

## Project Scope and Boundaries

- Can you provide the current system architecture documentation and technology stack details? **We do not have system architecture documentation.**
- Are there specific Administrative Rule Changes already identified, or will these be determined during the project? **Rule changes are ongoing and beyond our control.**
- Is there an existing backlog of enhancements and bugs? If so, can we review it to understand the volume and complexity? **There is an existing backlog that lists what we have identified in general terms. There are approximately twelve broad categories. We cannot share the specific categories out due to confidentiality concerns.**
- What is the expected timeline for completing all deliverables? Are there specific priorities or phasing requirements? **This is a three-year contract. Specific priorities and phasing requirements will arise over the course of the contract, dependent upon statutory and/or administrative rule changes.**

## Integration Points

- What specific integrations exist between EIS and other systems (like SEEDS) that must be maintained? **There is an integration with the following: MyNHDOE; the test database; iNHDEX; NASDTEC; payment processing vendor.**
- Are there documented APIs or interfaces for these integrations? **These are not our systems so we do not have documentation.**
- What data needs to be shared with ESP for the critical shortage survey integration? **Educator assignments.**
- What security protocols must be followed for sharing criminal background check information? **We do not know at this time, because we don't know ultimately what will be shareable information.**

## Support and Maintenance

- What are your expectations regarding response times for different severity levels of issues? **There are some issues that must be responded to immediately, and other issues that may be prioritized.**
- What is the current system uptime, and what is the target uptime? **Over the last 10 years, we have had nearly 100% uptime, with several rare instances of downtime not exceeding half a day.**
- What are the allowable maintenance windows? **Deployments are undertaken outside of regular business hours. There is no scheduled maintenance window.**
- Will the vendor be responsible for production deployments, or will NHED staff handle this? **This is undetermined at this time. Currently NH DoIT is responsible for deployments to production, but a future system change may result in vendors being directly responsible for deployment.**

## Reporting Requirements

- Can you provide examples of the Title II reports that need to be generated through the dashboard? **Please see the Title II website for standard reports.**
- What financial projections need to be supported by the system? **Credential type and fee collection data over time.**
- What specific data visualization capabilities are required for reports? **We do not have specific requirements regarding data visualization capabilities.**

- Are there specific compliance reports that must be generated? **There are 15 to 20.**

### **User Volume and Training**

- How many concurrent users does the system need to support? **This has indeterminable. We have never found ourselves to be exceeding the number concurrent users.**
- Are there different user roles with varying permissions? **Yes.**
- Will the vendor be responsible for training staff on the updated system? **Yes.**
- How many educators and SAUs (School Administrative Units) use the system? **Potentially all who hold an account (approximately 150K) and all public schools, charter schools, and many non-public schools.**

### **Data Migration**

- Is data migration from the current system required? **Undetermined at this time.**
- Are there data quality issues that need to be addressed during migration? **There would likely be issues that would need to be addressed if there were a data migration.**
- What is the volume of historical data that needs to be maintained? **We are required by administrative rule to maintain all credentialing records indefinitely.**

### **Budget and Funding**

- Is there a defined budget for this project? If so, can you provide the budget range? **There is not a defined budget. The vendor should submit a detailed budget that enables them to adequately meet all of the deliverables outlined in the RFP.**
- Are there any restrictions or guidelines regarding the allocation of the budget? **The annual budget is subject to the availability of continued appropriation of funds in the future operating budget.**

### **Existing Vendor Information**

- Is there a current vendor providing similar services under an existing (or recently expired) contract? **Yes.**
- If so, can you provide details about the existing vendor and the scope of their work? **All details regarding the existing vendor and scope of work are public documents located on the State procurement website.**
- Do you anticipate that the existing vendor will submit a bid? **Unknown.**
- How will the presence of an existing vendor impact the evaluation of new proposals? **All proposals will be blindly evaluated by a team of reviewers.**

### **Site Visits and Meetings**

- What expectations are there for onsite meetings? Can all/most/some work be completed remotely? **The expectation is that there will be on-site visits, to provide the developers an opportunity to see the work processes in action. The expectation would be that there would be on-site meetings early in the contract, in addition to annual meetings. Most work can be completed remotely. There is also an expectation that there is an ongoing weekly remote meeting with vendor developers and staff.**
- Will there be opportunities for site visits or pre-proposal meetings to better understand the project requirements? **No.**
- If so, what are the dates and details for these visits or meetings? **Not applicable.**