

**OFFICIAL RESPONSES TO VENDOR QUESTIONS**  
**RFP 2015-141 Child Support Systems Maintenance & Enhancement Project**

No.	Question	Answer
1.	<p>General;            If the State's answer to any of the vendor questions is not clear to the Vendor, is there a provision for the Vendor to seek further clarifications for that particular State response?</p>	<p>The vendor may seek clarification to the Official Responses to Vendor Questions via email.</p>
2.	<p>General;            Is Data Migration part of the Scope of Work?            If so;            1) Will the Vendor be expected to conduct data cleansing or will this be done by the Department?            2) In order to size the Data Migration effort, please provide information on size of database, number of records to be converted, and the total number of fields and look up tables in the legacy database.</p>	<p>No, data migration is not part of the Scope of Work.</p>
3.	<p>General;            What is the name of the vendor that the State contracted with for baseline NECSES 2.0 application?            Is this vendor eligible to respond to this RFP?</p>	<p>Protech Solutions, Inc. Original contract approved by G&amp;C 9/28/2011 Item #96. Contract extension approved by G&amp;C 6/4/2014 Item #60.</p>
4.	<p>General;            1. When does the State's current contract with the incumbent Vendor expire?            2. Does the State's current contract has provisions for Knowledge Transfer/Transition from the incumbent vendor to the new vendor? Section 6.10 (page 23 of the RFP) does mention 'Transition' but we are not very clear as to the transition referred therein is transition from the incumbent DDI vendor to new DDI vendor or it is referring to transition from incumbent SDU vendor to a new SDU vendor.</p>	<p>1) Current contract covers maintenance of NECSES 2.0 and expires 9/30/2015.</p> <p>2) Section 6.10 (page 23 of the RFP) inadvertently included language referring to transition from DCSS's current SDU contractor to a succeeding SDU contractor. The term "SDU" should be removed from this statement.</p> <p>3) To the best of our ability as allowed by the contracts, sufficient time will be allotted for transfer of knowledge from the incumbent DDI contractor to the succeeding DDI contractor.</p>

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	<p>3. Regardless of the provisions of the current contract, is the State open to allow sufficient time for Knowledge Transfer and orderly transition of application maintenance/support responsibilities from the incumbent DDI vendor to a new DDI vendor?</p>	
5.	<p>General:  The RFP states that the new NECSES 2.0 provides approximately 60% of the DCSS's required functionality:</p> <ol style="list-style-type: none"> <li>1. Since NECSES 2.0 does not provide 40% of the DCSS's requirements, does it mean that at this point of time the DCSS is operating and maintaining both the original legacy NECSES <u>AND</u> the new NECSES 2.0 to support its business operations?</li> <li>2. If answer to 1 above is yes, then does the scope of work for this RFP include maintenance and operations of the legacy NECSES in addition to NECSES 2.0?</li> </ol> <p>Is it correct to assume that the descriptions in Appendix I Section A sub-sections 2, 4, &amp; 5 (page 89 thru 96 of the RFP) are that of NECSES 2.0?</p>	<p>1) No, the legacy application is not in use.</p> <p>Yes, the descriptions in Appendix I Section A are that of NECSES 2.0.</p>
6.	<p>General;  While the RFP provides a good high-level description of NECSES 2.0,</p> <ol style="list-style-type: none"> <li>1. Is a set of comprehensive systems documentation available for NECSES 2.0? If so, what does it contain? How up-to-date is the documentation?</li> <li>2. Are comprehensive User Manuals/Training</li> </ol>	<ol style="list-style-type: none"> <li>1) Yes, DCSS has current documentation for NECSES 2.0. The documentation includes design documents, test plans, test scripts and hardware/software architecture diagrams.</li> <li>2) Yes, DCSS has current User Manuals/Training Materials.</li> <li>3) Yes.</li> </ol>

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	<p>Materials/Operations Manual available for NECSES 2.0? If so, how up-to-date are these?</p> <p>3. To the best of State's knowledge, is the quality of NECSES 2.0 code uniform throughout the application?</p> <p>4. Will the State be open to allow us to review/examine the NECSES 2.0 documentation and code in order to submit a high quality and realistic proposal in response to this RFP? (we are willing to sign the necessary confidentiality agreement). Can the State please let us know if this is permissible and if so who will coordinate this activity?</p>	<p>4) The Department will allow review of upon individual requests. Any vendor who wishes a review must set up an appointment by emailing Eric Borrin at <a href="mailto:eric.borrin@dhhs.state.nh.us">eric.borrin@dhhs.state.nh.us</a> and sign a confidentiality agreement.</p>
7.	<p>General:</p> <p>1. Is it correct to assume that any maintenance/enhancements to the legacy NECSES (if indeed it is in use) out of the scope of this project?</p> <p>2. Are there any identified or known defects/bugs in the existing NECSES 2.0 implementation (covering 60% of the requirements)? If so, could the State please provide the list of such defects/bugs?</p> <p>3. Are the ODS tables mapped to their respective source tables/screens in the existing NECSES 2.0 implementation (covering 60% of the requirements)?</p> <p>4. Is there any data/tables that are not yet converted from the legacy NECSES to</p>	<p>1) Yes.</p> <p>2) Yes, currently there are defects being fixed. DCSS will not provide a list of these defects due to possible security risks.</p> <p>3) Yes.</p> <p>4) No.</p>

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	<p>NECSSES 2.0?</p> <p>5. Is it correct to assume that all <i>infrastructure support</i> (including hardware, network administration, systems administration, application/web server administration, database administration, and computer operations) will be provided by the DoIT while all <i>application support</i> activities will be the responsibility of the successful bidder?</p>	<p>5) Yes.</p>
	<p>General;            Will the Contact Center mentioned throughout the RFP be manned by the State or the Vendor?</p>	<p>The Contact Center is currently and will continue to be manned by the State.</p>
8.	<p>Pages 9 and 10;            Establishment requirements are listed. Additionally page 20 lists an additional four (4) requirements. Should the vendors response to the requirements on pages 9 and 10 be inclusive of the page 20 requirements or should they remain separate?</p>	<p>Each section of requirements included in pages 1-20 should be addressed separately.</p>
9.	<p>Page 17, 4.20.9.4;            Requests the vendor's four most recent audited financial statements. This requirement is mentioned again in E-1.2 Financial Strength. Should an additional copy of the financial statements appear in both the Technical and Cost Proposals or would one copy in the Cost proposal be sufficient?</p>	<p>The financial statements should only appear in the Cost proposal.</p>
10.	<p>Page 17-18, 4.20.9.4            We are a privately held C Corporation which falls under 'Small Business' classification as defined by SBA 13-CFR-121 (less than \$27.5M in average gross annual receipts and a small business that is not dominant in the field of operations). Since our</p>	<p>DCSS will accept Reviewed Financial Statements in place of the Audited Financial Statements if the potential vendor meets the "Small Business" classification as defined by SBA 13-CFR-121.</p>

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	<p>average gross annual receipts are over \$2M but less than \$10M, by law we are required to prepare only the Reviewed Financial Statements from a licensed Public Accountant instead of Audited Financial Statements. Therefore, customarily, we have maintained only Reviewed Financial Statements, as required by the law, up until now. As the State is undoubtedly aware that apart from the cost of preparing Audited Financial Statements, the time and the resources that the business needs to commit to prepare Audited Financial Statements is a real burden on a small business and is a cause for significant hardship. Will the State, therefore, consider our request to accept Reviewed Financial Statements from an independent CPA firm, in place of Audited Financial Statements, as a part of our response to this RFP?</p>	
11.	<p>Page 18 and 19;            System Wide General Requirements are not included in Appendix C, page 41. Should the System Wide General Requirements be added as number 11?</p>	<p>No, System Wide General Requirements should be included in Appendix C, C-1 Phase II, Planning and Design, items a.1-10.</p> <p>DCSS would like to emphasize that this section is a recommended sequence only and is open to other solutions for upgrading and deploying the subsystems listed.</p>
12.	<p>Page 20;            Lists four (4) new Legal Referrals; Functional Requirements, in what module should these requirements be included?</p>	<p>The four (4) new Legal Referrals; Functional Requirements should be included in the Case Management module.</p>
13.	<p>Page 37-38, A-3.1;            Could the State please provide a list of the technologies employed in the current NECSES 2.0 implementation (giving products and versions)? The list may include O/S, Database, Application/Web</p>	<p>This information is not available due to security purposes.</p>

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	server, Oracle Forms & Reporting (version), Batch Scheduler, Configuration Management/Version Control/Bug Tracking tool (Harvest?), development tools/IDE, software load balancing, security/performance monitoring tool, Automated Testing tool etc.	
14.	<p>Page 88, Appendix I;  The RFP on page 5 states that it seeks professional services....'c. Implementation of requirements and integrating with IVR and contact center functionalities and technologies'</p> <p>1. Could the State please provide more details on both the IVR and the Contact Center products/sub-system currently used by DHHS/DCSS i.e. make, model, programming language, the database product used etc.?</p> <p>On page 88, the RFP states that the current IVR is very old with limited documentation. Is the State planning to replace the current IVR sub-system as a part of this project at some future date?</p>	<p>1) The Contact Center uses NECSES 2.0. The IVR is a custom built system developed by First Data Government Solutions.</p> <p>Replacement of the IVR system is not a part of this project.</p>
15.	<p>Topic 1 and 2 of Appendix D;  This requires a large amount of information to provide. Will the State accept more than 5 pages for the answers?</p>	<p>While DCSS recognizes there is a significant amount of information to be provided in Topics 1 and 2, we request that your proposal adheres to the suggested page limit stated for each topic.</p>
16.	<p>C-1.a;  Is the State open to considering an Upgrade Plan that proposes to deliver prioritized requirements, across multiple subsystems, in a two release strategy versus a subsystem approach?</p>	<p>Yes. Appendix C is a recommended sequence only and DCSS is open to other solutions for upgrading and deploying the subsystems listed in C-1.a.</p>
17.	<p>C-1.c;  Is this component of the plan required since the</p>	<p>This section is required and should be based on the solutions provided in the proposal.</p>

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<b>No.</b>	<b>Question</b>	<b>Answer</b>
	platform, architecture and tools have been chosen and implemented with NECSES 2.0 or is the State considering other options?	