Questions & Answers
Temporary Nursing and Pharmacist Services
NHDOC RFP 19-02-GFMED

eshealthcare

Question 1: How many vendors received this RFP?

Answer 1: Inclusive of eshealthcare, thirteen (13) vendors sought interest to this solicitation.

Question 2: Why is the contract out for bid? Is it required to be put out for bid?

Answer 2: Contract renewal period expires, June 30, 2019; Yes

Question 3: Is the NHDOC satisfied with the current provider?

Answer 3: Yes

Question 4: What would NHDOC like to see with the awarded vendor and their approach to the request?

Answer 4: The awarded Vendor should have: a) the capability to and availability to provide services in time frames required, i.e., deploy requested staff at each Department facility for planned services within three (3) business days and unplanned services within one (1) business day to fulfill vacancies, b) a pool of candidates available for immediate employment, and c) qualified personnel with demonstrated professional experience provide services.

The awarded Vendor should be expected to meet a thirty (30) day transition period to provide contractual services.

Question 5: Page 24, Paragraph 5, Sections 5.1 & 5.2 – is the total estimated service utilization included in the RFP for RN’s, LPN’s and Pharmacists for 1 year or total for the entire contract term?

Answer 5: Scope of Services, Exhibit A, Section 5., Service Utilization, Paragraph 5.1 and 5.2., Page 25, estimated utilization is for a two (2) year contract term.
Question 6: Will NHDOC utilize RN’s LPN’s and Pharmacists for full time assignments (meaning 35-40 hours)? If so, typically, how long are assignments?

Answer 6: Assignments are on a temporary basis dependent upon the varied vacancy period; sick calls, FMLA’s, etc.

Question 7: How many hours did RN’s LPN’s, and Pharmacists work in 2015, 2016 and 2017?

Answer 7:

<table>
<thead>
<tr>
<th>State Fiscal Year (SFY)*</th>
<th>Estimated Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1 – June 30</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>Unavailable</td>
</tr>
<tr>
<td>2016</td>
<td>3,075</td>
</tr>
<tr>
<td>2017</td>
<td>2,754</td>
</tr>
</tbody>
</table>


Question 8: What was the spend on this contract in 2015, 2016, and 2017?

Answer 8:

<table>
<thead>
<tr>
<th>State Fiscal Year (SFY)</th>
<th>Estimated Projection</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1 – June 30</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>Unavailable</td>
</tr>
<tr>
<td>2016</td>
<td>$142,396.00</td>
</tr>
<tr>
<td>2017</td>
<td>$142,000.00</td>
</tr>
</tbody>
</table>

Question 9: What is expected annual spend for this contract?

Answer 9: Estimated projected initial two-year contract:

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Estimated Projection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacist</td>
<td>$400,000.00</td>
</tr>
<tr>
<td>RN’s, LPN’s</td>
<td>$350,000.00</td>
</tr>
</tbody>
</table>

Question 10: Has the NHDOC contracted for RN’s, LPN’s, and Pharmacist temporary services in the past? If yes, what was NHDOC charged per hour for each title?

Answer 10: Yes:

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacist</td>
<td>$110.00</td>
</tr>
<tr>
<td>RN’s</td>
<td>$47.00 – $40.00</td>
</tr>
<tr>
<td>LPN’s</td>
<td>$35.00 – $30.00</td>
</tr>
</tbody>
</table>

Question 11: Who were/are the previous incumbent(s)?

Answer 11: Worldwide Travel Staffing Limited
Question 12: How many vendors does the NHDOC currently work with for RN’s, LPN’s, and Pharmacist temporary services?

Answer 12: One (1)

Question 13: What are NHDOC’s expectations for training and orientation? How long will it be, and who will be responsible?


AB Staffing Solutions, LLC

Question 14: Regarding the staff resumes to be provided with professional licenses, if these are to be redacted, are you looking for copies of licenses, and if so, what information are you looking for on the licenses and what should be redacted?

Answer 14: Copies of licenses: for the purpose of submitting a proposal only, please provide copies of licenses redacting any personal information, if applicable on the license: home address, home telephone and/or cell phone number, and home e-mail address.

Resumes: for the purpose of submitting a proposal, please redact all personal information: home address, home telephone and/or cell phone number, and home e-mail address.

Maxim Healthcare Services

Question 15: Is there a current incumbent(s) providing these services? If so, what companies are providing services?

Answer 15: Yes, please refer to answer eleven (11).

Question 16: Is it the intent of the State to award a contract to just one (1) company or multiple?

Answer 16: Yes, it is the intent of the State to award a contract to one (1) company; though the award(s) may be contingent upon the structure of the company by service discipline offering with both specialty disciplines (Temporary Nursing and Pharmacists) being offered in the response.

Question 17: Will the NHDOC accept travelers to fill the open contracts?

Answer 17: The intent of the RFP is to seek temporary fulfillment on an as needed per diem basis, not by travelers on a short-term thirteen (13) week guaranteed assignments/contracts.
Question 18: What is the total spend by modality?
Answer 18: Please refer to answer nine (9).

Question 19: What is the total spend by location?
Answer 19: Unknown at this time, as services are based on unforeseen temporary fulfillment on an as needed per diem basis.

Question 20: Is it the intent of NHDOC to use this contract to request Full-Time Temporary Assignments or will there be an element of Per Diem? If it is a mix, please provide an estimate of Full-Time vs. Per Diem.
Answer 20: The intent of the RFP is to seek temporary fulfillment on an as needed per diem basis, not through travelers on a short-term thirteen (13) week guaranteed assignments/contracts. The time period of fulfillment is unknown and are based on the type of vacancy and when the vacancy requires the temporary service.

Question 21: Page 5 of 41, Terms and Conditions, Section 4., Outline of Minimum Required Services, 4.1 – Will the NHDOC request any additional titles besides RN’s, LPN’s and Pharmacists?
Answer 21: Please refer to answer thirty-nine (39).

Question 22: Page 8 of 41, Terms and Conditions, Section 8., Instructions, RFP Documents, Format and Labeling of Proposal Submissions, Paragraph 8.4., Required RFP Documents, 8.4.1 b – Is there a maximum number of client references that State will accept with response?
Answer 22: Please provide a reasonable amount of qualitative references, there is no maximum number of client references.

Question 23: Page 25, Scope of Services, Exhibit A, Section 5., Service Utilization, are the hours listed in the RFP reflective of the last three years of temporary nursing services used?
Answer 23: The listed hours to Section 5., Service Utilization, page 25 of 41, by discipline type and shift are an estimated service utilization of need for a future two-year period.

In addition, please refer to NHDOC 19-02-GFMED Addendum #1 for additional clarification to the NHDOC webpage, https://www.nh.gov/nhdoc/business/rfp.html.

Question 24: Page 5 of 41, Terms and Conditions, Section 4., Outline of Minimum Required Services, 4.8. – What does the NHDOC mean by planned and unplanned services?
Answer 24: As an example, unplanned events requiring services may result from sick call(s) and planned events requiring services that may stem from a known or unknown FMLA event.
Question 25: Page 7 of 41, Terms and Conditions, Section 8., Instructions, RFP Documents, Format and Labeling of Proposal Submissions, Sub-Paragraph 8.1.8., – Headers and Footers shall not be modified of the original text to included reference of the Vendor’s organizational name and renumbering of pages – Is this only for the RFP Document.

Answer 25: Vendors submitting a proposal in response to this solicitation shall not alter the Headers and Footers, the original text, renumbering pages and altering the text to the Terms and Conditions, Exhibit A, B & C to the RFP for Vendor specific information.

Question 26: Page 8 of 41, Request for Proposal (RFP), Terms and Conditions, Section 8., Instructions, RFP Documents, Format and Labeling of Proposal Submissions, Paragraph 8.4., Required RFP Documents, Sub-Paragraph 8.4.1. a., Program Structure/Plan of Operation, i. b) What does the NHDOC mean by “describe the organization’s proposed staffing pattern of all key administrative and direct care staff?”

Answer 26: Please provide the company’s organizational chart to include the staffing pattern of the company’s key administrative staff by name, title, and brief description of position held in the company and the staffing pattern of direct care staff by discipline title type.

Question 27: Page 8 of 41, Request for Proposal (RFP), Terms and Conditions, Section 8., Instructions, RFP Documents, Format and Labeling of Proposal Submissions, Paragraph 8.4., Required RFP Documents, Sub-Paragraph 8.4.1. a., Program Structure/Plan of Operation, ii. Does the NHDOC want resumes for both Program Management staff and Temporary Staff provided, or just resumes and licenses for Temporary staff provided?

Answer 27: The Staff List refers to the temporary staff selected from the company’s pool of candidates with submission of their resumes and copies of their licenses redacting all personal information consisting of home address, home telephone and/or cell phone number, and home e-mail address.

Question 28: Page 8 of 41, Request for Proposal (RFP), Terms and Conditions, Section 8., Instructions, RFP Documents, Format and Labeling of Proposal Submissions, Paragraph 8.4., Required RFP Documents, Sub-Paragraph 8.4.1. a., Program Structure/Plan of Operation, ii. Is the staff list part of the four (4) page limit? Is there a limit on the number of personnel resumes we can submit?

Answer 28: Part (a): No
Part (b): None

Question 29: Page 21 of 41, Proposal Check Sheet, the Vendor Alternate W-9 Form – Maxim is a registered Vendor. What document does the State require as a proof of this? Will a filled and signed Alternate W-9 form be sufficient for this request?

Answer 29: Yes, a completed and signed Alternate W-9 Form will suffice.
Temporary Nursing and Pharmacist Services
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Question 30: Page 29 of 41, Scope of Services, Exhibit A, Section 8., General Service Provisions, Paragraph 8.12., Reporting Requirements: It is unclear from the language – what types of reporting is expected of the Vendor?

Answer 30: The NHDOC shall, at its sole discretion, request the Contractor to provide any and all reports on an as needed basis according to a schedule and format to be determined by the Department. Type of report shall be determined by the Department’s need of information and when the Department needs the requested information.

Question 31: Page 25, Scope of Services, Exhibit A, Section 5., Service Utilization, are the hours listed in the RFP reflective of the last three years of temporary nursing services used?

Answer 31: Please refer to answer twenty-three (23).

Question 32: Please can the NHDOC share the password to the RFP PDF, so that the forms can be typed out.

Answer 32: No.

Management Registry, Inc.

Question 33: Who are the incumbents? Are you satisfied with your current provider(s)?

Answer 33: Part (a): Please, refer to answer eleven (11). Part (b): Please, refer to answer three (3).

Question 34: What is the historical usage?

Answer 34: Please refer to answer eight (8).

Question 35: Is this a single award or multiple awards?

Answer 35: Please refer to answer sixteen (16).

Question 36: What is the historical bill rates?

Answer 36: Please refer to answer ten (10).

Question 37: Will 13-week contracts be considered or is PRN preferred?

Answer 37: Please refer to answer twenty (20).

CareerStaff Unlimited, LLC

Question 38: May Respondents bid for either Temporary Nursing Services or Pharmacist Service or must the respond include both specialties?
Question 38: No, respondents must respond to the capability of providing services for both specialties. Per page 7 of 41, Request for Proposal (RFP), Terms and Conditions, Section 8., Instructions, RFP Documents, Format and Labeling of Proposal Submissions, Paragraph 8.3., Technically Non-Responsive, Sub-Paragraph 8.3.2. states “If a partial service proposal is received, it shall be considered “technically non-responsive” and the NH Department of Corrections may notify the Bidder.”

In addition, per page 22 of 41, Scope of Services, Exhibit A, Section 3. Location of Services, Paragraph 3.4. states “Partial Proposal for the requested temporary nursing and pharmacist services for the NH Department of Corrections’ correctional facilities shall not be accepted.”

Question 39: Will the State consider adding Certified Pharmacy Technicians (CPhT) to the RFP?

Answer 39: The State may consider utilizing Certified Pharmacy Technicians (CPhT) only under special circumstances deemed by the NH Department of Corrections, as a CPhT can only practice under the supervision of a staffed Chief Pharmacist/pharmacist-in-charge. Special State of NH, Board of Pharmacy rules apply. Please refer to the State of NH, Board of Pharmacy RSA’s RSA 318 and RSA 318B and further defined under the Administrative Rule Ph 100-2000 and Responsibilities of a Pharmacist-in-charge regarding Registered Pharmacy Technicians. The Board of Pharmacy’s current rulemaking initiatives are still in progress with proposed rules yet in effect. A list of the proposed rules can be found via https://www.oplc.nh.gov/pharmacy/laws-rules.htm.

The intent of the RFP is to seek temporary fulfillment on an as needed per diem basis for licensed pharmacists and not to use a CPhT as a substitute or on a standard basis for a licensed pharmacist professional.

Question 40: Provider availability would drive compliance with this section – is there a penalty incurred with the inability to accommodate the specified times?

Answer 40: The intent of the service requirements for this RFP is that the awarded Vendor should have: a) the capability to and availability to provide services in time frames required, i.e., deploy requested staff at each Department facility for planned services within three (3) business days and unplanned services within one (1) business day to fulfill vacancies, b) a pool of candidates available for immediate employment, and c) qualified personnel with demonstrated professional experience provide services, d) during the allocated and designated shifts as identified on page 25-26 of 41, Scope of Services, Exhibit A, Section 5., Service Utilization and Section 6., Service Schedule.

The awarded Vendor should be expected to meet a thirty (30) day transition period to provide contractual services.

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

State of NH, Department of Corrections
Division of Medical & Forensic Services

RFP 19-02-GFMED, closing date: 04/12/2019
The use of subcontractors shall be disclosed in the RFP response per Page 13 of 41, Request for Proposal (RFP), Terms and Conditions, Section 25., Subcontractors, to include the subcontractor information to include the types of services or function in which is subcontracted and a brief company profile. Said subcontractors shall meet all requirements described in the RFP. Subcontracting of services shall require prior approval by the NH Department of Corrections.

Question 41: Page 8 of 41, Request for Proposal (RFP), Terms and Conditions, Section 8., Instructions, RFP Documents, Format and Labeling of Proposal Submissions, Paragraph 8.4., Required RFP Documents, Sub-Paragraph 8.4.1. a., Organizational Capability, i. Because the provider pool, specifically availability, changes frequently, we cannot establish a listing of available candidates until RFP award and would not seek commitments for a client engagement we have not secured. Can the state provide direction on alternatives to this Section or MUST the respondent include actual provider resumes?

Answer 41: No alternatives can be considered, a pool of qualified and readily available candidates should be provided with resumes. Please refer to the State’s intent of required services to answer twenty-seven (27) and answer forty (40).

Question 42: Does the State anticipate awarding a single Vendor or multiple Vendors, if deemed necessary?

Answer 42: Please refer to answer sixteen (16).

Question 43: Page 20-21 of 41, Proposal Check Sheet, Are both the Certificate of Good Standing and the COI required upon RFP submittal?

Answer 43: Yes.

Question 44: Form Number P-37 (v. 5/18/15) Section 7. Personnel, Paragraph 7.2., Are there existing preclusions restricting and/or detailing the State’s solicitation or conversion of Vendor employees?

Answer 44: Yes, Section 7. Personnel, Paragraph 7.2. clearly states that during the term of the Agreement and any renewals thereof, and for a period of six (6) months after the Completion Date in block 1.7 inclusive of the completion of a renewal period term, the Contractor shall not solicit or hire for conversion a State employee to a Vendor employee, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of the Agreement. This provision shall survive the termination of the Agreement.