STATE OF NEW HAMPSHIRE  
DEPARTMENT OF CORRECTIONS  
DIVISION OF MEDICAL & FORENSIC SERVICES  
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Helen E. Hanks  
Commissioner
Paula L. Mattis  
Director

RFP Questions & Answers  
Temporary Medical and Behavioral Health Staffing Services  
NHDOC 21-02-GFMED

Current Vendors/Contracts
Q1.1. Are there any incumbent employees?
   A1.1. No

Q1.2. Are there any incumbent staff that will transfer to the awarded contractor/vendor?
   A1.2. No

Q1.3. If there are incumbent staff that will transfer, what are the professions and how many for each profession are currently providing services to NHDOC?
   A1.3. N/A

Q1.4. Who is the incumbent contractor?
   A1.4. None for all requested services.

Q1.5. Who are the current contractors/vendors providing the temporary staffing services to NHDOC?
   A1.5. Temporary Nursing & Pharmacists services: Staff Today, Inc (STI)  
          Temporary Nursing: Maxim Healthcare Staffing Services, Inc.

Q1.6. Have the current contractors/vendors provided satisfactory service?
   A1.6. Satisfactory

Q1.7. Is it possible for you to provide the annual usage for each specific requirement (professional position) for the last 3 years?
   A1.7. Refer to A.12

Q1.8. Is it possible for you to provide the actual budget spend for the last 3 years?
   A1.8. Temporary Nursing & Pharmacists services: Worldwide Travel Staffing ($802,269.50)  
          Temporary Nursing & Pharmacists services: Staff Today, Inc (STI) ($530,564.00)  
          Temporary Nursing services: Maxim Healthcare Staffing Services, Inc. ($123,773.00)

Q1.9. When was the existing contract got started, and what is the annual monetary spent value of the current contract since inception?
A1.9. Temporary Nursing & Pharmacists services, Worldwide Travel Staffing: July 1, 2016, ($802,269.50)
Temporary Nursing & Pharmacists services, Staff Today, Inc (STI): July 1, 2019, ($530,564.00)
Temporary Nursing services, Maxim Healthcare Staffing Services, Inc.: January 8, 2021 ($123,773.00)

Q1.10. Please disclose the incumbents’ names and if possible incumbents proposals?
A1.10. Refer to A1.5. Disclosure of incumbents’ proposals require a formal submission of a Right to
Know (RTK) request.

Copies of contracts can be found at https://sos.nh.gov/administration/miscellaneous/governor-
executive-council
- Worldwide Travel Staffing, Limited: G&C Meeting, June 6, 2018
- Staff Today, Inc.: G&C Meeting, June 5, 2019, Item # 70
- Maxim Healthcare Staffing Services, Inc.: G&C Meeting, February 3, 2021, Item #K

Q1.11. To offer competitive pricing, please share the incumbents’ cost proposal.
A1.11. Refer to A1.8, A1.9 & A1.10

Q1.12. Please can NHDOC provide the following information around usage:
- Incumbent providers for this service
- Incumbent rates
- Historical usage by labor category
- Contracted staff hours by year
- Total spend by year
- Current budget for this program
- Anticipated volume of contract staff
- Typical workday hours for each labor category
- Average length of assignment

A1.12.
- Incumbent providers for this service: refer to A1.5
- Incumbent rates:

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Worldwide Travel Staffing, Limited</th>
<th>Staff Today, Inc (STI)</th>
<th>Maxim Healthcare Staffing Services, Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Local Rate</td>
<td>Travel Rate (&gt;50mi.)</td>
<td></td>
</tr>
<tr>
<td>RN</td>
<td>$30.00 - $47.00</td>
<td>$44.00 - $61.60</td>
<td>$62.00</td>
</tr>
<tr>
<td>LPN</td>
<td>N/A</td>
<td>$31.75 - $44.45</td>
<td>$55.00</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>$105.00 - $110.00</td>
<td>$98.79</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Historical usage by labor category by hours

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Contractor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AVG FTE/Month</td>
</tr>
<tr>
<td></td>
<td>SFY 2020</td>
</tr>
<tr>
<td>RN - .45FTE</td>
<td>268</td>
</tr>
<tr>
<td>LPN</td>
<td>0</td>
</tr>
<tr>
<td>Pharmacist – .47 FTE</td>
<td>801</td>
</tr>
</tbody>
</table>

Contracted staff hours by year

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Contractor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Worldwide Travel Staffing Limited</td>
</tr>
<tr>
<td>RN</td>
<td>1318</td>
</tr>
<tr>
<td>LPN</td>
<td>250</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>600</td>
</tr>
<tr>
<td>Travel RN</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Total price limitation by year

<table>
<thead>
<tr>
<th>Year</th>
<th>Worldwide Travel Staffing, Limited</th>
<th>Staff Today, Inc (STI)</th>
<th>Maxim Healthcare Staffing Services, Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>$232,998.50</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>2019</td>
<td>$284,875.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>2020</td>
<td>N/A</td>
<td>$265,282</td>
<td>N/A</td>
</tr>
<tr>
<td>2021</td>
<td>N/A</td>
<td>$265,282</td>
<td>$123,773</td>
</tr>
</tbody>
</table>

Current budget for this program: refer to A1.8.
Anticipated volume of contract staff: refer to Estimated Budget/Method of Payment, Exhibit C, Section 1. – 3., page 44 & 45 of 52.

Typical workday hours for each labor category

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Service Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6:30AM-3PM</td>
</tr>
<tr>
<td>RN</td>
<td>X</td>
</tr>
<tr>
<td>LPN</td>
<td>X</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>N/A</td>
</tr>
<tr>
<td>Counselors</td>
<td>N/A</td>
</tr>
</tbody>
</table>

1 SFY Period: July 1 – June 30
• Average length of assignment:

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Contractor</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Staff Today, Inc (STI)</td>
<td>Maxim Healthcare Staffing Services, Inc.</td>
</tr>
<tr>
<td>RN</td>
<td>13 Week and/or Per Diem</td>
<td>13 Week and/or Per Diem</td>
</tr>
<tr>
<td>LPN</td>
<td>13 Week and/or Per Diem</td>
<td>13 Week and/or Per Diem</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>Per Diem</td>
<td>Per Diem</td>
</tr>
</tbody>
</table>

Q1.13. Who are the current incumbent Contractors supporting the NHDOC for Temporary Nursing and Pharmacy professionals?
A1.13. Refer to A1.8

Q1.14. Is the NHDOC satisfied with your current Contractors? If not, can you elaborate?
A1.14. Refer to A1.6

Q1.15. What is the average amount of time your current requisitions stay open?
A1.15. Refer to A1.12

Q1.16. How many staff is currently working under the current contract(s)?
A1.16. Refer to A1.12

Q1.17. Please describe the issues/problems that the NHDOC is facing under the current contract?
A1.17. Refer to A1.6

Rates

Q2.1. Will the contract include IRS standard mileage reimbursement?
A2.1. No

Q2.2. Shall any travel positions be all inclusive for the billing rate?
A2.2. Yes

Q2.3. Will the State of NH, DOC allow vendors to provide per diem, or are you seeking this be all inclusive knowing that this will increase the flat rate fee?
A2.3. Yes, All-inclusive rate; Refer to A3.1

Q2.4. Will the State of NHDOC allow for crisis pay/bill intervention during the pandemic, or is it expected we provide a rate to include this?
A2.4. No

Q2.5. Will the State of NHDOC allow vendors to present the regular flat fee rates and separate COVID crisis flat fee rates?
A2.5. Flat fee rates

Q2.6. Can you provide the bill rates for all vendors currently supporting the NHDOC temporary staffing services for the clinicians specified below?
A2.6. Nursing and Pharmacy Professionals: refer to A1.12
MSW, MLADC, CMA, LNA, Paramedic, EMT, OT, PT, RT, SLP: N/A

Q2.7. Have the current incumbent vendors had difficulty filling at these rates?
A2.7. Yes

Q2.8. Are you permitting higher rates for the specified clinicians during COVID timeframe or is the rate we bid the only rate accepted during the entirety of the RFP period?
A2.8. No; All-inclusive, flat-fee rate.

Q2.9. Is overtime billable?
A2.9. Refer to: A2.5 & A2.8.

Staffing Demand

Q3.1. Will the medical and behavioral temporary staff be offered long-term/contract shift guarantees? (Example: 12 week assignment, 6 month assignment etc.)?
A3.1. Nursing & Behavioral: Yes, 13 week contracts, but we will also consider per diem assignments as well.

Q3.2. Can you provide additional insight on the optional position needs and the hours potentially forecasted?
A3.2. Not at this time.

Q3.3. How many temporary resources are currently engaged in the current contract? Please also provide the bifurcation of the resources supplied by each incumbent.
A3.3. Staff Today, Inc (STI): Pharmacists (0), Nurses (1)
Maxim Healthcare Staffing Services, Inc. Nurses (2)

Q3.4. Will the clinicians be booked for short term contracts of varying lengths based on demand or will this be purely per diem staffing or a mix of both?
A3.4. Refer to A3.1.
A3.4.2. Per diem: varied by reason for vacancies regarding: FMLA, vacations, & sick calls.

Background Checks

Q4.1. What is the current turnaround time for the background checks during the pandemic?
A4.1. Complete process can vary; from 3-4 days to 1 week.

Training

Q5.1. Will NHDOC provide timely in house training for all contract staff to ensure timely onboarding/placement?
A5.1. Nursing: They will receive required in-house orientation, similar to other temporary contractors.
**RFP/Proposal/Award of Contract(s)**

**Q6.1.** Will the State of NHDOC consider making it a mandatory requirement to hold a current Accreditation from The Joint Commission? (Agencies that are accredited are held to higher standards, reporting processes, annual extensive audit reviews, and credentialing processes.)  
**A6.1.** No

**Q6.2.** Will only one vendor be awarded, or multiple?  
**A6.2.** Any resulting Contract from this RFP will be a non-exclusive Contract.

**Q6.3.** It requests a letter of “Good Standing” with SOS for NH, is this required to be included in the proposal, or can this be provided upon award to avoid paying fees prior to a decision by the State?  
**A6.3.** Presentation of sealed Standard Terms and Conditions Proposal shall include a certificate of Good Standing from the State of NH Secretary of State’s (SOS) Office.

**Q6.4.** Are externally reviewed financial acceptable as we are currently not required to have audited, however reviewed are only one step down from audited?  
**A6.4.** Options are as follows:

<table>
<thead>
<tr>
<th>Check</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1 □</td>
<td>a copy of the organization’s most recent full set of financial statements</td>
</tr>
<tr>
<td>Option 2 □</td>
<td>a copy of the organization’s audited set of financial statements from an independent Certified Public Accountant (CPA) firm</td>
</tr>
<tr>
<td>Option 3 □</td>
<td>a copy of the sole proprietorship’s most recent set of Income Statements, Statement or Owner’s Capital and Balance Sheets or federal income tax returns</td>
</tr>
</tbody>
</table>

**Q6.5.** Will you allow vendors to submit their proposals electronically/e-mail or on-line submission in light of the pandemic/Covid-19?  
**A6.5.** No

**Q6.6.** Please may the NHDOC provide an unlocked proposal document so vendor may fill forms digitally?  
**A6.6.** No

**Q6.7.** Would the NHDOC amend the proposal delivery method from hardcopy to e-mail?  
**A6.7.** No

**Q6.8.** Is there will be any preference given to local vendors?  
**A6.8.** The State of NH engages in fair competition practices.

**Q6.9.** Is this bid a re-compete of an ongoing contract?  
**A6.9.** No

**Q6.10.** Is there any defined Not-To-Exceed (NTE) budget of this bid for the base term?  
**A6.10.** To Be Determined (TBD)
Q6.11. How many vendors does the department intend to award?
A6.11. Refer to A6.2.

Q6.12. How many awards does the NHDOC plan to make?

Q6.13. Please clarify how needs for contractor will be distributed to vendors post-award?

Q6.14. As mentioned in the bid document, Under Section E, 1.3.2, could you please give more clarity about the Licenses/Certifications? Is the department expecting some specific kind of license/certification? Please advise on what kind of licenses/certifications are required to submit the bid response?
A6.14. Section E, 1.3.2 references “Presentation of sealed Technical Proposal.”
If the reference should have been Section E, 1.3.2.14, Licenses/Certifications (redact personal information), this section refers to a candidate’s professional licensure and certifications adhering to Scope of Services, Exhibit B, 4. Minimum Required Services, 4.2, page 33 of 52 licensure and certification requirements.
Organizational certifications, as an example, could be certification from The Joint Commission.

Q6.15. Candidates available for immediate employment – does the NHDOC want a number for the candidate pool for this requirement?
A6.15. Yes

Q6.16. What is the estimated budget for this Bid? If unknown, please provide the previous spending?
A6.16. Refer to A6.2 & A6.10

Q6.17. Refer to 2.6.3. does the NHDOC requires candidate resumes within 3 days for planned services and within 1 day for unplanned services or required candidates?
A6.17. Yes, this requirement is based on the assumption that a Contractor would have a current pool of candidates that has been vetted for placement

Q6.18. Describe how vendors under contract will receive a fair share of business without vendor rotation of job order implemented in the procurement process?

Q6.19. Page 11 of RFP, “9. Subcontractors” – do we have to identify potential subcontractors during the RFP proposal process? Typically, we don’t engage subcontractors until after a contract is executed and the rate and contract terms are finalized.
A6.19. Bidder’s that have established linkages to subcontractors, those linkages should be identified preferably in the description of the Executive Summary.
Subcontractors shall be disclosed at the Contract stage and requires prior written notice and approval by the NH Department Corrections, per Form Number P-37, General Provisions, Paragraph 12. Assignment/Delegation/Subcontracts, 12.2.

Q6.20. Is the intent to award only one (1) contract or will multiple contracts be awarded?
A6.20. Refer to A6.2.
Q6.21. If multiple contractors, will all contractors receive the same requisitions at the same time or will the NHDOC tier priority and what will that priority be based on?

Q6.22. If multiple contracts are awarded, will all contractors have the same rates?
A6.22. Refer to Estimated Budget/Method of Payment, Exhibit C, Section 1. – 3., page 44 & 45 of 52.

Q6.23. **RFP, Executive Summary, Educational Background:**

Q6.23.1 Please confirm, do we need to describe the key personnel education background in this section?
Q6.23.2. Or if this would be the company background in this section?
Q6.23.3. Whose education background we need to describe here in this section Key Personnel or Company Principles?

A6.23.1-3 Please provide a company profile/background to give an overview of the company including number of years in business, number of years in business and amount of employees with an organizational chart of key personnel (President, CEO, COO & etc…) describing their expertise regarding educational background & relevant experience. Additionally identify if the company has earned any specialty certifications.

Q6.24. **Organizational Capability, Demonstrated and Correctional Experience:**

Q&A6.24.1. Is it mandatory to have experience in correctional facilities? No
Q&A6.24.2. We don’t have correctional facilities experience but we have provided services and placed candidates for similar positions for other government/state clients. Would that suffice the requirements? Yes, if similar.

Q6.25. **Organizational Approach:**

Q6.25.1 Please confirm if the resources we will be proposing for the technical approach are the ones (vendor Key Personnel) who will be delivering the services.
Q6.25.2 Do we just need to propose the name of our Key Personnel?
Q6.25.3 Please confirm what would be the key indicators which we need to specify while explaining this section.

A6.25.1-3 Please describe the organization’s approach on how the company will fulfill the required scope of services, providing temporary staffing solutions, through your company’s structure (named key personnel) coupled with describing personnel (subcontracted or non-subcontracted) positions that will provide direct services (not key personnel, as described in A6.23.1-3. For those personnel under direct employ and will provide direct services, please provide a resume with qualifications, certifications & credentials with name and business address and telephone number in header. For those personnel not under direct employ and will be subcontracted or hired, describe the hiring process, qualifications and provide job descriptions with the positions title, expected knowledge, skills and abilities (KSA) and any required certifications or credentials.

Q6.26. **Personnel, Title All Resumes and Job Descriptions**

Q6.26.1 Do we need to provide sample resumes or actual resumes for all positions?
A6.26.1 If no current pool of candidates: job descriptions, refer to A.6.25.1-3; If the organization has a current pool of candidates: actual resumes of candidates.
Q6.26.2 Do we need to provide sample resumes or actual resumes for all the positions listed in Exhibit C?
A6.26.2 Preferably: RN, LPN, Pharmacists, Pharmacy Technicians, MSW & MLADC’s as these positions are considered minimum required services.
Q&A6.26.3 Are these sample/actual resumes required for the optional positions as well? As these positions are optional, no.

Q6.27. Complement the Organizational Chart to include persons currently on staff that will provide programmatic services.

Q6.27.1 Please differentiate how this is different from the section 1.3.2.7 Executive Summary Organizational chart of key personnel.
A6.27.1 Refer to: A.6.23.1-3 & A6.25.1-3.

Q&A6.27.2 Are these sample/actual resumes required for the optional positions as well? As these positions are optional, no.
A6.27.2 Programmatic services are the requested General Scope of Services and Scope of Services identified in Exhibit B by providing temporary staffing solutions. Those personnel or individuals that will actually provide the temporary staffing solution.

Q6.28. Subcontractors

Q6.28.1 Please confirm the percentage goal which we need to meet in the contract?
A6.28.1 100%

Q6.28.2 Can we subcontract with any local NH supplier? Is there any specific criterial for subcontracting?
A6.28.2 Yes; Section D: Process for Submitting a Proposal, Paragraph 9., Subcontractors, p. 11 of 52; Form Number P-37, General Provisions, Paragraph 12. Assignment/Delegation/Subcontracts (must disclose use of subcontractors and obtain prior written notice from the NH Department of Corrections); Executive Summary response to use of subcontractors; Subcontractors Letters of Commitment.

Q&A6.29. Licenses/Certifications

Q&A6.29.1 Please confirm what kind of licenses/certification we need to submit in this section?
A6.29.1 Refer to A6.14

Q&A6.29.2 Please confirm if we need to submit the State of NH business registration certificate?
A6.29.2 Refer to A6.3.

Q6.30. Best and Final Offer (BAFO)

Q&A6.30.1 How many contractors the agency is planning to award the contract?
A6.30.1 Refer to A6.2.

Q&A6.31. Scope of Services, Exhibit B

Q&A6.31.1 Is this a re-compete RFP?
A6.31.1 Refer to A6.9.

Q&A6.31.2 Who are currently providing temporary staffing services?
A6.31.2 Refer to A1.5.
Q6.31.3. Please share current suppliers’ pricing and proposals.
A6.31.3. Refer to A1.9 & A1.10.

Q6.31.4. When the existing contract was started, and what is the annual monetary spent value of the current contract since inception?
A6.31.4. Refer to A1.9.

Q6.31.5. How many resources are currently engaged in the current contracts?
A6.31.5. Refer to A3.3.

Q6.31.6. Can you please share the number of positions served in previous years under these contracts?
A6.31.6. Refer to A1.12

Q6.31.7. Can you please share the amount of business each vendor did under this contract in previous years?
A6.31.7. Refer to A1.12

Q6.31.8. Is there any preference for local businesses for this contract?

Q6.31.9. What will be the estimated annual budget for this project?
A6.31.9. Refer to A6.10.

Q6.31.10. Would you be accepting reference from the public as well as commercial entities?
A6.31.10. Yes

Timekeeping/Billing/Invoicing

Q7.1. What timekeeping process/system will utilized? Electronic or paper timecards?
A7.1. Timekeeping (Timecard): Paper or Electronic
Billing/Invoicing: If timecard is paper, paper timecard shall be converted to electronic and submitted with invoices.

Miscellaneous

Q8.1. What is the current pandemic situation at all of the locations of service?

Q8.2. How many vendors received this new RFP?
A8.2. 13 were notified with total unknown due to industry networking.

Q8.3. Is there a minimum experience requirement for the personnel sent to your facility?
A8.3. Please refer to Scope of Services, Exhibit B, 4. Minimum Required Services, 4.2, page 33 of 52 licensure and certification requirements and 5. Supplemental Job Descriptions for Required/Optional Service Disciplines, links provided in RFP for guidance.