

STATE OF NEW HAMPSHIRE  
 BUREAU OF PURCHASE AND PROPERTY  
 STATE HOUSE ANNEX  
 25 CAPITOL STREET  
 CONCORD, NEW HAMPSHIRE 03301-6398

**ADDENDUM # 3 TO BID INVITATION # 1877-17**

**DATE OF BID OPENING:** 7/11/16

**TIME OF BID OPENING:** 2:30 PM (EST)

**FOR:** IT Advisory Services

**Clarifications:**

Q#	RFP Reference	Question	Answer
1	Page 41, 'Topic 2 – Data Exchange',	Can you clarify the expectations or desired features of the vendor? Can you provide an example of the type of data that would be exchanged?	The State anticipates the following are types of data that would be exchanged, but are not limited to the following: white papers, various statistics, strategic evaluations and product or process comparison data with other private or public entities.
6	page 44, section E-2	Requests vendors to provide resumes for each IT Consultant staff position to service the State on a regular basis with three references/IT Consultant. Info-Tech has hundreds of Consultants that your members could potentially work with over the term of the contract. How many Consultant resumes are expected to demonstrate capabilities? Subsequently, how many references would be required? In addition, are there specific IT areas that should be demonstrated (ex. Security, CIO Advisory, etc.)?	The State anticipates vendors will provide core team member resumes which will act as the primary contact(s) for the State on most typical research question initiatives (i.e. account executives, core research analysts, etc.).  Please see addendum to Appendix E
3	Page 16 'Proposal Organization'	States that the Cost proposal is Section VI. Is the Cost Proposal to be provided separately from the technical response?	The State would like the cost proposal to be provided seperately (1 for each submitted proposal).
4	Pages 41 and 42 – Topic 4 'Written Research'	Ask for vendors to provide three examples of research reports provided within the last year. Is it acceptable to include these reports on a USB key?	The RFP requests that links be provided to online reports. However, vendors may provide the requested research reports as paper hardcopies, via email to a specified email account, or via links to an online report. The current email limit is 12 MB.  USB drives will not be accepted.

5	Page 45	States that IT Consultant Staff must be available full time, on site, for the duration of the contract. IT Research Services is primarily delivered through on-line research, telephone consultations and occasional on-site briefings/workshops. Can you clarify the requirement for on-site support?	Please see addendum to Appendix E-2
6	Terms and Conditions	Bidders are required to agree to do not provide for a limitation of liability. Would the State be amenable to limiting liability? Specifically, would the State agree to limit liability for Errors & Omissions claims to the extent of the contractor's insurance (e.g. USD \$2 Million).	The State will expect that the vendor will have insurance that will cover up to the amount of USD \$2M .
7	Section 6.8.1, Pricing	<p>a. Please explain what "fixed rate" means and provide an example to clarify.</p> <p>b. Will the State allow vendors to refresh it's fixed products and/or services and pricing on an annual basis, either on the calendar year or other annual mutually agreed to date, consistent with vendors standard practices?</p>	<p>a) Fixed rate implies fully loaded rates. For example, the State will not pay for individual items outside of the fixed rate for things such as, but not limited to travel, lodging, etc. All rates are finalized up-front; as approved by G&amp;C.</p> <p>b) The vendor may have different fixed rates for different years.</p>
8	Appendix F	<p>a. Table F-1 shows only one column for annual rate. What is the effective date for the annual rate? For example, is the rate effective only for the State fiscal year (SFY) 2017 7/1/2016 – 6/30/2017?b. Table F-2 shows four columns for rates for each SFY. Can the rate for each SFY vary from year to year?c. The pg. 10 Section 1.2 Contract term states "The Vendor's initial term will begin on the Effective Date and extend through June 30, 2021. The term may be extended for up to three years..."; in total 5 years plus 3 annual extension. However, Appendix F Table F-1 and Table F-2 show only 1 and 4 columns of annual rate(s) to SFY 2020 ending June 30, 2020 respectively. Please clarify.</p>	See Appendix F
9		Will the State confirm its intent is to receive access to Research and Advisory services via a subscription or term based licensed?	The State wishes to procure access to research and advisory services via given durations as outlined in the RFP. Referring to that duration as a subscription or a term does not matter to the State. The State would like a fixed rate for a fixed duration.

10		Will the State confirm its intent is to receive Research and Advisory services on annual basis? State desires to have the right to renew Services for additional annual terms (at State's discretion) in accordance with terms to be negotiated?	The NH P-37 are the final contract terms and conditions. The Attorney General (AG) would need to approve any changes. Generally, P-37 terms are not changed; but vendors may ask.
11	Appendix F, Pricing Worksheets	States that "the resulting contract shall be a Not-to-Exceed Contract. The budget for the project shall not exceed \$100,000." a. Please clarify what the "project" is. b. Is this an annual budget or the total amount to be spent over the duration of the 5-year agreement? c. Will NH State agencies be included in the \$100,000 or have the ability to contract on their own?	See addendum. This specification has been removed.
12		Is it acceptable for contractors to provide an optional product list as a framework for New Hampshire State agencies to purchase off of?	Optional product lists may be provided to add clarity, but are not required.
13	Appendix C, Section C-2, Deliverable	States that "for evaluation purposes the assumption is that we will have two (2) CIO level users, four (4) Director Level users, ten (10) IT Agency level leaders and fifteen (15) IT Project Managers." a. How is this information being used for evaluation purposes? Is this for support, or a package cost? b. Are the 15 IT Project Managers specific to one agency, or are they cross-agency? c. Are the 5 Director Level users specific to one agency, or cross-agency?	a. The State anticipated that vendors would use the information to provide a package cost b. The project managers are allocated across agencies (state-wide) c. The Director level users are allocated across agencies (state-wide)  See addendum
14		The RFP makes multiple mentions of a "Software Solution" and "Vendor Software." The method by which IT research is traditionally delivered to the client in the current marketplace is through a subscription to a commercially available online database, accessed through an online login. Can DAS confirm that it does not intend to purchase software, but instead purchase subscriptions to an IT research database?	The State does not want to buy software and expects to receive information the way this is traditionally provided by advisory services vendors.

15	Appendix E, Section E-2	Requires contractors to provide resumes for “Vendor IT Consultants” for full-time onsite individuals to provide specialty consulting or fill research requests. We believe this requirement to be inconsistent with the rest of the RFP.a. Does DAS intend to purchase consulting services in addition to research? If so, please provide a pricing worksheet with requirements for consulting services.b. If not, can DAS please remove Requirement E-2, or modify the requirement to require the resumes of Analysts available to users for inquiry?	The State anticipates the vendor will provide information on resources that will typically work with the State on advisory research efforts (i.e. account executives, etc.). See Apperndix E. If the State initiates a request for consulting services that go deeper than typical advisory services then resumes will be requested at that time on a project by project basis.a) See Addendum b) See Addendum
16	Section C-1	Respondents are asked to indicate their ability to provide support across several specialty areas. How will the State evaluate and score the level of expertise in each area to reflect the quality of advice received? For example, will you compare the depth of available research in each area and the overall size and experience of the team made available to the State by the respondent?	See Scoring Section in RFP. See addendums to (sections 5.4.2 - 5.4.4, Appendix C)
17		How will the State evaluate the relative pricing of proposals amongst all respondents?	See Addendum - RFP scoring section 5.4.2 - 5.4.4..
18	Section 4.2.1 Restriction of Contact with State Employees	Assume to mean that potential vendors may not contact State employees regarding source selection matters. Can the State please identify the specific individual	All questions and contact regarding this procurement must be sent to Paul Rhodes (Department of Administrative Services)  Vendors may contact other State employees on other matters, not related to this RFP
19	Appendix D	Mandates that vendors must respond to 16 Topics listed, but the proposal organization guidelines in Sections 4.16 and 4.18.3-4.18.10 do not include a place for this response. Can DAS please instruct vendors where the information required in Appendix D should be included?	See Addendum
20		Is it a requirement for vendors to have at least 400 full time analysts on staff to provide maximum coverage for the topics and roles required by DAS?	No

21	Section C-1	Is it a requirement for vendors to provide the number of research documents available in their database covering the Specialty Area topics named in Section C-1 to demonstrate adequate coverage across all topics?	Vendors are not required to provide statistics. However, vendors are encouraged to provide whatever information they feel supports their ability to deliver value to NH and exemplify their experience in the advisory services and research market segment per the requirements of this RFP.
22		Should the vendor demonstrate strong participation in its peer networking forum with at least 20,000 peers and at least 3,000 State and Local Government peers participating? Should the vendors include screenshots to demonstrate their capabilities?	Vendors are not required to provide statistics. However, vendors are encouraged to provide whatever information they feel supports their ability to deliver value to NH and exemplify their experience in the advisory services and research market segment per the requirements of this RFP.
23	Appendix F	Are you asking for dollar rate per query, per meeting, per contact?	The State would like to see an annual (fixed fee) rate.
24		Low cost for advisory services and consulting; independently awarded points or combined?	See addendum. All points will be awarded toward advisory services (which was the prime intent of this RFP). It will be optional for vendors to provide current rates for roles outlined in the event the State wishes to look into future consulting services that go beyond advisory services.
25	F-1 Table	Per seat - only deals with advisory and not consulting - correct?	Advisory only. See addendum.
26	Appendix F	For consulting services, do you want hourly rates?	See addendum. Hourly rates are optional for defined senior consulting roles outlined in the RFP in the event that the State wishes to purchase consulting services.
27		Oral interviews and product demo's. Is this something that vendors will be asked to do to clarify their response or is there another purpose?	The State may wish to clarify vendor responses and/or invite top bidders to probe deeper into their responses. Orals are optional and the State will decide on whether it wishes to bring in vendors based on the need for clarification in cases where vendor evaluation scores are close.
28		Who is going to manage the spend rates? With so many people able to ask for services? How will it be managed?	See addendum. DoIT works with all State agencies and will work with DAS and State agencies on the management of the spend rate.
29		Will submission date be pushed out due to clarification needed?	Yes. Dates will change. See Addendum 2.

**Clarification:**

See attached "1877-17 IT Advisor Services – Final A3" for amended changes. This replaces original RFP 1877-17 in its entirety.

**PURCHASING AGENT:** Paul Rhodes  
**TEL. NO.:** 603/271- 3350

**NOTE:** IN THE EVENT THAT YOUR BID INVITATION HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING

THIS ADDENDUM, RETURN ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

BIDDER \_\_\_\_\_ ADDRESS \_\_\_\_\_

BY \_\_\_\_\_  
(this document must be signed)

\_\_\_\_\_ TEL. NO. \_\_\_\_\_  
(please type or print name)

Please visit: <http://das.nh.gov/purchasing>  
(click on "Bid, Proposals...") for complete bid and addendums.