



State of New Hampshire
Department of Health and Human Services

REQUEST FOR INFORMATION

FOR

Solutions to Support Reduction of SNAP Error Rate

RFI-2027-DES-02-SOLUT

RELEASE DATE: September 3, 2026



Request For Information

1. Overview and Purpose

1.1 Overview

The New Hampshire Department of Health and Human Services (the "Department") is issuing this Request for Information (RFI) to solicit information ("response" or "submission") from qualified vendors regarding potential products, tools, training, services, and innovative solutions that may assist the Department in reducing error rates within the Supplemental Nutrition Assistance Program (SNAP).

The Department seeks information about solutions that can help identify, mitigate, and prevent SNAP payment errors as well as strengthen program accuracy and improve case processing. The Department uses an integrated eligibility system and is interested in learning about a wide range of capabilities, including, but not limited to, those that support:

- 1.1.1 Staff training, guidance tools, and decision support resources.
- 1.1.2 Quality control case analysis, predictive analytics, and error trend visualization.
- 1.1.3 Eligibility policy interpretation tools or automation that reduces manual errors.
- 1.1.4 Case review tools, measurement methodologies, and workflow optimizations.
- 1.1.5 Client communication tools that improve accuracy of reported information.
- 1.1.6 Data analysis tools and predictive analytics to determine potential error cases for review.
- 1.1.7 Any other technology, service, or methodology that could contribute to lowering SNAP error rates.

1.2 Purpose

The primary objective of this RFI is to collect information to inform the Department's planning and decision making with regards to reducing error rates within SNAP. The Department encourages vendors to present established solutions, emerging technologies, and creative approaches that may improve accuracy and reduce administrative burden.

2. Background

- 2.1 The Department administers SNAP consistent with a commitment to accuracy, timeliness, and consistency in eligibility determination and benefit issuance. With recent updates to federal and state cost-sharing, the State of New Hampshire remains focused on continuously reducing SNAP error rates to ensure the highest standards of benefit administration.

As the Department assesses its existing processes, technologies, staffing approaches, and oversight functions, the Department seeks to understand the full spectrum of available solutions, both established and emerging, that may help reduce eligibility and payment errors. These may include concepts related to technology



modernization, operational improvements, analytic capabilities, training methods, quality control enhancements, or any other approach that vendors believe could contribute meaningfully to reduction of both agency caused and client caused errors.

3. RFI Questions and Additional Information

3.1 Note to Respondents:

3.1.1 The State is seeking a better understanding in the areas listed below and requests interested Respondents provide responses to the following questions, as applicable.

3.1.2 Respondents **may respond to some or all of the questions below**. Responses to all questions are encouraged but not required. Please label responses according to the question being addressed.

3.2 Questions

3.2.1 Describe your proposed solution that may assist in reducing error rates within SNAP. What types of tools, systems, products, services, or methods could support more accurate eligibility decisions or reduce the likelihood of payment errors?

3.2.2 Describe how the solution supports the reduction of SNAP error rates, the anticipated time needed to implement the solution, and the anticipated time to see return on investment.

3.2.3 Describe your solution's key functions, technologies, AI capabilities, or methodologies used to address eligibility and payment errors.

3.2.4 Provide high-level information on deployment models, integration needs, timelines, scalability, level of effort, or other implementation considerations for your solution(s). Include an explanation of how your solution could help identify errors earlier or prevent them from occurring.

3.2.5 Would your solution integrate with or complement existing state systems and processes? Please also indicate and describe if your solution could also be leveraged or adapted for other State-administered eligibility programs.

3.2.6 How does the solution help identify root causes of errors, measure improvements, monitor progress, and meet all SNAP regulations and data security standards?

3.2.7 What improvements to workflow, staff support, quality control, or case oversight might be achieved through your approach?

3.2.8 Describe your experience in supporting other state or federal programs, especially those with complex eligibility or compliance requirements. What states did you work with and explain how your solution has affected their error rate?

3.2.9 Provide general cost structure, pricing ranges, or licensing models, if available.

3.3 Sole Point of Contact

New Hampshire Department of Health and Human Services

Solutions to Support Reduction of SNAP Error Rate



The Sole Point of Contact for this RFI, relative to this submission of requested information is:

State of New Hampshire
Department of Health and Human Services
Molly Oliver
Molly.S.Oliver@dhhs.nh.gov

Other state personnel are NOT authorized to discuss this RFI before the submission deadline. The State will not be held responsible for verbal responses to vendors regardless of source.

3.4 RFI Timetable

RFI Release Date: 09/03/2026

RFI Responses Due Date: 10/01/2026 12:00PM EST

The State reserves the right to modify these dates at its sole discretion.

3.5 Respondent Inquiries

3.5.1 All inquiries about this RFI, including but not limited to requests for clarification, may be made in writing, citing the RFI page number and part or subpart, and submitted to the Sole Point of Contact identified in Subsection 3.3.

3.5.2 Any inquiries must be submitted by e-mail; however, the Department assumes no liability for assuring accurate and complete e-mail transmissions.

3.5.3 The Department may not acknowledge receipt of questions.

3.5.4 The Department will only respond to inquiries that are understood and relevant to this RFI.

3.5.5 Statements that are not questions will not receive a response.

3.5.6 Any verbal answers given are non-binding.

3.6 RFI is not an RFP

3.6.1 This RFI is for informational purposes only and is not intended to result in a contract or vendor agreement with any Respondent. This RFI is not a Request for Proposals, Bids, or Applications. The State is seeking insight and information prior to finalizing business, functional, operational, and technical requirements before considering the publishing of a Request for Proposal (RFP).

3.6.2 This RFI does not commit the State to publish a competitive solicitation or award a contract. The issuance of an RFP or other competitive solicitation, as a result of information gathered from these responses, is solely at the discretion of the State. If an RFP or other competitive solicitation is issued, it will be open to all qualified vendors whether those vendors choose to submit a response to this RFI. This RFI is not a pre-qualification process.

3.7 Respondent Presentations and Discussions



The Department may request that Respondents provide presentations based upon their submission. There is no guarantee that a Respondent will be asked to provide a presentation. Any and all costs associated with a presentation shall be borne entirely by the Respondent. Respondents may be requested to provide demonstrations to **expound upon their responses and** proposed solutions. Respondent presentations are for informational purposes only and do not confer any additional status upon a vendor for any future or potential competitive solicitation or contract.

3.8 RFI Amendment

The Department reserves the right to amend this RFI, as it deems appropriate prior to the submission deadline on their own initiative or in response to issues raised through inquiries. In the event of an amendment to the RFI, the Department, at its sole discretion, may extend the submission deadline. The amended language will be posted on the Department Internet site.

3.9 Submission Instructions

3.9.1 Respondents are asked to examine all documentation and other requirements.

3.9.2 The Department requests that submissions conform to all instructions, conditions and requirements included in the RFI.

3.9.3 Submissions should be received by the date and time specified in the RFI Timetable, Subsection 3.4. Submissions may be emailed to the Sole Point of Contact at the following email addresses:

3.9.3.1 To: rfox@dhhs.nh.gov

3.9.3.2 Cc: Molly.S.Oliver@dhhs.nh.gov

3.9.4 Please include the following information in the subject line: RFI-2027-DES-02-SOLUT (email xx of xx).

3.9.5 The maximum size of file attachments per email is 25 MB. Proposals with file attachments exceeding 25 MB may be submitted via multiple emails.

3.10 Outline and Detail

3.10.1 The Transmittal Cover Letter - The Respondent shall submit a Transmittal Cover Letter in the following manner:

3.10.1.1 On the Respondent's organization's letterhead;

3.10.1.2 Identify the name, title, telephone number, and e-mail address of the person who will serve as the Respondent's representative for all matters relating to the RFI;

3.10.2 Table of Contents - The required elements of the RFI response may be numbered sequentially and represented in the Table of Contents.

3.10.3 RFI Responses - Responses to the RFI questions above must be limited to 20 pages of text. The page limit excludes the cover page and table of contents.



3.10.4 Appendix (optional) - Respondents may include an appendix containing exhibits and diagrams. There is no page limit to the appendix.

3.11 Non-Collusion

The Respondent's required signature on the Transmittal Cover Letter for a submission in response to this RFI guarantees they have been established without collusion with other vendors and without effort to preclude the Department from obtaining the best possible competitive proposal in the event the Department publishes a Request for Proposals or other competitive solicitation.

3.12 Prohibition on Collaborative Submissions

Submissions may only be submitted by one organization.

3.13 Property of the Department

All material property submitted and received in response to this RFI will become the property of DHHS and will not be returned to the respondent. The Department reserves the right to use any information presented in any submission provided that its use does not violate any copyrights or other provisions of law.

3.14 RFI Response Withdrawal

Prior to the closing date for receipt of submissions, a submission may be withdrawn by submitting a written request for its withdrawal to Sole Point of Contact identified in Section 3.3.

3.15 Public Disclosure

3.15.1 Any information submitted as part of a response to this RFI may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, may an RFP be published by the Department, and a contract awarded, that information will be made accessible to the public online via the website [Transparent New Hampshire](https://www.nh.gov/transparent). Accordingly, business financial information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas are exempt from public disclosure under RSA 91-A:5, IV.

3.15.2 Insofar as a Respondent seeks to maintain the confidentiality of its confidential commercial, financial or personnel information, the Respondent may clearly identify in writing the information it claims to be confidential and explain the reasons such information may be considered confidential. This may be done by separate letter identifying by page number and RFI section number the specific information the Respondent claims to be exempt from public disclosure pursuant to RSA 91-A:5.

3.15.3 Each Respondent acknowledges that the Department is subject to the Right-to-Know Law New Hampshire RSA Chapter 91-A. The Department shall maintain the confidentiality of the identified confidential information insofar as it is consistent with applicable laws or regulations, including but not limited to New Hampshire RSA Chapter 91-A. In the event the Department receives a request for the information identified by a Respondent as confidential, the Department shall notify the Respondent and specify the date the Department



intends to release the requested information. Any effort to prohibit or enjoin the release of the information shall be the Respondent's responsibility and at the Respondent's sole expense. If the Respondent fails to obtain a court order from a court of competent jurisdiction enjoining the disclosure, the Department may release the information on the date the Department specifies in their notice to the Respondent without incurring any liability to the Respondent. The Respondent is strongly encouraged to provide a redacted copy of their Proposal.

3.16 Liability

Respondents agree that in no event shall the State be either responsible for or held liable for any costs incurred by a Respondent in the preparation or submittal of or otherwise in connection with their RFI response.