder must specifically identify that information in a letter to the State Agency. Failure to comply with this section may be grounds for the complete disclosure of all submitted material not in compliance with this section.

**17. Special Notes:**

- 17.1. The headings and footings of the sections of this document are for convenience only and shall not affect the interpretation of any section.
- 17.2. The NH Department of Corrections reserves the right to require use of a third party administrator during the life of the Contract and any renewals thereof.
- 17.3. Locations per contract year may be increased/decreased and or reassigned to alternate facilities during the Contract term at the discretion of the Department. Locations may be added and/or deleted after the awarding of a Contract at the discretion of the Department and upon mutual agreement of the Commissioner of the Department of Corrections and the Contractor.
- 17.4. In the event that the NH Department of Corrections wishes to add or remove facilities at which the Contractor is to provide services, it shall:
  - 17.4.1. Give the Contractor fourteen (14) days written notice of the proposed change; and
  - 17.4.2. Secure the Contractor's written agreement to the proposed changes.
- 17.5. Notwithstanding the foregoing, or any provision of this Agreement to the contrary, in no event shall changes to facilities be allowed that modify the "Completion Date" or "Price Limitation" of the Agreement.

**SECTION C: Estimated Budget/Method of Payment, Exhibit B**

**1. Signature Page**

The Vendor proposes to provide In-State Courier Services for the New Hampshire Department of Corrections (NHDOC) in conformance with all terms and conditions of this RFP and the Vendor provides pricing information as an Attachment to this proposal for providing such products and services in accordance with the provisions and requirements specified in this RFP document.

The pricing information quoted by the Vendor as an attachment to this document represents the total price(s) for providing any and all service(s) according to the provisions and requirements of the RFP, which shall remain in effect through the end of this procurement process and throughout the contracting process until the contract completion date as listed on the State Contract form P/37, section 1.7 - Completion Date.

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AUTHORIZED SIGNATURE

DATE

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NAME AND TITLE OF SIGNOR (Please Type)

THE VENDOR ASSUMES ALL RISKS THAT ACTUAL FUTURE FIGURES MAY VARY FROM POPULATION PRESENTED AS PART OF THIS RFP.

If the NH Department of Corrections determines it is in the best interest of the State, it may seek a “*BEST AND FINAL OFFER*” (BAFO) from vendors submitting acceptable and/or potentially acceptable proposals. The “*BEST AND FINAL OFFER*” would provide a Vendor the opportunity to amend or change its original proposal to make it more acceptable to the State. NH Department of Corrections reserves the right to exercise this option.

Financial responsibility for preparation of proposals is the sole responsibility of the Vendor. The solicitation of the Request for Proposals shall not commit the NH Department of Corrections to award a Contract(s).

Financial commitment by the NH Department of Corrections will not occur until such time as the Governor and the Executive Council of the State of New Hampshire approve a Contract(s).

**2. Estimated Budget, Courier Service Fee Schedule:**

2.1. Service Fee Schedule Period: July 1, 2014 through June 30, 2016

<b>Service Day</b>	<b>State Fiscal Year (SFY)</b>			
	<b>Original Contract Period SFY</b>		<b>Optional Renewal Contract Period SFY</b>	
	<b>SFY 2015</b>	<b>SFY 2016</b>	<b>SFY 2017</b>	<b>SFY 2018</b>
	7/1/2014-6/30/2015	7/1/2015-6/30/2016	7/1/2016-6/30/2017	7/1/2017-6/30/2018
<b>Monday</b>	\$	\$	\$	\$
<b>Tuesday</b>	\$	\$	\$	\$
<b>Wednesday</b>	\$	\$	\$	\$
<b>Thursday</b>	\$	\$	\$	\$
<b>Friday</b>	\$	\$	\$	\$
<b>Weekly Totals:</b> (add: Mon-Fri per SFY column)	\$	\$	\$	\$
<b>Service Weeks:</b> (service weeks per SFY)	<b>52</b>	<b>52</b>	<b>52</b>	<b>52</b>
<b>Estimated Budget per SFY:</b> (multiply Weekly Total row per SFY column by 52)	\$	\$	\$	\$
<b>Total Contract Price:</b> (add Estimated Budget Column Total for Original Contract Period SFY 2015 and 2016)			\$	

**3. Method of Payment:**

- 3.1. Transportation costs shall be inclusive of fuel surcharges, vehicle maintenance, registration and required vehicle insurance to be included in the fixed daily fee.
- 3.2. Daily rate for required services shall be inclusive of transportation costs and labor costs (inclusive of salary, holiday, overtime, FICA, Social Security taxes, health insurance, and any employee offered benefits) to be included in the fixed daily fee.
- 3.3. Services are to be invoiced monthly commencing thirty (30) days after the start of service. Due dates for monthly invoices will be the 15<sup>th</sup> following the month in which services are provided.
- 3.4. Invoices shall be sent to the NH Department of Corrections, Northern NH Correctional Facility Warden, 138 East Milan Road, Berlin, NH 03570, or designee, for approval. The "Bill To" address on the invoice shall be: Northern NH Correctional Facility Warden, 138 East Milan Road, Berlin, NH 03570.
- 3.5. Once approved, the original invoices shall be sent to the Department's Bureau of Financial Services for processing and issuance of payment.
- 3.6. The NH Department of Corrections may make adjustments to the payment amount identified on a Contractor's monthly invoice. The NH Department of Corrections shall suspend payment to an invoice if an invoice is not submitted in accordance with the instructions established by the NH Department of Corrections.
- 3.7. The NH Department of Corrections Bureau of Financial Services may issue payment to the Contractor within thirty (30) days of receipt of an approved invoice. Invoices shall be itemized by facility and contain the following information:
  - 3.7.1. Invoice date and number;
  - 3.7.2. Facility name and associated Contractor account number (if applicable) representing facility name;
  - 3.7.3. Quantity, description associated with services rendered;
  - 3.7.4. Term of service provided;
  - 3.7.5. Itemized service/product total charge per service/product type; and
  - 3.7.6. Name and address of the Contractor.
- 3.8. Payment shall be made to the name and address identified in the Contract as the "Contractor" unless: (a) the Contractor has authorized a different name and mailing address in writing or; (b) authorized a different name and mailing address in an official State of New Hampshire Contractor Registration Application Form; or (c) unless a court of law specifies otherwise. The Contractor shall not invoice federal tax. The State's tax-exempt certificate number is 026000618W.
- 3.9. The Contractor's shall follow the State's Fiscal Year Calendar for budgeting purpose. Original Contract Period shall commence on July 1, 2014 and end on June 30, 2016.

**4. Appropriation of Funding**

- 4.1. The Contractor shall agree that the funds expended for the purposes of the Contract must be appropriated by the General Court of the State of New Hampshire for each State fiscal year included within the Contract period. Therefore, the Contract shall automatically terminate without penalty or termination costs if such funds are not fully appropriated.
  - 4.1.1. In the event that funds are not fully appropriated for the Contract, the Contractor shall not prohibit or otherwise limit NH Department of Corrections the right to pursue and contract for alternate solutions and remedies as deemed necessary for the conduct of State government affairs.
  - 4.1.2. The requirements stated in this paragraph shall apply to any amendment/renewal or the execution of any option to extend the Contract.

**Section D: Special Provisions, Exhibit C**

**1. Special Provisions:**

- 1.1. There are no additional provisions set forth in this Exhibit, Special Provisions, to be incorporated as part of this Contract.

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**Section E: Glossary of Terms:**

Various terms and abbreviations used within this RFP that may not be familiar to all readers. This glossary term and acronym list is an attempt to help make reading these documents easier and more understandable.

<b>Term</b>	<b>Acronym</b>	<b>Description/Definition</b>
Alternate W-9 Form	Alt W-9	
Best and Final Offer	BAFO	
Certified Public Accountant	CPA	
District Office	DO	
Eastern Standard Time	EST	
Federal Insurance Contribution Act Tax	FICA	
Governor and Executive Council	G&C	
Health Insurance Portability and Accountability Act	HIPAA	
NH Department of Corrections	NHDOC	
NH State Prison for Men	NHSP-M	
Northern NH Correctional Facility	NCF	
Not Applicable	N/A	
Office of Management and Budget	OMB	
Post Office Box	PO/P.O.	
Prison Rape Elimination Act	PREA	
Protected Health Information	PHI	
Request for Bid	RFB	
Request for Information	RFI	
Request for Proposal	RFP	
Revised Statutes Annotated	RSA	Forms the codified laws of the state subordinate to the New Hampshire State Constitution.
Request for Responses	RSVP	Invitation to respond
State Fiscal Year	SFY	
State of NH Long Form Contract	P-37	
To Be Announced	TBA	
United States	US	

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