

STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION

TRAFFIC DATA MANAGEMENT SYSTEM

RFP 2015-091

RFP ISSUED.....01/12/2015, 1:30 PM ET

VENDOR CONFERENCE.....01/28/2015, 1:30 PM ET

AT: NH DOT, John O Morton Building, Room 112/113, 7 Hazen Drive Concord, NH, 03302

STATE POINT of CONTACT..... Robert Bollinger
rbollinger@dot.state.nh.us
603-271-8010(Tel)

CONTRACT TYPE.....FIRM FIXED PRICE

PROPOSALS DUE.....03/17/2015 2:30 PM ET

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

1. INTRODUCTION

The State of New Hampshire, acting through the New Hampshire Department of Transportation (NHDOT), is releasing this Request for Proposal (RFP) to procure all services associated with the implementation of a new Transportation Data Management System to replace a current in-house developed Access Database application for storing, processing, and reporting traffic data. It is assumed (but not required) that a Commercial-Off-the shelf (COTS) web based system, with configurations and/or customizations will be proposed to meet the NHDOT business requirements. Ideally, a hosted solution would be proposed by the Vendor with a GIS interface to the current version of the Department's ESRI/ArcMap and Google Maps.

NHDOT collects statewide traffic data in a co-operative effort with the Regional Planning Commissions to meet the requirements of the Federal Highway Administration Federal-Aid Policy Guide (FHWA FAPG) 23 CFR 500B.

<https://www.fhwa.dot.gov/legregs/directives/cfr23toc.htm>

The proposed solution must support the NHDOT Traffic Monitoring System described below:

- A continuous traffic count (CTC) program of approximately 63 sites.
- A Weigh-in-Motion (WIM) program of approximately 7 sites.
- A coverage count program of approximately 6000 short term automatic traffic recorder (ATR) volume, classification, and speed counts on a 3 to 6 year cycle.
- A turning movement count program of approximately 100 per year.
- A manual classification program of approximately 50 per year.

1.1 Contract Award

The State plans to execute a Firm Fixed Price (FFP) Contract as a result of this RFP. If an award is made, it shall be made based upon evaluation of the submitted proposals in accordance with the review process outlined in Section 5 below. The award will be based upon criteria, standards, and weighting identified in this RFP.

1.1.1 Non-Exclusive Contract

Any resulting Contract from this RFP will be a non-exclusive Contract. The State reserves the right, at its discretion, to retain other vendors to provide any of the Services identified under this procurement.

If a Contract is awarded, the Vendor must obtain written consent from the State before any public announcement or news release is issued pertaining to any Contract award. Such permission, at a minimum, will be dependent upon approval of the Contract by Governor and Executive Council of the State of New Hampshire.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

1.2 Contract Term

Time is of the essence in the performance of a Vendor's obligations under the Contract.

The Vendor shall be fully prepared to commence work by July 2015 after full execution of the Contract by the parties, and the receipt of required governmental approvals, including, but not limited to, Governor and Executive Council of the State of New Hampshire approval ("Effective Date").

The Vendor's initial term will begin on the Effective Date and extend through 06/30/2017. The term may be extended annually up to an additional six years ("Extended Term") at the sole option of the State, subject to the parties prior written agreement on applicable fees for each extended term, up to but not beyond June 30, 2023.

The Vendor shall commence work upon issuance of a Notice to Proceed by the State.

The State does not require the Vendor to commence work prior to the Effective Date; however, if the Vendor commences work prior to the Effective Date and a Notice to Proceed, such work shall be performed at the sole risk of the Vendor. In the event that the Contract does not become effective, the State shall be under no obligation to pay the Vendor for any costs incurred or Services performed; however, if the Contract becomes effective, all costs incurred prior to the Effective Date shall be paid under the terms of the Contract.

1.3 Overview of Project or High Level Statement of Work

The Vendor will be responsible for all aspects of the Project, including, but not limited to:

- All Services, Software, configuration, and development associated with the Implementation of the Traffic Data Management Systems and its associated business process impacts. These Services are further detailed in Appendix C: *System Requirements and Deliverables*.
- Overall support and coordination, analyzing and defining business process improvements, configuring, migrating, interfacing/integrating with other agency systems, data transformation, user training, testing and System support Services.
- Ensuring that the Project Development Systems are successfully implemented in the State's environment.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

1.4 Subcontractors

The Vendor shall identify all Subcontractors to be provided to deliver required Services subject to the terms and conditions of this RFP, including but not limited to, in Appendix H Section H-25: *General Contract Requirements* herein and Appendix H: *State of New Hampshire Terms and Conditions* of this RFP.

The Vendor shall remain wholly responsible for performance of the entire Contract regardless of whether a Subcontractor is used. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from any Contract.

2. SCHEDULE OF EVENTS

The following table provides the Schedule of Events for this RFP through Governor and Council approval and Notice to Proceed.

EVENT	DATE	TIME
RFP released to Vendors (on or about)	01/12/2015	1:30PM
Vendor Inquiry Period begins (on or about)	01/12/2015	
Notification to the State of the number of representatives attending the Optional Vendor Conference	01/26/2015	
Optional Vendor Conference; location identified in <i>General Instructions</i> , Section 4.3	01/28/2015	1:30PM
Vendor Inquiry Period ends (final inquiries due)	01/30/2015	
Final State responses to Vendor inquiries	02/03/2015	
Final date for Proposal submission	03/17/2015	2:30PM
Invitations for oral presentations	03/25/2015	
Vendor presentations/discussion sessions/interviews, if necessary	Week of 04/20/2015	
Anticipated Governor and Council approval	June 2015	
Anticipated Notice to Proceed	July 2015	

3. SOFTWARE, REQUIREMENTS AND DELIVERABLES

3.1 Software

The State seeks Commercial-Off-the-Shelf (COTS) Software with customization or alternative proposed system for this Contract. Each Proposal must present Software that can fully support the required functionality listed in Appendix C: *System Requirements and Deliverables*.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

3.2 Requirements

3.2.1 Appendix B: *Minimum standards for Proposal Consideration*, compliance with System requirements, use of proposed Software, Vendor Implementation experience, and proposed Project Team.

3.2.2 Appendix C: *System Requirements and Deliverables*

3.2.3 Appendix D: *Topics for Mandatory Narrative Responses* for Software, technical, Services and Project Management topics.

3.2.4 Appendix E: *Standards for Describing Vendor Qualifications* including Vendor corporate qualifications, team organization and key staff, Project Manager, and other key staff candidates' qualifications.

3.3 Deliverables

The State classifies Deliverables into three (3) categories: Written Deliverables, Software Deliverables, and Non-Software Deliverables. Pricing and scheduling information requirements for these deliverables are provided in Appendix F: *Pricing Worksheets*. A set of required Deliverables as well as a list of Requirements for these Deliverables is detailed in Appendix C: *System Requirements and Deliverables*. Appendix D: *Topics for Mandatory Narrative Responses* solicits responses, which will expound on the Vendors' understanding of the Implementation process, the manner of Service delivery and experience with similar projects related to the Software, technical Services, and Project Management topics.

4. INSTRUCTIONS

4.1 Proposal Submission, Deadline, and Location Instructions

Proposals submitted in response to this RFP must be received by the New Hampshire Department of Transportation, no later than the time and date specified in Section 2: *Schedule of Events*. Proposals must be addressed to:

**State of New Hampshire
Department of Transportation
c/o Robert Bollinger, Bureau of Traffic
18 Smokey Bear Blvd
Concord, New Hampshire 03302-0483**

Cartons containing Proposals must be clearly marked as follows:

**STATE OF NEW HAMPSHIRE
Department of Transportation
RESPONSE TO NHDOT RFP 2015-091
Traffic Data Management System**

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

Late submissions will not be accepted and will remain unopened. Delivery of the Proposals shall be at the Vendors' expense. The time of receipt shall be considered when a Proposal has been officially documented by the Department of Transportation, in accordance with its established policies, as having been received at the location designated above. The State accepts no responsibility for mislabeled mail. Any damage that may occur due to shipping shall be the Vendor's responsibility.

Vendors are permitted to submit **only one (1)** Proposal in response to this RFP, copies to be individually numbered.

All Proposals submitted in response to this RFP must consist of:

- a. One (1) original and six (6) clearly identified copies of the Proposal, including all required attachments,
- b. One (1) copy of the *Proposal Transmittal Form Letter* (described in Section 4.18.2: *Transmittal Form Letter*, herein) shall be signed by an official authorized to legally bind the Vendor and shall be marked "ORIGINAL."
- c. One (1) electronic copy on CD ROM in MS WORD format.

The original and all copies shall be bound separately, delivered in sealed containers, and permanently marked as indicated above. A Vendor's disclosure or distribution of its Proposal other than to the State will be grounds for disqualification.

The cost Proposal (one (1) original and six (6) clearly identified cost copies) must be packaged separately from the original Proposal, labeled clearly and sealed.

4.2 Proposal Inquiries

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be emailed, citing the RFP title, RFP number, page, section, and paragraph and submitted to the following RFP State Point of Contact:

Robert Bollinger, P.E. PTOE, Traffic Operations Engineer
NHDOT Bureau of Traffic
18 Smokey Bear Blvd
Concord, New Hampshire, 03302-0483
Telephone: (603) 271-8010
Email: rbollinger@dot.state.nh.us

Vendors are encouraged to submit questions via email; however, the State assumes no liability for assuring accurate/complete email transmission/receipt and is not responsible to acknowledge receipt. The subject line on email questions should contain the following:

RFP 2015-091 Traffic Data Management System Questions

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

Inquiries must be received by the RFP State Point of Contact (see above) no later than the conclusion of the Vendor Inquiry Period (see Section 2: *Schedule of Events*). Inquiries received later than the conclusion of the Vendor Inquiry Period shall not be considered properly submitted and will not be considered.

The State intends to issue official responses to properly submitted inquiries to all respondents on or before the date specified in Section 2: *Schedule of Events*; however, this date may be subject to change at the State's discretion. The State may consolidate and/or paraphrase questions for sufficiency and clarity. The State may, at its discretion, amend this RFP on its own initiative or in response to issues raised by inquiries, as it deems appropriate. Oral statements, representations, clarifications, or modifications concerning the RFP shall not be binding upon the State. Official responses will be made in writing.

4.2.1 Restriction of Contact With State Employees

From the date of release of this RFP until an award is made and announced regarding the selection of a Vendor, all communication with personnel employed by or under contract with the State regarding this RFP is forbidden unless first approved by the RFP State Point of Contact listed in Section 4.2: *Proposal Inquiries*. State employees have been directed not to hold conferences and/or discussions concerning this RFP with any Vendor during the selection process, unless otherwise authorized by the RFP State Point of Contact.

4.3 Vendor Conference

A **non-mandatory** Vendor Conference will be held at the following location on the date and at the time identified in Section 2: *Schedule of Events*:

NH Department of Transportation
John O. Morton Building
7 Hazen Drive
Room 112/113
Concord, NH, 03302-0483

All Vendors who intend to submit Proposals are encouraged to attend the Vendor Conference. For Vendors who are unable to be physically present at the location the Department will facilitate conference calling options. Vendors are requested to RSVP via email by the date identified in Section 2: *Schedule of Events*, indicating the number of individuals who will attend or participate in the Vendor Conference.

Vendors are allowed to send a maximum number of two (2) representatives.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

Vendors will have an opportunity to ask questions about the RFP and the State will make a reasonable attempt to answer questions it deems appropriate. **Questions may include, without limitation, a request for clarification of the RFP; a request for changes to the RFP; suggestions or changes to the RFP that could improve the RFP competition or lower the offered price; and to review any applicable Documentation.**

Vendors are encouraged to email inquiries at least twenty-four (24) hours prior to the Vendor Conference. No responses will be given prior to the Vendor Conference. Oral answers will not be binding on the State. The State's final response to Vendor inquiries and any requested changes to terms and conditions raised during the Vendor Inquiry Period will be posted to the website by the date specified as the final State responses to Vendor inquiries as specified in Section 2: *Schedule of Events*. Vendors are responsible for any costs associated with attending the Vendor Conference.

4.4 Alteration of RFP

The original RFP document is on file with the State of New Hampshire, Department of Administrative Services. Vendors are provided an electronic version of the RFP. Any alteration to this RFP or any file associated with this RFP is prohibited. Any such changes may result in a Proposal being rejected.

4.5 RFP Addendum

The State reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an Addendum to this RFP, the State, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

4.6 Non-Collusion

The Vendor's signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and Services quoted have been established without collusion with other Vendors and without effort to preclude the State from obtaining the best possible competitive Proposal.

4.7 Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Section 2: *Schedule of Events*, or until the Effective Date of any resulting Contract.

4.8 Property of the State

All material received in response to this RFP shall become the property of the State and will not be returned to the Vendor. Upon Contract award, the State reserves the right to use any information presented in any Proposal.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

4.9 Confidentiality of a Proposal

A Proposal must remain confidential until the Effective Date of any resulting Contract as a result of this RFP. A Vendor's disclosure or distribution of Proposals other than to the State will be grounds for disqualification.

4.10 Public Disclosure

Subject to applicable law or regulations, the content of each Vendor's Proposal shall become public information upon the Effective Date of any resulting Contract. Any information submitted as part of a response to this request for proposal (RFP) may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP will be made accessible to the public online via the website Transparent NH (<http://www.nh.gov/transparentnh/>). Accordingly, business financial information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV. If you believe any information being submitted in response to a request for proposal, bid or information should be kept confidential as financial or proprietary information; you must specifically identify that information in a letter to the agency, and should mark/stamp the materials as such. Marking of the entire Proposal or entire sections of the Proposal (e.g. pricing) as confidential will neither be accepted nor honored. Notwithstanding any provision of this RFP to the contrary, Vendor pricing will be subject to disclosure upon approval of the contract by Governor and Council.

Generally, each Proposal shall become public information upon the approval of Governor and Council of the resulting contract, as determined by the State, including but not limited to, RSA Chapter 91-A (Right to Know Law). The State will endeavor to maintain the confidentiality of portions of the Proposal that are clearly and properly marked confidential. If a request is made to the State to view portions of a Proposal that the Vendor has properly and clearly marked confidential, the State will notify the Vendor of the request and of the date and the State plans to release the records. A designation by the Vendor of information it believes exempt does not have the effect of making such information exempt. The State will determine the information it believes is properly exempted from disclosure. By submitting a Proposal, Vendors agree that unless the Vendor obtains a court order, at its sole expense, enjoining the release of the requested information, the State may release the requested information on the date specified in the State's notice without any liability to the Vendors.

4.11 Security

The State must ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of its information technology resources, information, and services. State resources, information, and services must be available on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and safeguard State networks, Systems and data.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

The State will evaluate the degree to which the proposed System is designed and architected to ensure the confidentiality and integrity of its valued asset, Data.

4.12 Non-Commitment

Notwithstanding any other provision of this RFP, this RFP does not commit the State to award a Contract. The State reserves the right, at its sole discretion, to reject any and all Proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new Proposals under a new acquisition process.

4.13 Proposal Preparation Cost

By submitting a Proposal, a Vendor agrees that in no event shall the State be either responsible for or held liable for any costs incurred by a Vendor in the preparation of or in connection with the Proposal, or for work performed prior to the Effective Date of a resulting Contract.

4.14 Oral Presentations/Interviews and Discussion

The State reserves the right to require Vendors to make oral presentations of their Proposals and/or to make available for oral presentations/interviews the IT consultants proposed to implement the COTS application. All costs associated with oral presentations/interviews shall be borne entirely by the Vendor. Vendors may be requested to provide demonstrations of their proposed Systems as part of their presentations.

4.15 Required Contract Terms and Conditions

By submitting a Proposal, the Vendor agrees that the State of New Hampshire terms and conditions, contained in Appendix H: *State of New Hampshire Terms and Conditions* herein, shall form the basis of any Contract resulting from this RFP. In the event of any conflict between the State's terms and conditions and any portion of the Vendor's Proposal, the State's terms and conditions shall take precedence and supersede any and all such conflicting terms and conditions contained in the Vendor's Proposal.

4.16 Proposal Format

Proposals should follow the following format:

- The Proposal should be provided in a three-ring binder.
- The Proposal should be printed on white paper with dimensions of 8.5 by 11 inches with right and left margins of one (1) inch.
- The Proposal should use Times New Roman font with a size no smaller than eleven (11).
- Each page of the Proposal should include a page number and the number of total pages and identification of the Vendor in the page footer.
- Tabs should separate each section of the Proposal.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

Exceptions for paper and font sizes are permissible for: graphical exhibits, which may be printed on white paper with dimensions of 11 by 17 inches; and material in appendices.

4.17 Proposal Organization

Proposals should adhere to the following outline and should not include items not identified in the outline.

- **Cover Page**
- **Transmittal Form Letter**
- **Table of Contents**
- **Section I:** Executive Summary
- **Section II:** Glossary of Terms and Abbreviations
- **Section III:** Responses to Requirements and Deliverables
- **Section IV:** Narrative Responses
- **Section V:** Corporate Qualifications
- **Section VI:** Qualifications of key Vendor staff
- **Section VII:** Cost Proposal
- **Section VIII:** Copy of the RFP and any signed Addendum (a) - *required in original Proposal only*
- **Section IX:** Appendix

4.18 Proposal Content

4.18.1 Cover Page

The first page of the Vendor's Proposal should be a cover page containing the following text:

**STATE OF NEW HAMPSHIRE
Department of Transportation
RESPONSE TO NHDOT RFP 2015-091
Traffic Data Management System**

The cover page should also include the Vendor's name, contact person, contact telephone number, address, city, state, zip code, fax number, and email address.

4.18.2 Transmittal Form Letter

The Vendor must submit signed Transmittal Form Letter with their response using the Transmittal Form Letter Template provided herewith. Any electronic alteration to this Transmittal Form Letter is prohibited. Any such changes may result in a Proposal being rejected.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

State of New Hampshire Proposal Transmittal Form Letter

Company Name _____

Address _____

To: NH Department of Transportation

Robert Bollinger, P.E. PTOE, Traffic Operations Engineer
Telephone (603) 271-8019
Email: rbollinger@dot.state.nh.us

RE: Proposal Invitation Name: Traffic Data Management System
Proposal Number: 2015-091
Proposal Due Date and Time: March 17, 2015 2:30 PM ET

Dear Sir:

Company Name: _____ hereby offers to sell to the State of New Hampshire the Services indicated in **RFP NH Department of Transportation 2015-091 Traffic Data Management System** at the price(s) quoted in Vendor Response Section VII: *Cost Proposal*, and Appendix F: *Pricing Worksheets*, in complete accordance with all conditions of this RFP and all Specifications set forth in the RFP and in the State of New Hampshire Terms and Conditions outlined in RFP Appendix H: *State of New Hampshire Terms and Conditions*.

Company Signor: _____ is authorized to legally obligate

Company Name: _____.

We attest to the fact that:

The company has reviewed and agreed to be bound by all RFP terms and conditions including but not limited to the *State of New Hampshire Terms and Conditions* in Appendix H, which shall form the basis of any Contract resulting from this RFP; No new terms and conditions have been added and no existing terms and conditions have been deleted in this RFP Proposal.

The Proposal is effective for a period of 180 days or until the Effective Date of any resulting Contract.

The prices quoted in the Proposal were established without collusion with other eligible Vendors and without effort to preclude the State of New Hampshire from obtaining the best possible competitive price; and

The Vendor has read and included a copy of RFP 2015-091 and any subsequent signed Addendum (a).

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

Our official point of contact is

Title _____

Telephone _____,

Email _____

Authorized Signature Printed

Authorized Signature

The rest of the page intentionally left blank.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

4.18.3 Table of Contents

The Vendor must provide a table of contents with corresponding page numbers relating to its Proposal. The table of contents must conform to the outline provided in Section 4.17: *Proposal Organization*, but should provide detail, e.g., numbering, level of detail.

4.18.4 Section I: Executive Summary

The executive summary, which must not exceed five (5) pages, must identify how the Vendor satisfies the minimum standards for consideration, which are described in Appendix B: *Minimum Standards for Proposal Consideration*, to this Request for Proposals. The executive summary will also provide an overview of the Vendor's proposed Solution and Services. Vendors are encouraged to highlight those factors that they believe distinguish their Proposal.

4.18.5 Section II: Glossary of Terms and Abbreviations

The Vendor must provide a glossary of all terms, acronyms, and abbreviations used in its Proposal.

4.18.6 Section III: Responses to System Requirements and Deliverables

System requirements are provided in Appendix C: *System Requirements and Deliverables*.

Using the response tables in Appendix C, the Vendor must document the ability to meet the Requirements and Deliverables of this RFP.

4.18.7 Section IV: Narrative Responses

Section IV solicits narrative responses describing the Software, Technical, Services and Project Management topics defined for this RFP Project. Appendix D: *Topics for Mandatory Narrative Responses* is organized into sections, which correspond to the different Deliverables of the Proposal. Discussion of each topic must begin on a new page.

4.18.8 Section V: Corporate Qualifications

Section V should provide corporate qualifications of all firms proposed to participate in the Project. Specific information to be provided is described in Section E-1: *Required Information on Corporate Qualifications* of Appendix E: *Standards for Describing Vendor Qualifications*.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

4.18.9 Section VI: Qualifications of key Vendor staff

This Proposal section must be used to provide required information on key Vendor staff. Specific information to be provided is described in Sections: E-2: Team Organization and Designation of key Vendor staff; E-3: Candidates for Project Manager; and E-4: Candidates for key Vendor staff Roles, of Appendix E: Standards for Describing Vendor Qualifications.

4.18.10 Section VII: Cost Proposal

The Cost Proposal must include the following:

- The *Activities/Deliverables/Milestones Pricing Worksheet* prepared using the format provided in Table F-1 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided;
- A *Proposed Vendor Staff, Resource Hours and Rates Worksheet* prepared using the format provided in Table F-2 of Appendix F: *Pricing Worksheet* and any discussion necessary to ensure understanding of data provided;
- A *Future Vendor Rates Worksheet* prepared using the format provided in Table F-3 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided;
- A *Software Licensing, Maintenance and Support Pricing Worksheet* prepared using the format provided in Table F-4 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided.
- A *Web Site Hosting, Maintenance, and Support Pricing Worksheet* prepared using the format provided in Table F-5 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided, if Web Hosting is proposed.
- An Equipment Procurement Pricing Worksheet prepared using the format in Table F-6 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided.

NOTE: SECTION VII COST PROPOSAL, MUST BECOME PUBLIC INFORMATION AND AS SUCH SHALL NOT BE MADE CONFIDENTIAL OR PROPRIETARY. PROPOSALS SUBMITTED WITH ALL OR PART OF SECTION VII LABELED CONFIDENTIAL OR PROPRIETARY SHALL NOT BE CONSIDERED RESPONSIVE AND SHALL NOT BE ACCEPTED.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

4.18.11 Section VIII: Copy of the RFP and any signed Addendum (a) - *required in original Proposal only*

4.18.12 Section IX: Appendix- This section provided for extra materials as referenced in Appendix D such as Product Literature, Ad Hoc/Federal Reporting, Interface Standards, Testing (For UAT Plan) and Status Meetings and Reports.

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**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

5. PROPOSAL EVALUATION PROCESS

5.1 Scoring Proposals

Each Proposal will be evaluated and considered with regard to the Solution and Services proposed, qualifications of the Vendor and any Subcontractors, experience, and qualifications of proposed candidates, and cost.

If the State, in its discretion, determines to make an award, the State will issue an intent to award notice to a Vendor based on these evaluations. Should the State be unable to reach agreement with the Vendor during Contract discussions, the State may then undertake Contract discussions with the second preferred Vendor and so on. Such discussions may continue at the sole option of the State, until an agreement is reached, or all Proposals are rejected.

The State will use a scoring scale of 200 points, which shall be applied to the Solution as a whole. Points will be distributed among five (5) factors:

- 20 points - Proposed Software Solution Functionality;
- 70 points - Proposed Software Solution;
- 25 points - Vendors Technical Service and Project Management Experience;
- 10 points - Vendor Company and Staffing Qualifications; and
- 75 points - Solution Cost (Rates and Pricing)
- 200 points - Total Possible Score.

5.2 Rights of the State in Evaluating Proposals

The State reserves the right to:

- a. Consider any source of information in evaluating Proposals;
- b. Omit any planned evaluation step if, in the State's view, the step is not needed;
- c. At its sole discretion, reject any and all Proposals at any time; and
- d. Open Contract discussions with the second highest scoring Vendor, if the State is unable to reach an agreement on Contract terms with the highest scoring Vendor.

5.3 Planned Evaluations

The State plans to use the following process:

- Initial screening;
- Preliminary scoring of the Proposals and reference and background checks;
- Oral interviews and product demonstrations;
- Final evaluation of Proposals.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

5.3.1 Initial Screening

The State will conduct an initial screening step to verify Vendor compliance with submission requirements and to confirm that the Proposal satisfies the conditions defined in Appendix B: *Minimum Standards for Proposal Consideration*. A Proposal that fails to satisfy either submission requirements or minimum standards may be rejected without further consideration.

5.3.2 Preliminary Scoring of Proposals and Reference and Background Checks

The State will establish an evaluation team to initially score Proposals, and conduct reference and background checks.

5.3.3 Oral Interviews and Product Demonstrations

Preliminary scores from the initial evaluation of the Proposals will be used to select Vendors to invite to oral interviews and product demonstrations.

The purpose of oral interviews and product demonstrations is to clarify and expound upon information provided in the written Proposals. Vendors are prohibited from altering the basic substance of their Proposals during the oral interviews and product demonstrations.

For each invited Vendor, the oral interview and product demonstrations will be three hours in length. A highly structured agenda will be used for oral interviews and product demonstrations to ensure standard coverage of each invited Vendor. Information gained from oral interviews and product demonstrations will be used to refine scores assigned from the initial review of the Proposals.

5.3.4 Best and Final Offer

The State reserves the right to request a Best and Final Offer. The State plans to negotiate pricing with the highest scoring Vendor. If an agreement is not reached, the State reserves the right to move on to negotiations with the second-highest scoring Vendor.

5.3.5 Final Evaluation

The State will conduct final evaluations as a culmination of the entire process of reviewing Vendor Proposals and information gathering. After making a preliminary determination of award, the State reserves the right to conduct site visits to a Vendor location and/or government site(s) that utilizes the proposed Software.

5.4 Scoring Detail

The State will select a Vendor based upon the criteria and standards contained in this RFP.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

5.4.1 Scoring of the Proposed Software Functionality

The Vendor's Proposed Software Solution will be allocated a maximum score of 20 points. **Factors include but are not limited to:**

Software Architecture Can the Proposed Solution adapt to our organization or does our organization have to adapt to the Proposed Solution? How does the Proposed Solution fit with our organization's other products and business strategies? Can the Proposed Solution adapt to future organizational changes? Does the Proposed Solution support organizational technical strategies? Can the Proposed Solution easily accommodate any planned or possible growth?

Software Releases – How are future upgrades determined? Is there a cost for upgrades? Are costs shared by user groups or the sole responsibility of the State? Are upgrades performed by the Vendor or State?

Ad Hoc Reporting – Is there an ability to access data and generate Ad Hoc reports? Are there any limitations on data access or tools that can be utilized?

System Security – How and to what degree is the system protected from compromise?

Efficiency of use - How quickly can a user perform a needed task?

User friendliness/usability - How easy is it to learn, is it intuitive? Is its navigation and interface similar to other software used? How steep is the learning curve? Are there Help menus?

Criteria for these scores will be found in but are not limited to:

Proposal Section III: Responses to Requirements and Deliverables Attachment C-2: Requirements, particularly business requirements
Proposal Section IV: Narrative Responses
Vendor Presentation and Demonstration

5.4.2 Scoring of the Proposed Software Solution

The Vendor's Proposed Software Solution will be allocated a maximum score of 70 points. **Factors include but are not limited to:**

Application – Is there a user group for the application? How long has the user group been in operation? What is the user group's market share? Does information flow seamlessly through the Project Development life cycle?

Features- How well does the solution meet the business needs? Does it include Work Flow features?

Compatibility with State Systems - Does the system use technologies similar to other existing State systems, ease of system modification, integration and data storage.

Data Conversion – Is there a well thought out approach for converting data from /to existing systems?

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

System Interfaces – Are all system interfaces included in the proposed solution?

Criteria for these scores will be found in but are not limited to:

Proposal Section III: Responses to Requirements and Deliverables Attachment C-2: Requirements, particularly business requirements

**Proposal Section IV: Narrative Responses
Vendor Presentation and Demonstration**

5.4.3 Scoring of Vendor Technical Service and Project Management Proposal

Vendor proposed Services will be allocated a maximum score of **25** points. Members of the scoring committee will render judgment on the technical merits of how the vendor proposes to carry out the implementation and maintain the solution. The implementation of the solution will require the vendor to customize or configure the application to meet the requirements of the State, monitor and ensure its operation throughout the warranty period and, if maintenance is to be provided, to be a partner in the solution's operation throughout its useful life. Technical details of the system, administrative procedures, how the vendor manages its team, the project and the technical environment will be critical. How compatible the vendor's procedures and technologies are with the State will help us to assess risk both in the short and long term.

Factors include but are not limited to:

Protection of Data – The degree to which continuous operations are insured against unexpected problems and security breaches.

Compatibility with State IT expertise and Training approach- The degree to which the system uses technologies which may be supported by State personnel.

Project Execution - Company procedures facilitate: communication with the State, the early discovery and resolution of problems, efficient and effective operation through implementation and an effective support structure of the system.

Project Management competence- Administrative, management quality control and oversight

Ongoing Operations – Post warranty operation and support

Criteria for these scores will be found in but are not limited to:

Proposal Section IV: Narrative Responses

Proposal Section III: Responses to Requirements and Deliverables Attachment

C-2 – Technical Requirements

Proposed Work Plan

References

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

5.4.4 Scoring of Vendor Company

Vendor Company qualifications will be allocated a maximum score of **5** points. It must be established that the vendor company is capable of carrying out the project through implementation, the warranty period, and the maintenance period.

Factors include but are not limited to:

How long in business – A proven track record of operation for a number of years is a positive sign that the company will continue to support the system.

How many years' experience with this product – The more years of experience a company has with a product or a technology is a positive sign that they will be able to implement and support the system.

Bench Strength and support structures – If the company supports a deeper experience base than the project team and has processes for the project team to be able to consult with and tap this experience base for problem resolution, this is a positive.

References - The measure of a company's worth is more accurate when made by a third party which has successfully partnered with the company on a similar project.

Litigation – The relevance of involvement of the company in litigation is self-explanatory, however circumstances of the litigation should be established before judgments are made.

Financial Strength – Financial strength when measured by financial statements or a rating company is an indication of the company's ability to operate long term and through unexpected problems.

Criteria for these scores will be found in but are not limited to:

Proposal Section V: Corporate Qualifications

References

5.4.5 Scoring of Vendor Staffing Qualifications

Vendor Staff must have the training and experience to support the vendor company's plans to implement and support the System. Vendor Company qualifications will be allocated a maximum score of **5** points.

Factors include but are not limited to:

Staff Training – Staff must have relevant training to carry out the project.

Staff Certifications – Staff may require specific certification to support and configure needed equipment and software.

Staff Experience – Training and certification is important but experience with similar projects will be a major contributor to smooth implementation.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

Size and composition of Vendor Team – Are there sufficient staff resources and sufficient qualifications and experience within the vendor team to carry out the project?

Criteria for these scores will be found in but are not limited to:

Proposal Section VI: Qualifications of Key Staff

Vendor Presentations

References

5.4.6 Scoring the Software Solution Cost

Vendor proposed Software Solution cost will be allocated a maximum score of **75** points. The State will consider both Implementation and subsequent six year license and maintenance costs, provided in Tables F-1: *Activities/Deliverables/Milestones Pricing Worksheet*, F-5: *Software Licensing, Maintenance, and Support Pricing Worksheet* and, F-5: *Web Site Hosting, Maintenance, and Support Pricing Worksheet* or F-6: *Equipment Procurement Pricing Worksheet*. Cost information required in a Proposal is intended to provide a sound basis for comparing costs.

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**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

APPENDIX A: BACKGROUND INFORMATION

A-1 New Hampshire Department of Transportation (NHDOT)

The NHDOT is responsible for providing safe and secure mobility and travel options for all of the state's residents, visitors, and goods movement, through a transportation system and services that are well maintained, efficient, reliable, and provide seamless interstate and intrastate connectivity. The NHDOT Bureau of Traffic is responsible for the statewide traffic monitoring program as prescribed under FHWA – FAPG 23 CFR 500 B for the collection, analysis, and reporting of statewide traffic data.

The mission of the Department is: Transportation Excellence enhancing the quality of life in New Hampshire.

Goals and Objectives for the Traffic Data Management System are:

The intent of this RFP is to implement an automated solution that eliminates either manual or disjointed processes during the Traffic Data Management Life Cycle. The goal is to replace existing outdated information systems with a streamlined solution that utilizes newer technologies, complies with Federal guidelines, and simplifies the collection and processing of information. The ideal solution would provide:

- Efficiency and effectiveness
- Quality, consistency, and accessibility of information available to management and support staff
- Elimination of redundant data
- Modern technologies that can migrate to the technologies of tomorrow
- A smooth transition to new System through effective change management

A-2 Department of Information Technology and Technology Status

The Project will be conducted in cooperation with the New Hampshire Department of Information Technology (DoIT). DoIT coordinates the statewide Information Technology activities.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

A-2.1 Technical Architecture

Components of the State's technical architecture include:

- State Network Environment: The State operates multiple wide-area networks using various technologies including frame relay, fiber, dedicated lines, wireless, Voice over IP (VOIP), and VPN technologies. Networks have varying levels of integration and connectivity to the statewide core for resource sharing and centralized administration by the Department of Information Technology (DoIT). Direct support is provided for twenty-one partner agencies; other State agencies support their own networks, out-source the support, or use the resources of another agency.
- Internet Access: All State agencies are connected to the State's intranet which is being redesigned to function as the statewide core network, in addition to facilitating access to e-mail, the Internet, and the State's financial applications. Some agencies additionally have their own Internet service providers.
- Virtual Server Environment: The State uses VMWare for Windows server virtualization and virtual hosts are deployed at two separate State campus sites. VMWare provides a highly scalable and high availability environment for the State's many Agencies. If a virtual host fails, VMWare automatically fails over all of the virtual servers on that host to another host. The EMC NetWorker product is used to manage backups for this environment utilizing Data Domain as the disk to disk repository.
- For the State's Oracle enterprise systems, an Oracle solution is used for the virtual environment. Similar to the Windows environment, this solution provides a highly scalable and high availability environment and also utilizes the EMC NetWorker and Data Domain backup solution.

A-2.2 Future Systems Environment

Future design and development efforts should conform to the emerging environment as defined by the State's e-Government Architecture Plan.

This environment is end user centric, utilizing the Internet and Web whenever possible, promoting electronic transactions, and centralized common services (security, e-payment, content search), where possible.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

A-3 Related Documents Required at Contract time

- a. Certificate of Good Standing/Authority (Appendix G-2-item A) dated after April of the current year and available from the Department of State by calling (603) 271-3244 or (603) 271-3246. Forms are also available on: www.sos.nh.gov/corporate/Forms.html
- b. Certificate of Vote (Appendix G-2-Item B)
- c. Proof of Insurance compliant with Appendix H: *State of New Hampshire Terms and Conditions*.

A-4 State Project Team

State high-level staffing for the Project will include:

A-4.1 Project Sponsor

The Project Sponsor, William Janelle, Director of Operations, will be responsible for securing financing and resources, addressing issues brought to his attention by the State Project Manager, and assisting the State Project Manager in promoting the Project throughout the State. The Project Sponsor or an appropriate designee will be available to resolve issues on a timely basis.

A-4.2 State Project Manager

The State Project Manager will be responsible to the Project Sponsor for everything that the Project does or fails to do, and has primary responsibility for seeing the Project's success.

Major duties include:

- Leading the Project;
- Promoting the Project Department-wide;
- Developing Project strategy and approach;
- Engaging and managing all Vendors;
- Managing significant issues and risks;
- Managing Project implementation and testing; and
- Managing stakeholders' concerns.

A-4.3 Agency Stakeholders

Agency Stakeholders in the areas of traffic data management will be responsible for:

- Providing business knowledge to the Project Team
- System Testing
- Acceptance of Deliverables

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

APPENDIX B: MINIMUM STANDARDS FOR PROPOSAL CONSIDERATION

A Proposal that fails to satisfy the requirements in this section may be rejected without further consideration.

B-1 Submission requirements

- The Proposal is date and time stamped before the deadline as defined in Section 2: *Schedule of Events*. The Vendor has sent the proper number of copies with the original version of the Proposal marked "ORIGINAL" and the copies marked "COPY" as defined in Section 4.1: *Proposal Submission, Deadline and Location Instructions*
- The original Proposal includes a signed Transmittal Letter accepting all terms and conditions of the RFP without exception
- The proposed escrow agreement shall be submitted with the Vendor's Proposal for review by the State.

B-2 Compliance with System Requirements

System requirements and Deliverables are listed in Appendix C: *System Requirements and Deliverables* in this RFP. The proposed Vendor's Solution must be able to satisfy **90 percent of the mandatory requirements listed.**

B-3 Current Use of Vendor Proposed Software – Current Implemented Sites of Vendor proposed software

Components that constitute the Vendor's proposed Software suite must be fully implemented and operational in at least two (2) government entities comparable in size and complexity to the State of New Hampshire.

B-4 Vendor Implementation Service Experience

The Implementation Vendor must have completed the Vendor proposed Software Implementation for at least one (1) government client comparable in size and complexity to the State of New Hampshire within the last three (3) years. The specific Vendor proposed Software version and functionality must be described.

B-5 Proposed Project Team

The proposed Project Team must include individuals with substantial experience in the implementation of at least two projects that include these services and technologies:

- Traffic Monitoring Guide (TMG) requirements for traffic data processing
- Highway Performance Monitoring System field manual (HPMS) requirements
- American Association of Highway and Transportation Officials (AASHTO) Guidelines for Traffic Data Programs
- Linear Referencing Systems

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

- Applicable software products to develop and successfully implement the Proposed Solution
- Implementation Services (configuring, migrating, interfacing/integrating with other systems)
- Project Management
- Data and Database Management
- Training Services
- Network Services
- Technical Support Services
- Client Support Services

For the purpose of evaluating compliance with this requirement, the Vendor team is permitted to include Subcontractors. In addition, one (1) team member may be identified to fulfill the experience requirement in multiple areas.

APPENDIX C: SYSTEM REQUIREMENTS AND DELIVERABLES

C-1 SCOPE OF WORK

The State of New Hampshire, acting through the Department of Transportation (NHDOT) is releasing this Request for Proposal (RFP) to procure a new Traffic Data Management System with associated warranties, maintenance, training, support, and implementation services. The new System to be procured will replace existing older systems and should be fully integrated, including integration with other existing NHDOT systems. The Vendor will also need to propose a Transition Plan to convert existing data into the new system.

The Traffic Data Processing software currently in place was developed in-house using multiple software tools such as MS Excel, MS Access, and stored procedures in MS Access. NHDOT would like to replace this system with an integrated Traffic Data Management System that will provide at a minimum, processing, analysis, reporting and data management functions. The software solution will be preferably Commercial Off-the-Shelf software that is web based and hosted off-site by the Vendor. NHDOT is looking for a system that will integrate with other existing NHDOT systems, specifically the NHDOT LRS database and GIS database maintained by Bureau of Planning and Traffic database maintained by Bureau of Turnpikes, as well as provide new functionality.

NHDOT requires that the new Traffic Data Management System incorporate the guidelines of the current versions of the Federal Highway Administration (FHWA) Traffic Monitoring Guide (TMG), the American Association of State Highway and Transportation Officials (AASHTO) Guidelines for Traffic Data Programs, and the FHWA Highway Performance Monitoring System (HPMS) Field Manual. The new system should provide an efficient means of generating reports required for FHWA Travel Monitoring Analysis System (TMAS), data submittals, and HPMS annual data submittals.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

NHDOT requires that the new Traffic Data Management System provide a means of exporting spatial data used for GIS, or preferably, the system will provide a means to view traffic data in an interactive map and the map will be compatible with other NHDOT mapping applications.

C-2 REQUIREMENTS

Vendors shall respond to each of the system requirements identified in **Table C-2 General System Requirements -Vendor Response Checklist** (see attachment). Indicate whether the requirement is included in the proposed Solution without modification (Y), with modification (M), or not at all (N), and add additional information in the Vendor Comments column. If modifications are needed to meet requirements, those modifications must be included in the cost.

Each requirement is defined as either M – mandatory or O – optional. The proposed Vendor’s Solution must be able to satisfy **90 percent of the mandatory requirements listed**.

C-3 DELIVERABLES

Vendors shall complete the response checklist Table C-3 Deliverables Vendor Response Checklist. The Vendor must list activities, tasks, and preparation of required Deliverables based on the proposed approach and methodology/tools. The following format must be used to provide this information.

Table C-3 currently provides an example of the activities or deliverables that might be expected to be provided in this project. The Vendor must include actual activities and deliverables proposed for this project, with proposed delivery type. Vendor should give consideration to Appendix C Table C-3 Deliverables and should define activities/deliverables by Project stages. Response should match Table F-1 in Appendix F: Pricing Worksheet.

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**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

Table C-3 Deliverables Vendor Response Checklist

Activity, Deliverable or Milestone	Deliverable Type	Explain how solution meets requirement - Cite page # of Proposal
Conduct Project Kickoff Meeting	Non-software	
Business Process Review / Requirements Validation	Written	
Requirements Traceability Matrix	Written	
Work Plan / Goals Objectives	Written	
Technical/Information Architecture Review/Plan	Written	
Integration and Data Workflow Plan	Written	
Database Architecture/Data Dictionary	Written	
Data Migration Plan	Written	
Design Documentation	Written	
Equipment Procurement / Implementation Plan	Written	
Traffic Data Management Module Implementation	Software	
User Test Plan	Written	
User Acceptance Testing	Non-software	
Security Review	Non-software	
	TOTAL	

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

C-4 CURRENT INTERFACES

Vendors shall complete the response checklist Table C-4 System Interfaces.

Table C-4: SYSTEM Interfaces

AGENCY NAME	SYSTEM/SUBSYSTEM NAME	FUNCTION	FREQUENCY
NHDOT	HPMS	OUTPUT	Annual
NHDOT	Turnpike Traffic Data	INPUT	Monthly
NHDOT	LRS	INPUT	Annual

APPENDIX D: TOPICS FOR MANDATORY NARRATIVE RESPONSES

Vendors must limit narrative responses describing the Software, Technical, Services, and Project Management topics defined for this Project. The following table identifies specific topics for narratives. A page limit is identified for each topic. If a response to a topic exceeds the page limit, the State will limit its consideration to the prescribed page limit.

Topic	Page Limit
D-1 Proposed Software Solution	
Topic 0 - Product Literature	1
Topic 1 - Software Architecture	3
Topic 2 - Software Releases	5
Topic 3 - Ad Hoc / Federal Reporting	5
Topic 4 - System Security	10
Topic 5 - IT Standards	2
Topic 6 - Interface Standards	2
Topic 7 - Traffic Database Management System	10
D-2 Technical, Services and Project Management Experience	
D-2.1 Protection of Data	
Topic 8 - Backup and Recovery	2
Topic 9 - Assurance of Business Continuity	3
Topic 10 - Archiving	2

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

D-2.2 Compatibility with State Personnel and Training	
Topic 11 - Preparation of State Staff	3
Topic 12 - User Training Approach	6
Topic 13 - Technical Knowledge Transfer	5
D-2.3 Project Execution	
Topic 14 - Implementation Approach and Data Workflow Plan	10
Topic 15 - Testing	6
Topic 16 - Migration Strategy	3
Topic 17 - Interfaces	3
D-2.4 Project Management Competence	
Topic 18 - System Acceptance Criteria	6
Topic 19 - Status Meetings and Reports	3
Topic 20 - Risk and Issue Management	3
Topic 21 - Scope Control	2
Topic 22 - Quality Assurance Approach	6
Topic 23 - Work Plan	No Limit
D-2.5 Ongoing Operations	
Topic 24 - Hosted System (if applicable)	5
Topic 25 - Environment Setup	2
Topic 26 - Help Desk Support	3
Topic 27 - Support and Maintenance	2
D-2.6 Open Standards	
Topic 28 - Open Standards	2

D-1 PROPOSED SOFTWARE SOLUTION

This section provides a series of topics related to the proposed Software Solution that the State of New Hampshire will consider in determining an overall best fit to meet the Traffic Database Management System business needs.

Topic 0 – Product Literature

Response Page Limit: 1

Provide an appendix with sales literature describing the functionality of the proposed Software. Provide a table with references to pages in the appendix that describe functionality addressed for all appropriate topics for narrative responses.

Topic 1 – Software Architecture

Response Page Limit: 3

The State will evaluate the degree to which the architecture can be supported over an extended period, including the ease of support.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

The State prefers a Web-based System, with a browser as the principal user interface mechanism, although the State is open to alternatives that are proven to provide better value.

Provide a description of the technical architecture of the proposed Solution. The following topics, at a minimum, should be addressed:

- Is the proposed Software based upon an n-tiered, browser-based architecture?
- Does any part of the proposed Solution require Software (other than a browser) to be installed on the client workstation? If yes, describe Software that must be installed and the access authorization level required to install it.
- Is the operating System and the database platform a supported configuration of the proposed System?
- Are there any components of the System that must reside on another platform?
- What application servers are used to support the proposed Solution?
- What add-on or third-party Software is required to support the functionality desired by the State?
- What programming languages are used for development, configuration, and customization of the proposed Solution?
- What components of the software, such as middleware, are proprietary?
- What is the growth potential of the proposed System?
- What is the timeframe for technical obsolescence of the proposed Software? (For the purpose of this question, the version of the proposed Software would be considered obsolete when support is no longer available.)
- What type of staffing is typically required to support the proposed product for a client of the size and complexity of the State of New Hampshire? (Discuss both number of staff and skills required.)

If the proposed Solution does not meet the State's preferences, discuss the rationale and advantages of the proposed System.

Topic 2 – Software Releases

Response Page Limit: 5

The State will evaluate the degree to which the Software appears likely to evolve and the burden, if any, of keeping pace with the expected evolution.

Discuss the following aspects of anticipated future releases of the proposed Software. Coverage should include but not be limited to the following:

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

- What types (maintenance, enhancement, other) of releases are planned?
- What is the historical (past 3 years) and expected frequency of each type of new release?
- What is the version of the current release?
- How is the content of future releases determined?
- How is the content of a release communicated to the client?
- Do government clients have input through a users' group or some other mechanism?
- Are enhancements made for specific clients included in future releases?
- What specific enhancements are planned for release within the next 24 months?
- What resources, planning, and technical skills are required to install a release of each type?
- Can components of a release be applied individually or by module without adversely affecting the overall functionality of the System?
- Do configuration settings carry forward from one release to the next or must they be reinstalled?
- Do patches carry forward from one release to the next, or must they be reinstalled?
- How long is a release supported?

Topic 3 – Ad Hoc/Federal Reporting

Response Page Limit: 5

The State will evaluate reporting capabilities for robustness, ease of use and impact on transaction processing. It will also evaluate the degree to which standard federal reports are incorporated into the Software.

In this Software Solution, the State seeks capability to produce ad hoc reports from the production System. Provide an overview of the ad hoc reporting capability to be provided in the proposed Solution. If a third-party tool is employed, identify and describe the tool. Discuss capability, sophistication, and ease of use, including training required.

Discuss how support is provided for ad hoc reporting without disruption to processing of transactions. Describe how the following needs are addressed:

- Ad hoc reporting;
- Online analytical processing (OLAP);
- Creation of Data extracts, and
- Historical reporting.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

Topic 4 - System Security

Response Page limit: 10

The State will evaluate the degree to which System issues can be avoided.

Software Systems must be reliable, regardless of how they are delivered. The State's workers and citizens expect government services and information to be reliable and available on an ongoing basis to ensure business continuity. Describe the System security design and architectural features incorporated into the proposed Software. At a minimum, discuss the following:

- The identification and authentication methods used to ensure that users and any interfacing applications are identified and that their identities are properly verified.
- The authorization methods used to ensure that users and client applications can only access Data and services for which they have been properly authorized.
- The immunity methods used to ensure that unauthorized malicious programs (e.g., viruses, worms and Trojan horses) do not infect the application.
- The methods used to ensure that communications and Data integrity are not intentionally corrupted via unauthorized creation, modification or deletion.
- The methods used to ensure that the parties to interactions with the application cannot later repudiate or rebut those interactions.
- The intrusion detection methods used to ensure the detection, recording and review of attempted access or modification by unauthorized individuals.
- The privacy methods used to ensure that confidential Data and sensitive communications are kept private.
- The System maintenance methods used to ensure that unauthorized System maintenance does not unintentionally disrupt the security mechanisms of the application or supporting hardware.
- The testing methods conducted to load and stress test your software to determine its ability to withstand Denial of Service (DoS) attacks.
- Your Software patch schedule employed to protect the Software from new security vulnerabilities as they arise.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

- The ability of your Software to be installed in a “locked-down” fashion so as to turn off unnecessary features (user accounts, operating System services, etc.) thereby reducing the software’s security vulnerabilities and attack surfaces available to System hackers and attackers.

Describe the System assurance provisions incorporated into the proposed Software. At a minimum, discuss the following:

- What process or methodology is employed within the proposed Software to ensure Data integrity?
- To what degree does the approach rely on System assurance capabilities of the relational database management system (RDMS)?
- If multiple databases are employed, what extra procedures are employed to ensure synchronization among databases?
- What out-of-the-box system assurance reports are provided for online and offline processing?

Topic 5 – IT Standards

Response Page Limit: 2

The State will evaluate the degree to which IT standards used in the Vendor provided product are compliant with other State Systems, or utilize existing State standards.

Describe any/all standards incorporated into the proposed software. Identify whether standards employed are national in origin or are unique to the proposed Software.

Topic 6 – Interface Standards

Response Page Limit: 2

The State will evaluate the ease of interfacing custom Software from State agencies and business partners with the proposed Vendor Solution product.

The State anticipates that some agencies and business partners will need to interface custom Software to the State's new System. Describe the mechanisms and tools included in the proposed System to implement these interfaces. Be sure to address the following aspects of this topic:

- What types of interfaces are possible with the proposed System (e.g., online, batch, etc.)?
- What Data is available to other systems? What Data may be imported/updated from other systems?
- What tools are provided with the System for the development of interfaces?

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

- What programming languages and/or query languages are required for development of interfaces?
- What scheduling tools are required for initiation of interfaces? Are these tools included with the proposed Software?
- Are there any constraints upon the timing of batch interfaces?
- Does the System employ standard definitions or file layouts for interfaces? If so, include a sample in an appendix.
- What standard interface formats are used with the proposed Software? What degree of flexibility is available?

Topic 7 – Traffic Database Management System

Response Page Limit: 10

The State will evaluate the degree to which the proposed solution meets the business needs in the area of Traffic Data Management, including the ability to meet the requirements identified in Appendix C-2; A1.1-A2.20; B1.1-B4.40; T1.1-T3.5; H1.1-H5.19; S1.1-S2.8; P1.1-P1.5.

Be sure to address the following aspects of this topic:

- Describe the Work Flow and business functionality provided in the proposed solution and how it will meet identified business requirements and future business needs.
- Will data collected in existing systems be able to be collected in the proposed system?
- How will existing data be transitioned/transformed into the proposed solution?
- What will happen with historical data?
- Is the Proposed Solution an off-the-shelf integrated package with product documentation?
- Does the Proposed Solution provide database storage of traffic data that is integrated into the vendor's off-the-shelf product making it easier to analyze, access, and utilize the database?
- Does the Proposed Solution provide automated traffic database processing, reporting, and database management tools that improve NHDOT's overall traffic database quality?
- Will the Vendor provide a developed product suite that will provide NHDOT with electronic tools for completing the, monthly, and year-end processes?
- Will the Proposed Solution provide a long-term management solution that is FHWA compliant and include training and on-going support?

D-2 Technical, Services and Project Management Experience

This section provides a series of technical topics that the State of New Hampshire will consider in selecting a Traffic Data Management System. A maximum length of response for each topic is defined.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

D2.1 Protection of Data

Topic 8 – Backup and Recovery

Response Page Limit: 2

The State will evaluate the degree to which proposed backup and recovery processes protect mission-critical Data, ease of use of these processes, and impact of these processes on operation of the System.

The State seeks a sound backup and recovery provision as part of the Solution. Describe the tools used for backup and recovery of applications and data. Describe the impact of the proposed backup process on the operation of the System. Also, address the following:

- Use of and method for logging and journalizing;
- Single points of failure and recommended approaches for their elimination;
- Approach to redundancy; and
- Impact of Software license fees.

The State believes that additional Software license fees solely related to redundancy for backup and recovery would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.

Topic 9 – Assurance of Business Continuity

Response Page Limit: 3

The State will evaluate the degree to which the plan proposed to assure business continuity mitigates risk to the State, and its potential for Implementation (cost effective and easy to implement).

- Vendors are asked to provide an option for the State to continue operation at a different site in the event that the Data Center is unavailable. Discuss necessary planning for the proposed remote site and transition to the site if the Data Center is incapacitated.
- The State believes that additional Software license fees solely related to redundancy for assurance of business continuity would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.

Topic 10 – Archiving

Response Page Limit: 2

The State will evaluate the degree to which the proposed archiving and retrieval scheme balances response time, or offline and online processing with the value of accessing historical Data.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

- The Vendor will be expected to provide and implement an archiving and retrieval scheme that balances response time of offline and online processing with the value of accessing historical Data. Describe the scheme (online and off line) that will be implemented and discuss why the balance is optimal. Also, describe the proposed approach for the permanent retention of Data selected by the State in an off-line format. Provide a methodology and appropriate tools for the retrieval of the off-line formatted Data.

D2.2 Compatibility with State Personnel

Topic 11 - Preparation of State Staff on the Project Team

Response Page Limit: 3

The State will evaluate whether the provisions to prepare State staff participating in the Project will enable the staff to contribute appropriately.

Describe how State staff assigned to the Project Team will be prepared to contribute. Provide an overview of Project Team interactions and dependencies between functions.

Topic 12 – User Training Approach

Response Page Limit: 6

The State will evaluate whether the training approach is likely to prepare users adequately to use the new System from the day of deployment, including maximum knowledge transfer to allow the State to conduct its own training in the future.

- The State understands the importance of training for a successful Software Implementation. The State seeks a detailed discussion of training alternatives in addition to a recommended training approach.
- Describe the process for an assessment of needs; identifying casual, power, and specialty users; developing a curriculum for each audience; and conducting, evaluating, and refining training courses.
- Questions to address include, but are not limited to, the following:
 - What type of training (instructor led vs. computer based) will be used for each purpose and why?
 - What methods will be employed to evaluate training activities?
 - How will training be coordinated with other user support activities?
 - Will manuals be adequate to enable trained users to research answers to their own questions?
 - If the perception is that they are not adequate, can those manuals be quickly revised?
 - How will the State be prepared to conduct ongoing training after Implementation is completed?

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

- Are training manuals on-line and maintained as part of a maintenance agreement?

Topic 13 – Technical Knowledge Transfer

Response Page Limit: 5

The State will evaluate whether the technical knowledge transfer described in the Proposal will prepare State staff to accept full responsibility for maintaining the Vendor proposed System at the conclusion of Implementation, if required.

- The transfer of technical knowledge is important for operations, configuration/development, workflow, business setup, maintenance, and management. Address training curriculum, training priorities and prerequisites, specific commercial and custom courses, and one-on-one learning opportunities for State staff, if required.
- Identify whether recommended training will be provided on site. Use specific examples from past system implementations to explain how its approach to technical training and knowledge transfer would allow the State to operate independently when the Implementation ends, if required.

D2.3 Project Execution

Topic 14 – Implementation Approach

Response Page Limit: 10

The State will evaluate the quality of analysis, reasonableness, and flexibility evident in the proposed Implementation approach.

- The State would like to implement all modules of the selected Software as quickly as feasible at the lowest possible price. The State recognizes, however, that it might have difficulty coping with a “big bang” implementation strategy. Consequently, the State seeks suggestions on an implementation approach.
- Provide one or more feasible implementation plans. For each plan provided:
 - a. Identify timeframes for major milestones, including timing for discontinuing legacy Systems;
 - b. Discuss cost implications of the plan, including implications on maintenance fees; and
 - c. Address the level of risk associated with the plan.

To assist the State in evaluation of the Implementation Plan or plans discussed, include:

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

- a. A listing of modules that constitute the proposed Software;
- b. Identification of modules that should be considered “core;”
- c. Identification of modules that are neither required nor proposed to satisfy State requirements; and
- d. A general description of functionality contained in each module.

Identify the Implementation Plan used as a basis for the cost Proposal.

Topic 15 – Testing

Response Page Limit: 6 – Appendix Required

The State will evaluate the quality of support the Vendor will supply to assist State testing staff and the effectiveness of the proposed Defect tracking and resolution process. The ability of the State Project leadership to participate in analysis, classification, and establishment of priorities for suspected Defects will also be evaluated.

State staff will conduct Acceptance Testing, but support from the selected Vendor is required; refer to Appendix G-1: *Testing and Acceptance*. To define the type of support that will be provided, address the following questions:

- Describe your testing methodology and include a proposed test plan.
- Will configured Software be delivered in functional components for State Acceptance Testing?
- How much time should the State allow to complete User Acceptance Testing of a component?
- What test management and test driver tools will be employed in quality assurance testing prior to delivery of code to the State? Will these tools be available to the State for use in Acceptance Testing?
- What support will be provided to prepare State staff during Acceptance Testing? How will on-site support for the State testing team be provided?
- How will members of the testing team be prepared to test the configured Software?
- What Documentation of configured Software will be available to the testing team?
- Based on experience in similar projects, how many and what types of Defects are likely to be encountered in Acceptance Testing? (Include metrics from other projects to support this response.)
- How much time is available for comprehensive testing and correction of Defects prior to Implementation? Based on metrics from similar projects, is it sufficient? (Provide information from other projects to support this response.)
- If frequency exceeds the expected level, what corrective actions will be instituted?
- How quickly will a suspected Defect be investigated, and what classifications are planned for suspected Defects?
- How quickly will Software Defects be corrected?

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

- What specific Software tools will be used to isolate performance problems?
- What tools will be used to document and track status of suspected Defects?
- Will these tools be available to the State after the Project is completed?
- What role will the State play in classification and prioritization of Defects?
- Will System performance be measured and documented using the State's infrastructure and data? If yes, how?

Provide a sample User Acceptance Test Plan from a completed project as an appendix.

Topic 16 – Migration Strategy

Response Page Limit: 3

The State will evaluate the degree to which the Vendor will ensure that data conversion is effective and burdens State staff to the minimum extent possible.

- Provide recommendations for assessing Data quality and conducting Data cleansing prior to conversion, and discuss use of automated tools in conversion.
- Also, address procedures for populating the initial production Database and Data transfer procedures. Distinguish between State and Vendor roles. Discuss approach for dealing with incomplete records. References to approaches employed successfully in other projects should be provided where appropriate.

Topic 17 – Interfaces

Response Page Limit: 3

The State will evaluate the quality, ease of programming, and the nature of the proposed assistance in developing required interfaces.

- Interfaces to NHDOT Systems are listed in Section C-4 of Appendix C: *Current Interfaces*. Some of these interfaces may no longer be needed when the Proposed Solution is implemented, but others will be required.
- Constructing interfaces will require cooperative efforts involving State and Vendor staff. Submit a proposed architectural drawing of the interfaces and discuss the proposed approach for their development. Be sure to distinguish between State and Vendor responsibilities.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

D2.4 Project Management Competence

Topic 18 – System Acceptance Criteria

Response Page Limit: 6

The State will evaluate whether proposed Acceptance criteria will assure the State that the new System is functioning effectively before being turned over for State maintenance.

- Propose measurable criteria for State final Acceptance of the System. Discuss how the proposed criteria serve the interest of the State.

Topic 19 – Status Meetings and Reports

Response Page Limit: 3 – Appendix Required

The State will evaluate the degree to which Project reporting will serve the needs of State Project leaders.

- The State believes that effective communication and reporting are essential to Project success. At a minimum, the State expects the following:
 - Introductory Meeting: Participants will include Vendor key Project staff and State Project leaders from both the NHDOT and the Department of Information Technology. This meeting will enable leaders to become acquainted and establish any preliminary Project procedures.
 - Kickoff Meeting: Participants will include the State and Vendor Project Teams and major stakeholders. This meeting is to establish a sound foundation for activities that will follow.
 - Status Meetings: Participants will include, at a minimum, the Vendor Project Manager and the State Project Manager. These meetings, which will be conducted at least monthly, will address overall Project status, and any additional topics needed to remain on schedule and within budget. A status and error report from the Vendor will serve as the basis for discussion.
 - The Work Plan: must be reviewed at each Status Meeting and updated, at minimum, on a monthly basis, in accordance with the Contract.
 - Special Meetings: Need may arise for a special meeting with State leaders or Project stakeholders to address specific issues.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

- Exit Meeting: Participants will include Project leaders from the Vendor and the State. Discussion will focus on lessons learned from the Project and on follow up options that the State may wish to consider.

The State expects the Vendor to prepare agendas and background for and minutes of meetings. Background for each status meeting must include an updated Work Plan. Drafting of formal presentations, such as a presentation for the kickoff meeting, will also be a Vendor responsibility.

Vendor shall submit status reports in accordance with the Schedule and terms of the Contract. All status reports shall be prepared in formats approved by the State. The Vendor's Project Manager shall assist the State's Project Manager, or itself produce reports related to Project Management as reasonably requested by the State, all at no additional cost to the State. Vendor shall produce Project status reports, which shall contain, at a minimum, the following:

- a. Project status as it relates to Work Plan
- b. Deliverables status
- c. Accomplishments during weeks being reported
- d. Planned activities for the upcoming month
- e. Future activities
- f. Issues and concerns requiring resolution
- g. Report and remedies in case of falling behind Schedule

Describe the process that will be employed. Be sure to cover the following:

- Timing, duration, recommended participants and agenda for the kickoff meeting;
- Frequency and standard agenda items for status meetings;
- Availability for special meetings; and
- Agenda for the exit meeting.

As an appendix, provide an example of status reports prepared for another project. Names of the project and of any individuals involved may be removed.

As reasonably requested by the State, Vendor shall provide the State with information or reports regarding the Project. Vendor shall prepare special reports and presentations relating to Project Management, and shall assist the State in preparing reports and presentations, as reasonably requested by the State, all at no additional cost to the State.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

Topic 20 – Risk and Issue Management

Response Page Limit: 3

The State will evaluate the extent to which the proposed approach will contribute to the timely identification and effective action on issues and risks. The State will also evaluate whether the approach recognizes and addresses appropriate State involvement in risk and issue management.

- Provide proposed methodologies for risk and issue management. Discuss State and Vendor responsibilities. The State seeks a clear means to compare planned versus actual status, including percentages, at a sufficiently detailed level to ensure the State can adequately monitor the progress of the Project. Be sure to identify any essential time constraints on State actions. Escalation procedures will be defined in a Contract between the State and the Vendor.

Topic 21 – Scope Control

Response Page Limit: 2

The State will evaluate the degree to which proposed modifications in scope are scrutinized to ensure that only essential changes are approved. Evaluation will also address the quality and timeliness of information that will be available about a proposed scope change.

- Suggest an approach for scope control. Describe how the approach has been employed effectively on another project.
- Demonstrate your firm’s ability to manage scope creep by discussing tools and methodologies, as well as past project experiences.

Topic 22 – Quality Assurance Approach

Response Page Limit: 6

The State will evaluate the degree to which proposed procedures will ensure that Deliverables require limited modification when submitted for approval.

- The State has identified three categories of Deliverables:
 - Written Deliverables, such as a training plan;
 - Software Deliverables, such as a configured software module; and
 - Non-Software Deliverables, such as conducting a training course.
- Describe the methodology that will be employed to assure that each type of Deliverable is of high quality before submission for State consideration. Discussion should include but not be limited to:
 - Provision for State input to the general content of a Written Deliverable prior to production;

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

- The standard for Vendor internal Review of a Written Deliverable prior to formal submission; and
- Testing of Software Deliverables prior to submission for Acceptance testing.

Topic 23 - Work Plan

Response Page Limit: None –

The State will evaluate whether the Vendor's preliminary proposed Work Plan includes a description of the Schedule, tasks, Deliverables, major milestones, task dependencies, and a payment schedule. The Work Plan shall also address resource allocations (both State and Vendor team members). This narrative should reflect current Project management "best practices" and be consistent with narratives on other topics. The software to be used to support the ongoing management of the Project should also be described in the Work Plan.

- The State sees a Work Plan as essential to reaching a comprehensive agreement with a Vendor. Consequently, the State will seek to refine the proposed Work Plan prior to Contract approval with the selected Vendor and to incorporate the refined Work Plan by reference into a Contract.
- Provide a preliminary Work Plan depicting tasks, task dependencies, Schedule, milestones, Deliverables, and payment Schedule. Define both proposed Written and Software Deliverables. Include sufficient detail that the State will be able to identify departures from the Plan in sufficient time to seek corrective action. In particular, provide information about staffing.
- Describe all Deliverables to be produced in the Project. Ensure that all Deliverables and milestones are identified in the Work Plan. Identify and discuss the following:
 - All assumptions upon which the Work Plan is based;
 - Descriptions of recommended roles by activity and time required for both State and Vendor members of the Project Team;
 - Assignments of members of the Vendor's team identified by role to specific tasks; and
 - Critical success factors for the Project.
- Discuss how this Work Plan will be used and State access to Plan details including resource allocation. Also, discuss frequency for updating the Plan, at a minimum monthly for every status meeting. Explain how the State will know whether the Project is on Schedule and within budget.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

D2.5 Ongoing Operations

Topic 24 – Hosted System (If proposed- otherwise disregard)

Response Page limit: 5

The State will evaluate the degree to which the hosted System will suit its needs.

Describe the hosting plan including hardware and software platforms, software utilities, telecommunications resources, security measures and business continuity plans. Include a description of servers, computers, software, programming capability and other equipment and technical resources which will be used to design, develop, implement and maintain the application. Provide the type and speed of the connection including information on redundancy, disaster recovery and security.

Topic 25 – Environment Setup

Response Page Limit: 2

The State will evaluate whether proposed environments are sufficient to satisfy Project needs, including phased Implementation.

- Describe the different Software and hardware environments required for the concurrent development, testing, and production of the proposed Solution. Discuss how the proposed environments support the Implementation of the COTS Software System, including all necessary training.
- The State believes that additional Software license fees solely related to establishing environments for normal activities would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.

Topic 26 – Help Desk Support

Response Page Limit: 3

The State will evaluate the degree to which the Vendor will absorb demand for help desk support upon Implementation of the new System and prepare State staff to assume full responsibility for providing help desk Support when demand stabilizes.

- The State currently operates a help desk, with different groups addressing different needs. Demands on the State help desk are likely to evolve significantly with Implementation of the proposed Software Solution. For example, a demand for support is likely to peak shortly after Implementation. The State seeks support for peak demand and to assist in evolution of its existing capacity.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

- Describe support for the help desk function incorporated into the Proposal. Include discussion of the following:
 - Coordination of help desk with change management and training activities;
 - Vendor help desk software tools;
 - Training to be provided to the help desk agents;
 - Suggested escalation procedures;
 - Interim staffing for peak help desk demand periods and transition to a permanent arrangement;
 - Development of a help desk knowledge base; and
 - Metrics based on help desk inquiries.

Topic 27 – Support and Maintenance

Response Page Limit: 2

The State will evaluate whether the Vendor’s proposed support and maintenance plan includes a description of the types and frequency of support, detailed maintenance tasks – including scheduled maintenance and upgrades, and any other dependencies for on-going support and maintenance of the system. This narrative should reflect current “best practices” for these tasks.

- Describe how general support and maintenance skills are transferred to State technical support personnel for knowledge sharing.
- Describe how support and maintenance issues are tracked detailing methodology and if any additional software is required.
- Describe process for maintenance of the general knowledge base.
- Describe any particular procedures required to handle escalation and emergency calls
- Detail the plan for preventive maintenance and for upgrade installations
- Detail the types and frequency of support tasks required

D2.6 Open Standards

Topic 28 – Open Standards, Open Data Formats, Open Source Software

Response Page limit: 2

The proposed Solution must comply with Open Standards and Open Data Formats as mandated by RSA 21-R (HB418 2012).

- Is the proposed application considered Open Source Software?
- Does it comply with Open Standards, including but not limited to Open Data Formats?
- Describe the degree to which the proposed Solution meets the requirements of RSA 21-R:10, 21-R:11, 21-R:13.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

APPENDIX E: STANDARDS FOR DESCRIBING VENDOR QUALIFICATIONS

Vendor qualifications are important factors in selecting Traffic Data Management System Software and accompanying Implementation and follow on support Services. To facilitate evaluation of Vendor qualifications, the State seeks information about:

- (1) corporate qualifications of each Vendor proposed to participate in the Project,
- (2) proposed team organization and designation of key staff,
- (3) individual qualifications of candidates for the role of Project Manager, and
- (4) individual qualifications of candidates for other key staff roles.

This appendix identifies specific information that must be submitted.

E-1 Required Information on Corporate Qualifications

Information is required on all Vendors who will participate in the Project. Vendors submitting a Proposal must identify any Subcontractor(s) to be used.

E-1.1 Vendor and Subcontractors

The Vendor submitting a Proposal to this Project must provide the following information:

E-1.1.1 Corporate Overview (2 page limit)

Identify the proposed role of the firm on the Project. Describe the major business areas of the firm. Provide a high-level description of the firm's organization and staff size. Discuss the firm's commitment to the public sector, experience with this type of Project Implementation and experience in New Hampshire.

E-1.1.2 Financial Strength

Provide at least one of the following:

- 1 The current Dunn & Bradstreet report on the firm; or
- 2 The firm's two most recent audited financial statements; and
The firm's most recent un-audited, quarterly financial statement; or
- 3 The firm's most recent income tax return. For example, either a copy of the IRS Form 1065, U.S. Return of Partnership Income or Schedule E (IRS Form 1040) Supplemental Income and Loss (for partnerships and S corporations) OR IRS Form 1120, U.S. Corporation Income Return. These forms are typically submitted when a Vendor does not have audited financial statements.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

E-1.1.3 Litigation

Identify and describe any claims made by clients during the last ten (10) years. Discuss merits, current status and, if available, outcome of each matter.

E-1.1.4 Prior Project Descriptions (3 limited to 3 pages each)

Provide descriptions of no more than three (3) similar projects completed in the last five (5) years. Each project description should include:

1. An overview of the project covering type of client, objective, project scope, role of the firm and outcome;
2. Project measures including proposed cost, actual project cost, proposed project schedule and actual project schedule;
3. Names and contact information (name, title, address and current telephone number) for one or two references from the client; and
4. Names and project roles of individuals on the proposed team for the New Hampshire Project that participated in the project described

E-1.1.5 Subcontractor Information

Vendors must provide information on any Subcontractors proposed to work on this Project. Required information shall include but not be limited to:

1. Identification of the proposed Subcontractor and a description of the major business areas of the firm and their proposed role on the Project.
2. A high-level description of the Subcontractor's organization and staff size.
3. Discussion of the Subcontractor's experience with this type of Project;
4. Resumes of key personnel proposed to work on the Project; and
5. Two references from companies or organizations where they performed similar services (if requested by the State).

E-2 Team Organization and Designation of key Vendor staff

Provide resumes of key personnel proposed to work on the Project and an organizational chart depicting the Vendor Project Team. This chart should identify key staff required from the Vendor, any Subcontractors, and the State.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

Define the responsibilities and length of assignment for each of the roles depicted in the organizational chart. Identify the positions that should be filled by designated key staff. Ensure that designation of key Vendor staff includes subject matter experts in the following areas:

- Collection, analysis, forecasting and reporting of traffic data
- FHWA Traffic Monitoring Guide requirements
- FHWA Highway Performance Monitoring System
- American Association of State Highway and Transportation Officials Guide to Traffic Data
- ESRI software products
- Google applications
- Systems Design/Software Development
- Implementation Services (configuring, migrating, interfacing/integrating with other systems), system testing
- Project Management
- Data and Database Management
- Training Services
- Network Services
- Technical Support Services
- Client Support Services

A single team member may be identified to fulfill the experience requirement in multiple areas.

E-2.1 State Staff Resource Worksheet

Append a completed State Staff Resource Worksheet to coverage of organization. The required format follows.

Table E-2: Proposed State Staff Resource Hours Worksheet

State Role	Initiation	Configuration	Implement.	Support Maintenance	Total
	Project Manager				
Position 1					
Position 2					
Position 3					
Position 4					
Position 5					
State Total					

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

E-3 Candidates for Project Manager

Although the State recognizes that staff availability is somewhat uncertain, qualifications of the Project Manager are particularly critical. Therefore, the State requires that the Project Manager be identified with some degree of certainty.

The State requires that the Project Manager be assigned for the duration of the Project. For the Project Manager candidate, provide a resume not to exceed five (5) pages in length addressing the following:

- The candidate's educational background;
- An overview of the candidate's work history;
- The candidate's project experience, including project type, project role and duration of the assignment;
- Any significant certifications held by or honors awarded to the candidate; and
- At least three (3) references, with contact information, that can address the candidate's performance on past projects.

E-4 Candidates for key Vendor staff Roles

Provide a resume not to exceed two (2) pages for each key Vendor staff position on the Project Team. Each resume should address the following:

- The individual's educational background;
- An overview of the individual's work history;
- The individual's project experience, including project type, project role and duration of the assignment;
- Any significant certifications held by or honors awarded to the candidate; and
- At least three (3) references, with contact information, that can address the individual's performance on past projects.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

APPENDIX F: PRICING WORKSHEETS

A Vendor’s Cost Proposal must be based on the worksheets formatted as described in this appendix.

F-1 Activities/Deliverables/Milestones Pricing Worksheet – Deliverables List

The Vendor must include, within the Not-to-Exceed for IT service activities, tasks and preparation of required Deliverables, pricing for the Deliverables required based on the proposed approach, and methodology and tools. The following format must be used to provide this information.

Table F-1 currently provides an example of the activities or deliverables that might be expected to be provided in this project. The Vendor must include actual activities and deliverables proposed for this project, with proposed delivery dates and payment amounts. Vendor should give consideration to Appendix C Table C-3 Deliverables and define activities/deliverables by Project stages.

Table F-1: Activities/Deliverables/Milestones Pricing Worksheet

Activity, Deliverable or Milestone	Proposed Date	Pricing/Payment
Conduct Project Kickoff Meeting		
Business Process Review / Requirements Validation		
Requirements Traceability Matrix		
Work Plan / Goals Objectives		
Technical/Information Architecture Review/Plan		
Database Architecture/Data Dictionary		
Data Migration Plan		
Design Documentation		
Equipment Procurement / Implementation Plan		
Traffic Data Management Module Implementation		
User Test Plan		
User Acceptance Testing		
Security Review		
	TOTAL	

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

F-2 Proposed Vendor Staff, Resource Hours and Rates Worksheet

Use the Proposed Vendor Staff Position, Resource Hours and Rates Worksheet to indicate the individuals that will be assigned to the Project, hours and applicable rates. Names must be provided for individuals designated for key roles, but titles are sufficient for others. Information is required by phase.

Table F-2: Proposed Vendor Staff, Resource Hours and Rates Worksheet

Position Title	Name	Initiation	Implementation	Hourly Rate	Hours X Rate
Project Manager					
Position #1					
Position #2					
Position #3					
TOTALS					

F-3 Future Vendor Rates Worksheet

The State may request additional Services from the selected Vendor and requires rates in the event that additional Service is required. The following format must be used to provide this information. "SFY" refers to State Fiscal Year. The New Hampshire State Fiscal Year runs from July 1 through June 30 of the following calendar year. Positions not identified in the Proposed Position Worksheet may be included in the Future Vendor Rates Worksheet.

Table F-3: Future Vendor Rates Worksheet

Position Title	SFY 2017	SFY 2018	SFY 2019	SFY 2020
Project Manager				
Position #1				
Position #2				
Position #3				

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

F-4 Software Licensing, Maintenance, and Support Pricing Worksheet

Table F-4: Software Licensing, Maintenance, and Support Pricing Worksheet

Software Name (and size)	Initial Cost	Maintenance Support and Upgrades					
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
TOTAL							

**F-5 Web Site Hosting, Maintenance, and Support Pricing Worksheet
(IF WEB IMPLICATIONS)**

Table F-5: Web Site Hosting, Maintenance, and Support Pricing Worksheet

HOSTED SERVICES	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	TOTAL
Web Site Hosting Fee							
Technical Support and updates							
Maintenance and Updates							
GRAND TOTAL							

F-6 Equipment Procurement Pricing Worksheet (If applicable)

Table F-6: Equipment Procurement Pricing Worksheet

Table F-6 Detailed Hardware Deliverables		
Description	Owned/ Maintained By	Quantity

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

Hardware Specifications (Provide Details for Equipment Listed in Table F-6 Above)

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
TRAFFIC DATA MANAGEMENT SYSTEM
NHDOT – RFP 2015-091
PART 1**

APPENDIX G-1 TESTING REQUIREMENTS

See NHDOT RFP 2015-091 Part 2.

APPENDIX G-2: CERTIFICATES

See NHDOT RFP 2015-091 Part 2.

APPENDIX H – STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS- P-37

See NHDOT RFP 2015-091 Part 2.

APPENDIX I - TERMS AND DEFINITIONS

See NHDOT RFP 2015-091 Part 2.

APPENDIX J – MONTHLY AND YEAR END PROCESSING

See NHDOT RFP 2015-091 Part 3.

APPENDIX K – SAMPLE REPORTS

See NHDOT RFP 2015-091 Part 4.

APPENDIX L – NHTMS ACCESS DATABASES OVERVIEW

See NHDOT RFP 2015-091 Part 5.