

**RFP 2018-062 A Network for Support
Questions and Responses August 8, 2017**

#	Question	From	Response
1	Does this project involve any network connectivity work or can we assume the NH state will provide every Internet connectivity?	Stevens	We are anticipating a web application that should be accessible through any common browser. This system will be vendor hosted and supported with no NH network connectivity required.
2	We are a relatively new company (less than a year-old) but with extensive industry experience and abreast with new technologies and software programs and tools. Obviously, we cannot attach financial statements. Can we still eligible to participate in this RFP?	Stevens	The RFP respondents will be required to provide a Certificate of Good Standing from the State Of New Hampshire. (address the financial statements Leslie Mason)
3	Can you please elaborate on “promoting electronic transactions, and centralized common services (security, e-payment, content search)”?	Stevens	RFP A-2.2 Future Systems Environment. This section of the RFP specifies that electronic transactions are required where possible (ie: to avoid data transferred in paper format). It is expected the vendor will provide data to local schools in electronic format upon completion of the contract. E-payments are not applicable in this case. Electronic content search should be available via normal web-based methods.
4	Different types of users and their requirements? Appreciate if you could please provide use cases of different users.	Stevens	It is expected the system will have the capacity to accommodate various user roles such as DOE Admin, DOE General User, LEA Admin, LEA General User, etc. The specific roles and application functionality will be determined during the design and development process.
5	Does the future solution have to interface with other systems/databases/others?	Stevens	The system will need to complete an initial data import of historical information on school level improvement plans and other associated documents/information. No system or other interfaces are required.
6	According to “H-25.12.5 Access/Cooperation” is it fair to assume that all hardware needed to run the new/prospective application will be provided by DOE of NH?	Stevens	No. The vendor is required provide all hardware, software, and network infrastructure to host the system in its entirety following security requirements, ADA compliance, and other requirements outlined in the RFP.

7	<p>We need guidance and perspective on how to interpret differences between the original list of business requirements and the new one.</p> <p>For example, the old version states that Innovation Plans must only be accessible by DOE employees. The new version does not state this. Is this still a requirement?</p> <p>For example, the old version makes reference to a research base, the new version does not. Is a research base no longer required?</p> <p>If yes, our question from the last vendor conference still stands: 'Research base with practices tied to evaluative criteria' - how do you want USERS to interact with these practices and what are expectations for PROVIDERS in terms of providing access to this versus actively curating this?</p>	2REVS	<p>The current published RFP supersedes the original RFP.</p> <p>User roles and access will be further identified and defined during the design phase of the project.</p> <p>The new RFP makes reference to a research base in section 1.1.</p> <p>A research base is required.</p> <p>LEAs need to implement research based practices in their school improvement plans. For a research base to exist an evaluation process must take place.</p>
8	<p>Please explain biz-req A2.7 “establish ability to expire passwords”. Are you looking for standard security measures where sessions time-out, or are you looking for the ability to delete a user's password? (Or something else)?</p>	2REVS	<p>Section A2.7 is specifically addressing the requirement that user passwords must expire in accordance with State of NH policy. This policy will be provided upon contract award.</p>
9	<p>For biz-req T1.5, please provide details on which data is to be encrypted and what are the “required tools” that are mentioned?</p>	2REVS	<p>Encryption is required when data contains personally identifiable information (PII). The “required tools” refers to any common industry standard encryption/decryption tool.</p>
10	<p>Biz-req H1.9 - please explain the details of the VPN requirement. Who will need a VPN, at what time, and for what purpose?</p>	2REVS	<p>In the possibility of a future event requiring access by DOE to the new system, a secure VPN access will be provided by the vendor.</p>
11	<p>Biz-req H5.13 - please explain the details of the FTP site. What is the state’s purpose for this?</p>	2REVS	<p>An initial data load of existing/historical data will be required to be available in the new system. This will be provided to the vendor through a secure FTP site. Future data transfers may be required and would use the same process.</p>
12	<p>Biz-req A1.1 - Open standards - From where will you want to access the data and are there specific protocols, authentications and exceptions?</p>	2REVS	<p>Yes. Please refer to State of NH RSA 21-R:10 Open Standards for details.</p>
13	<p>Biz-req A1.3 - Can you explain why a specific version of a browser, which is updated at least once a year, would be the specific requirement, and not a requirement that the platform should be compatible with the software that is on an individual user’s computer? (We would argue for the latter so that we can make sure we're compatible with each user's system, not static browsers - is this permissible?)</p>	2REVS	<p>The web-based solution should be compatible with all web browsers including Internet Explorer, Chrome, Firefox, and Safari. The standards used to develop the software should be in conformance with the World Wide Web Consortium (W3C) standards (http://www.w3.org/standards/). The W3C standards address HTML, CSS, and XML development methods that are in conformance with the standards.</p>
14	<p>P18 5.4.1 "adapts to the NHDOE and school</p>	2REVS	<p>The system must allow for typical file types and</p>

	district systems" - what does this mean? Is this point focused on something along the lines of single sign-on, wholesale integration, or other? Please kindly provide more detail.		formats, such as allowing upload of word documents, etc. The system must have the capacity identify different role types and permission. The system must maintain the associations between schools, districts, and SAUs and the associated role permissions.
15	P18 5.4.1 Can you clarify "ease of system modification, integration and data storage"? Integration with what? Data storage of what?	2REVS	Existing district plan must be provided to LEAs, stored for LEAs, and maintain the capacity to be modified. Additionally, school, district, and SAU current and historical association must be maintained.
16	Appendix D topic D3 "Transfer of existing school data to the current system" - please kindly specify the type of school data desired to be transferred.	2REVS	The school, district, and SAU associations will need to be imported, as well as modification to this structure as needed. Additionally, the school improvement plans and all associated data will need to be imported.
17	We would like to better understand the pricing structure. Can you clarify your expectations around the budget- we can price the cost of the technology enhancements, our costs around project management and ongoing supports. Beyond that, we need much greater clarity around pricing items like work planning and assumptions we are being asked to make for the state team. We find this confusing and need additional clarifications. Thanks!!	2REVS	Yes. Please refer to the funding tables in the RFP Appendix F. Pricing Worksheets
18	What are the expectations of Project Manager to be physically present on site	Mark	The Project Manager is not required to be on site but must be available during normal business hours, 8:00 to 5:00 pm eastern.
19	Is the project software based or is there network solution expected	Stevens	The vendor is required to host a software solution.
20	Proposed project unite 2 systems - would like to learn more about these systems	Mark	The two systems are accessible at: http://www.indistar.org/ https://www.2revolutions.net/
21	A 2.2 Future System Environment - security. Wants more info	Stevens	Duplicate of
22	pg 27 Keys to Innovation - are the defined and available	Mark	Yes. These will be provided as a separate posting, titled: <i>New Hampshire/Steps to Success, Indicator Report – School Indicators</i>
23	pg 31 User Training - can it be provided virtually and asynchronously	Mark	Yes, training can be provided virtually and asynchronously
24	# Users and types ie: admin/director/general	Stevens	Duplicate of #7
25	Use case scenarios as it relates to user types in 14 above. Role permissions, etc	Stevens	User roles and access will be further identified and defined during the design phase of the project.
26	Does system need to interface with other systems and databases	Stevens	Duplicate of #5
27	Interpret Business Requirements Innovation Plans old vs new. Old ones must only be	Elizabeth	Duplicate of #7

	accessible by dept staff, the new one does not have that requirement. What are the requirements? Discrepancies between the two. The old stated there was a research based component but this is not in the new		
28	Detail of what data must be encrypted	Elizabeth	Duplicate of #9
29	VPN requirements - please explain when/why and for whom Section H FTP site - is this required/applicable and for what	Elizabeth	Duplicate of #10
30	Open Standards - protocol for authentication? From where they submit data, are there protocols?	Elizabeth	Duplicate of #12
31	Browser version - why develop to specified browser version and not version xx and higher	Elizabeth	Duplicate of #13
32	Expire passwords - need to fully understand.	Elizabeth	Duplicate of #8