

**State of New Hampshire  
Office of Professional Licensure and Certification**

**REQUEST FOR PROPOSAL**

**BOARD OF NURSING LICENSEE MONITORING PROGRAM**  
**STATE FISCAL YEAR 2019**

**I. INTRODUCTION**

Funds will be appropriated for the provision of operating a program for monitoring/assisting impaired Nurses, as defined in the attached contract Exhibit A. Contracts will be awarded for State Fiscal Years 2019 (July 1, 2018 through June 30, 2019) with an option, at the Agency's discretion, for a two-year renewal.

The Office of Professional Licensure and Certification (OPLC), in conjunction with, and acting on behalf of, the Board of Nursing, is moving in the direction of a performance-based contracting system. A performance measure is an assessment of an entity's success in meeting defined expectations. The measures are instruments for obtaining accountability and achieving improvement. Various aspects of performance can be measured including: clinical quality and administrative function.

Using this framework, the OPLC has developed a set of performance measures that are required. The successful contractor will be asked to provide data to assess progress towards these measures and activities undertaken to achieve performance measures.

Board of Nursing Licensee (Licensee) Monitoring Program performance goals:

- Assist referred Licensees in identifying intervention resources to establish and evaluate the nature and severity of substance and alcohol abuse/dependence and/or mental or physical illness.
- Develop, administer, and monitor a treatment plan contract, which if violated, shall be reported to the Board within 2 business days.
- Monitor the recovery process, which may include body fluid monitoring, support group programs, and any other related program/interventions that will help the licensee return to full service in his/her professional capacity. Provide a pertinent one hour continuing education program yearly on, but not limited to, substance abuse to Board of Nursing Licensees without charge/fee.
- Send information to Licensees, educators, health care professional committees or organizations notifying them of the program on an annual basis.
- Provide monthly participation and quarterly statistical reports to the Board Administrator of the Board of Nursing before the last day of the following month including:
  - Number and source of referrals
  - number of individuals who sign participation agreements;
  - types of participation agreements signed including comprehensive evaluation(s), substance abuse or dependency, dual diagnosis, mental illness, physical illness/impairment;
  - number of cases referred to the program by the Board of Nursing including third party referrals that are participating but pending Board review;

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- number of licensee participants referred to the program by Board Order;
- number of self-referred cases closed and reason(s) for closure; number of active cases;
- number of licensee participants employed in nursing;
- number of licensee participants completing the program;
- number of licensee participants who are reported back to the Board for failing to comply with the participation agreement;
- monitoring activities, specific to the licensee's individual treatment plan/contract agreement

**II. ELIGIBILITY**

Proposals may be submitted by any established nonprofit corporation, public agency (agency or department of municipal, county, or state government) or by private proprietorships, partnerships or corporations, or by a consortium of public, nonprofit, and private entities. In the case of collaborative proposals, one corporation shall be designated as the lead and fiscal administrator for the program.

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**III. PROCUREMENT TIMETABLE**

<b>May 21, 2018</b>	<b>Proposals due to OPLC</b>
<b>May 25, 2018</b>	<b>Notification sent by OPLC to all applicants regarding contract award decisions. The OPLC will send contract documents to the successful applicant for review and signature(s).</b>
<b>June 1, 2018</b>	<b>Contracts returned to OPLC from selected applicant.</b>
<b>July 1, 2018</b>	<b>Effective date of contract pending Governor &amp; Council approval.</b>

**IV. APPROPRIATE USE OF FUNDS AND OTHER REQUIREMENTS**

Proposals shall explain how the bidder will achieve performance measure targets and provide assurance that the bidder will accomplish the tasks in the attached contract Exhibit A(s).

Funds may be used to pay for salaries and benefits of program staff, subcontracts and consultants. OPLC funding may not be used to replace funding for a program already funded from another source.

Contractor will be paid on a monthly basis.

Contractor will be held accountable for meeting their programmatic projections or, when fitting, for revising projections with OPLC staff. Failure to make progress as projected or to revise projections in conjunction with OPLC staff may jeopardize the contractor's current and/or future funding. Corrective action may include actions such as contract amendment and/or termination of contract. The contracted organization will prepare progress and financial reports, as required by the OPLC.

Contractor shall be required to communicate with the OPLC on a monthly basis or as requested.

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**V. PROPOSAL INSTRUCTIONS**

**A. Required Materials**

The following required materials shall be submitted to the OPLC in order for a proposal to be complete:

1. Original proposal and 13 copies.
2. Current resumes of key personnel (current resume shall include the present position within the applying entity; they must be typed, and no more than 3 pages in length). If a key personnel position is not currently filled, include a job description of the vacant position.
3. Budget Summary Sheet

**B. Proposal Timeline**

**The original, typewritten proposal and 13 copies shall be received (not simply postmarked) by the OPLC by 4:00 p.m. on May 21, 2018.** No extensions will be granted. FAX copies will not be accepted. The responsibility for submitting a response to this RFP on or before the stated time and date will rest solely and strictly with the applicant. The OPLC will in no way be responsible for delays in delivery caused by the United States Mail Service or other couriers or caused by any other occurrence. Proposals shall contain a Table of Contents, be double-spaced, in no less than 11-point font, and the pages shall be numbered following the Table of Contents. All acronyms shall be spelled out the first time that they are used. The source of all data cited shall be noted. All proposals become the property of the State of New Hampshire and will be a matter of public record. Proposals shall not be bound, but stapled or clipped in the upper left corner. Submit proposals to:

Denise Nies, Board of Nursing Administrator  
State of New Hampshire  
Office of Professional Licensure and Certification  
121 S. Fruit Street  
Concord, NH 03301

**C. Proposal Outline**

Proposals shall follow the outline presented in this section and are required to contain all listed components as follows:

1. Executive Summary (not to exceed 1 page)

Briefly summarize the proposal following the proposal outline. Provide an overview of the entity (include any networks or subcontractors to be involved), the proposal, the population(s) to be provided services, and the estimated total number of people to be served by these funds. The Executive Summary is an integral component in the proposal and review process and must be prepared as a stand-alone component.

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2. Entity Description (not to exceed 2 pages)

This section shall describe the overall mission, program, and services of the organization and how they relate to the performance measures and priorities described in Section I of the RFP.

- Describe experience and capacity to meet the goals, objectives and priorities of the Nursing Licensee Monitoring Program and the proposed performance measures.

3. Program Structure/Plan of Operation (not to exceed 5 pages)

- This section shall describe the applicant's proposed program and detailed activities that address the accomplishments of specific performance measures.

4. Budget and Justification

This section shall include:

- Summary of the budget.
- Budget Narrative (not to exceed 2 pages), which describes each personnel position and expense item for which funding is requested, linking each to the services to be provided.

**D. Proposal Review and Evaluation Criteria**

The OPLC will conduct an objective review of proposals received in response to this RFP process. The evaluation will be based on the demonstrated capabilities of the prospective contractor in relation to the needs of this program as set forth in this RFP. The merits of each proposal will be evaluated individually according to the objective scoring criteria described below. The OPLC reserves the right to accept or reject any proposal, and to waive any minor irregularities in the proposals. The OPLC reserves the right to make final funding selections based on the availability of funds, geographic distribution of services, prior contract performance (if applicable), and other Agency priorities.

1. Table of Contents (not rated)
2. Executive Summary (not rated): A clear executive summary will assist reviewers in evaluating the proposal, and as such, proposals not having an executive summary will not be reviewed.
3. Contractor Description (**40 points**)

The extent to which:

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- The overall mission, program, and services of the organization relate to the Nursing Licensee Monitoring Program's performance measures and priorities as described in the RFP.
- The organization demonstrates the experience and capacity necessary to meet the performance measures proposed. This includes: a) the availability of qualified and experienced personnel b) their overall ability to perform the technical aspects of the monitoring program; c) investigation, intervention, and management of professional's health problems; d) staff that is experienced/qualified in the initial intake assessment e) staff that is qualified in the interpretation of urine, blood, and other drug screens (access to a medical review officer [MRO] is preferable); f) the availability of adequate facilities, general environment, and resources for the proposed services; and g) adequacy of plans for the administration of the program.

**4. Proposed Program (40 points)**

The extent to which:

- The proposal is programmatically relevant to the overall goals of the program as described in the RFP.
- The number of clients expected to be served are appropriate. Emphasis will be placed on demonstrated access to licensed healthcare professionals.
- An action plan is detailed for all performance measures and the plan describes steps necessary to meet or maintain applicant's performance measure target in a clear and rational process. Emphasis will be placed on outreach to achieve targeted levels of enrollment.
- The proposal presents a sound monitoring and evaluation plan that includes a quality assurance plan and states how progress towards performance targets will be measured.
- The program has a detailed plan for record keeping that allows access to information as required by the OPLC, while maintaining confidentiality of all cases.

**5. Budget (20 points)**

The extent to which:

- The budget is appropriate in relation to the proposed activities; is reasonable, clearly justified, and consistent with the intended use of funds.

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**VI. MISCELLANEOUS**

Notice of Selection Procedures

Notification will be sent to all applicants by **May 25, 2018**. Successful contract document completion will result in a contract becoming effective on July 1, 2018, or upon approval by the Governor and Executive Council of the State of New Hampshire, whichever is later. No services occurring before the effective date are reimbursable under the contract.

The Scopes of Services and Budget for the proposed contract will be negotiated based upon the merit of the proposal as evaluated by the review panel, availability of funding, and conditions of the award. Failure of a selected applicant to satisfactorily negotiate within a reasonable time may result in the applicant forfeiting its award.

The OPLC may negotiate the funding of geographic service areas and selected activities of a proposal if other activities can be funded more efficiently through different providers. The OPLC may also require the contractor to make appropriate linkages with other organizations and programs in order to receive funding.

Amendments

The OPLC has the option of amending contracts throughout the funding cycle based on performance, fiscal expenditure, and other contract requirements. All amendments require approval by Governor and Council.

Renewals

The contract for SFY 2019 may be written with the possibility for renewal for an additional 2 years, subject to availability of funds.

Cancellation

The OPLC may, during the proposal review process or at any time prior to the selection, cancel this request for proposals or reject all proposals, if the OPLC determines that it is in its own best interest or the best interest of the State of New Hampshire to take such action. Notice of the cancellation will be made to applicants or potential applicants, as appropriate.

Insufficient Response

The OPLC, upon determining that no satisfactory proposals have been received for any particular service, may decide to provide this service directly, may negotiate with a successful applicant for a related service to include this particular service as part of the service package, or may re-bid for this particular service.

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**VII. PERFORMANCE MEASURE DEFINITIONS**

**Performance Measure #1**

**Measure:** Number of Licensees receiving services

**Definition:** **Numerator** - Number of Licensees enrolled in the program who received services during the reporting quarter

**Denominator** - Number of Nurse Licensees in New Hampshire.

**Data Source:** Medical records, clinical encounter data, clinical reports

**Performance Measure #2**

**Measure:** Number of newly-enrolled Licensees

**Definition:** **Numerator** - Number of newly enrolled Licensees per quarter

**Denominator** - Number of Licensees enrolled in the program each quarter

**Data Source:** Medical reports, clinical encounter data, clinical reports.

**Note:** Performance measure must indicate voluntary enrollees and mandated enrollees.

**Performance Measure #3**

**Measure:** Noncompliance rate

**Definition:** **Numerator** - Number of Licensees who initially enrolled in the program and who violate their contract each quarter.

**Denominator** - Number of Licensees who enroll in the program each quarter

**Data Source:** Medical reports, clinical encounter data, clinical reports

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**RFP - EVALUATIVE CRITERIA  
PROFESSIONALS' HEALTH PROGRAM**

The OPLC will conduct an objective review of proposals received in response to this RFP process. The evaluation will be based on the demonstrated capabilities of the prospective contractor in relation to the needs of Board of Nursing Licensee Monitoring Program as set forth in this RFP. The merits of each proposal will be evaluated individually according to the objective scoring criteria described below. The OPLC reserves the right to accept or reject any proposal, and to waive any minor irregularities in the proposals. The OPLC reserves the right to make final funding selections based on the availability of funds, prior contract performance (if applicable), and other OPLC priorities.

**1. EVALUATION OF MINIMUM REQUIREMENTS - (Maximum Points: 25)**

The purpose of this phase is to determine if each proposal is sufficiently responsive to the Request for Proposals to permit a complete evaluation of the Personnel, and Cost Proposal. Failure to comply shall deem the proposal nonresponsive and subject to rejection without further consideration. The OPLC reserves the right to waive minor irregularities.

The minimum requirements for the proposal to be given consideration are:

- The proposal must be received before the closing date of May 21, 2018.
- The proposal must contain explanation and disclosure of all services.
- The proposal must contain a Transmittal Letter.

**2. EVALUATION OF THE ORGANIZATION - (Maximum Points: 20)**

Only those proposals passing the minimum requirements will be considered. The OPLC reserves the right to reject any and all proposals.

The OPLC will evaluate the experience, corporate resources, and corporate qualifications of the bidder. The OPLC will determine to what extent the organization has the capabilities to take on the additional workload that would be generated by this contract and the bidder's financial ability to undertake the contract. References will be checked.

**3. EVALUATION OF SCOPE OF WORK - (Maximum Points: 40)**

The scope of work specifications as set forth in the RFP will be evaluated to determine whether the requirements are met.

**4. EVALUATION OF THE COST PROPOSAL - (Maximum Points: 40)**

The corresponding cost proposal will be examined to determine if the cost meets all minimum requirements and its calculation are accurate. Any contract that is incomplete or in which there are significant inconsistencies or inaccuracies may be rejected by the OPLC. The OPLC reserves the right to reject any and all contracts.