



**STATE OF NEW HAMPSHIRE  
REQUEST FOR PROPOSALS  
RFP ADDENDUM # 3**

<b>RFP NUMBER AND TITLE:</b>	RFP NHJB-2023-02 Transportation for Drug, Mental Health, and Family Treatment Courts
<b>AMENDMENT DATE:</b>	May 5, 2023
<b>PROPOSAL DUE DATE:</b>	May 22, 2023
<b>RFP ISSUED BY:</b>	State of New Hampshire Judicial Branch Administrative Office of the Courts
<b>Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.</b>	

**Provided below are submitted written questions received and the NHJB’s answers**

Question #	Question	Answer
1.	If NHJB amenable to negotiating terms and incorporating vendor’s applicable provisions at the time of award?	NHJB is open to negotiating terms of vendor provisions. However, see limitation set forth in RFP Section VI, 4 and Section IX.
2.	Does NHJB have an estimated trip volume or budget for the program?	Because this is a pilot program, there is no estimated trip volume or budget yet.
3.	Can Vendors propose dynamic pricing? If so, can NHJB provide example trips (start and end locations) to help vendors illustrate representative trip costs?	The NHJB encourages vendors to be as creative as possible regarding costs, as cost efficiency will be a consideration in selecting a vendor. Vendors may propose dynamic pricing and other alternative cost proposals that will increase efficiency and reduce costs without diminishing the quality of services will be considered.  Majority of individual transportation trips will be within the same county.
4.	In lieu of a call or contact center, is NHJB open to: 1) using an online booking platform to dispatch rides to passengers; and 2) allowing riders to request their own rides (within policies set by your team)?	1) Yes. 2) No. The goal would be the Drug Court program staff book the trips.

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5.	<p>Does the NHJP have any base statistics on the total number of DCP clients served?</p> <p>Is there a breakdown per county, court, or region of the number of DCP clients?</p>	<p>The drug court usually serves around 400 individuals a year but not all will need transportation services.</p> <p>Large: Hillsborough, Strafford, Rockingham, Merrimack; Medium: Cheshire, Belknap; small: Coos, Carroll, Sullivan.</p>
6.	<p>Who is the Authority determining the eligibility of the DCP clients to utilize the transportation services?</p> <p>Is there a caseworker or court staff member that will make the initial contact and authorize/approve transportation services?</p>	<p>The court program staff will be determining the eligibility of the DCP.</p> <p>Transportation requests will be submitted to the provider only by the court program staff.</p>
7.	<p>Who is eligible to receive mileage reimbursement? (Family members, friends, DCP participants)</p>	<p>Drug Court Participants.</p>
8.	<p>Will DCP's be able to arrange their own transportation with the approved vendor or will there be an intermediary from the NHJB arranging transportation with the approved vendor?</p>	<p>Transportation requests will be submitted to the provider only by the court program staff.</p>
9.	<p>How many trips do you anticipate each week or month?</p>	<p>As this is the pilot project, there are no established estimates.</p>
10.	<p>What is the average # of miles for each trip (please specify one-way or round-trip)?</p>	<p>As this is the pilot project, there are no established estimates.</p>
11.	<p>Are DCPs mostly ambulatory?</p>	<p>Vendor should be able to provide handicapped accessible services.</p>
12.	<p>Can you give me an example of an average trip?</p>	<p>A ride to probation, home from court or jail.</p>
13.	<p>Can you give me an example of a trip you would consider hard to fulfill and why? Is the issue the distance or the individual?</p>	<p>Vendor might have to work through trips that include round trips.</p>
14.	<p>Page 6 states vendors may include their service area and is not required to cover the entire state. When you say Service Area, do you mean where the trip originates or the destination?</p>	<p>Vendor must specify the Service Area where it operates and is capable of providing transportation within the NH region.</p>

15.	Are DCPs local to the courts or statewide?	Most DCPs are located within the court's county.
16.	Page 6, Overview of Services, #3 states, "If transportation is arranged for a trip outside of these hours there must be a method to contact the transportation provider during the pre-arranged trip period." Do you mean a staff person, or will voicemail suffice?	Either, as long as voicemail is answered within the reasonable amount of time.
17.	How much notice will be given for each trip?	Variable but would be as little as same day or scheduled a day or two in advance.
18.	How will the selected service provider be notified of the award?	The selected vendor will be notified via email.
19.	What happens if a trip request cannot be filled?	Vendor(s) must make all reasonable attempts to fulfil the requests. The program will attempt to find another alternative.
20.	<p>In Section VI. A. 6. It notes Vendor will provide the NHJB with completed waivers that will enable the NHJB to conduct criminal records checks of all personnel who will work on this project.</p> <p>What specific criminal convictions on the records of personnel would exclude them from being eligible to provide services on this contract?</p> <p>Will this RFP exclude individuals with lived experience that may have included lived experience with felonies in the criminal justice system?</p>	<p>Generally, a background check must be conducted and if there are convictions the results must be provided to the NHJB to determine on a case-by-case basis.</p> <p>If transporting a minor, certain conditions apply. Please see <a href="#">Award condition: Determination of suitability required, in advance, for certain individuals who may interact with participating minors   Office of Justice Prog. rams (ojp.gov)</a></p> <p>If the "Suitability to Interact with Minors" condition cannot be met, please provide an explanation.</p> <p><b><u>Vendors must specify in their proposals whether they can comply with these conditions.</u></b></p>
21.	Would you kindly confirm that 1099 employee structures are not considered subcontractors, or whether there are any specified tax designations required of my employees?	They will be considered subcontractors.
22.	Please provide the name of the incumbent provider if an individual company.	This is a pilot program and there is no current provider of transportation services.

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	If more than one company, please provide the names of all companies providing services.	
23.	Section III: Background:  Are Veterans “Behavioral Health Tracks” included in this solicitation?	This RFP covers Adult Drug Courts, Family Treatment Courts and Mental Health Courts.
24.	Is there a separate “Appendix A” that should be attached to the RFP?	Appendix A referenced in the Contract form will be provided to the selected vendor upon the award. See RFP Section VI, 4 and Section IX.
25.	Section IV: Proposed Scope of Services: Section d.: Approve trips to drug court, drug testing, group therapy, case management meetings, parenting time to include child appointments for Family Treatment court, and probation check-ins consistent with eligibility process.  Question: Would the DCP schedule trips for themselves, or should the selected vendor only accept trip reservations from a case worker/case manager?	Transportation requests will be submitted to the provider only by the court program staff.
26.	If a caseworker schedules a trip and the DCP does not show up for the trip, will the Vendor be expected to follow up with the caseworker to let them know?	Yes.
27.	Under section I. Transport of adults and children under 17 years old. Children must be accompanied by an adult.  Question: Please define Adult i.e., guardian, parent, older sibling, court-mandated guardian. Would a police officer, monitor, or nurse be required to accompany a DCP? If yes, who is responsible for that cost?	Not for the Adult Drug Court participants.  This is applicable to Family Treatment Courts only. The adult accompanying a child will be someone approved by the person or entity with decision-making responsibility for the child. Transportation of this adult shall be provided at no additional cost.
28.	Will special training for drivers be needed, and will there be securement needs, restraints, or escorts to be provided by the transportation company?	No.
29.	Are special vehicles required i.e., for “secure/restraint”?	No.

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30.	Are vehicle and driver requirements different than those required for commercial vehicles licensed to transport people in the state of New Hampshire? If so, please provide those requirements for vehicles and drivers.	No.
31.	Will translation services be needed in the vehicle or through the call center?	The vendor must have a process for providing services to Limited English Proficiency (LEP) participants.
32.	Please provide a completed trip count for each category, by month, for the period 1/1/22 to 2/28/23 and include: a. trips to court b. drug testing c. group therapy d. case management meetings parenting time to include child appointments for Family Treatment court and probation check-in	This is a pilot program and there is no current provider of transportation services.
33.	Please provide the number of completed trips by month by mode of transportation for the period 1/1/22 to 2/28/23, including taxi, Wheelchair Van, Stretcher Vehicle, Ambulance, mileage reimbursement, and public transit	This is a pilot program.
34.	Can TNC's be used as a part of the provider network?	TNC are not excluded from participating in the provider network as long as they can comply with the terms and conditions of this program.
35.	Will the NH Judicial Branch consider using Portals provided by the vendor to make reservations?	Yes.
36.	Will the NH Judicial Branch provide an eligibility file the vendor can load into its scheduling system? If so, what file format will be used? Please provide the file structure so vendors may determine if any costs are involved.	No, participant eligibility related files will not be provided.
37.	Please provide a list of any reports the NH Judicial Branch will be requiring along with the frequency of the reports.	Quarterly reports including number of trips, locations of trips, # of fulfilled trips and number of canceled trips. Upon the NHJB request, vendors must provide detailed reports with details of the trips made and cancelled, including when a request was submitted, the

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		start and end locations, time and date the trip was made.
38.	Will a toll-free dedicated line be required?	No.
39.	Will GPS be required? If so, will the NH Judicial Branch allow a driver application that provides real-time data as an alternative?	No.
40.	Will in-vehicle video equipment be required?	No.
41.	Are vendors required to adhere HIPAA privacy requirements?	No.
42.	Are there Service Level Agreements (SLAs) contemplated for this contract. If so, please provide them.	See RFP Section VI, 4 and Section IX.
43.	What criteria is required for background check attestation?	<p>Generally, a background check must be conducted and if there are convictions the results must be provided to the NHJB to determine on a case-by-case basis.</p> <p>If transporting a minor, certain conditions apply. Please see Award condition: Determination of suitability required, in advance, for certain individuals who may interact with participating minors   Office of Justice Prog. rams (ojp.gov)</p> <p>If the “Suitability to Interact with Minors” condition cannot be met, please provide an explanation.</p> <p>Vendors must specify in their proposals whether they can comply with these conditions.</p>
44.	As this is a pilot, would the NHJB consider a cost proposal that provides a fixed fee for the administrative functions and a fee for the service model for direct transportation charges?	The NHJB encourages vendors to be as creative as possible regarding costs, as cost efficiency will be a consideration in selecting a vendor.
45.	Does the NHJB have a form they use to “identify the cost for all aspects of the services, including contact center and trips	The NHJB encourages vendors to be as creative as possible regarding costs, as cost efficiency will be a consideration in selecting a

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	to ensure that vendors are responding consistently to this requirement?	vendor. Vendors may propose any cost structure that will increase efficiency and reduce costs without diminishing the quality of services will be considered.
46.	Payment Contingency: Please provide the funding appropriated for the contract term.	The program will be funded from various funding sources including Adult Drug Court grant and other grants.
47.	Please provide an explanation of the Invoicing Process and requirements. In particular, will the vendor submit monthly invoices, and will the vendor be required to submit any electronic files supporting their invoice?	At a minimum, quarterly invoices are required with electronic files supporting the invoice.
48.	Can a network of providers apply for this funding?	All interested organizations which can provide the services requested in this RFP are welcome to submit a proposal. The proposers must describe how the services will be provided.