

STATE OF NEW HAMPSHIRE

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

ADDENDUM # 4 TO RFP INVITATION # 1519-13

DATE OF BID OPENING: **April 15, 2013**

TIME OF BID OPENING: **2:30 PM**

FOR: **Mobile Data Collection Forms and Management System**

RFP Section	Amended Text
Section 1	<p>Add the following language to Section 1: Introduction:</p> <p>1. 5 ELIGIBLE PARTICIPANTS: Political sub-divisions (counties, cities, towns, school districts, special district or precinct, or any other governmental organization), or any nonprofit agency under the provisions of section 501c of the federal internal revenue code, are eligible to participate under this contract whenever said sub-division or nonprofit agency so desires. These entities are autonomous and may participate at their sole discretion. In doing so, they are entitled to the prices established under the contract. However, they are solely responsible for their association with the successful Vendor. The State of New Hampshire assumes no liability between the successful Vendor and any of these entities.</p>
Attachment C-2 Tab 4 H2.6	<p>Delete the language in H2.6 and replace with:</p> <p>Scheduled backups of all servers must be completed regularly. At a minimum, hosting servers shall be backed up nightly, with one daily, one weekly, and one monthly backup stored in a secure location to assure data recovery in the event of disaster.</p>

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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)

DAS RFP – 1519-13
 Department Of Administrative Services
 Mobile Data Collection RFP
 Vendor Conference – February 19, 2013

	Section	QUESTION	ANSWER
1.	1.1-2	In paragraph E-1.1-2 Financial Strength of the RFP, is the envelope required to go in all the copies or only the original	Only one copy of the financial information is required. It may be included in a separate envelope with the original proposal.
2.	1.2 Overview	In Section 1.2 under Overview of Project, the State indicates it plans to execute a Not-to-Exceed Statewide Contract. What parameters will be used to determine which future projects might be needed from the various agencies within the state and the scope of efforts for those projects?	Project specific SOWs will be written for future projects under this contract. The Vendor will quote these projects as firm-fixed-price based upon the hourly rates or an agreed to cost/pricing methodology established in the master contract.
3.	Attachment C-2 General	Will that affect the evaluation of "Standard" vs. "Future" responses in the Delivery Method Column?	The RFP evaluation will be based upon the prices quoted for the Liquor project including the features your solution offers as "standard" and any features proposed as "custom" as long as those custom features are included in the price. We cannot base the evaluation on planned future features.

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	Section	QUESTION	ANSWER
4.	Attachment C-2 Future Projects Tab 2	Is there a contradiction between A3.81 and A3.89 on the future requirements list?	<p>Attachment C-2 is intended to identify the functionality of your proposed solution. As stated in Section B-2, the proposed solution must comply with at least 90% of all mandatory requirements listed in Attachments C-2 and C-3.</p> <p>We do not perceive that there is a contradiction between the two requirements. A3.89 is a security requirement, and A3.81 is a method of meeting the security requirement. There may be other ways to meet that security requirement.</p> <p>Please explain in your proposal, whether your solution can meet requirement A3.89 and how. Indicate whether your solution offers the ability for mobile devices to connect to a website thru mobile number/PIN (A2.81).</p>
5.	Attachment C-2 Future Projects Tab 4 H5.19	Can you elaborate on the requirements of "a personal secure FTP site"? Does this imply that all transfers should be done via SSH File Transfer Protocol?	This question is still under consideration.
6.	Attachment C2, Tab 2, A3.44	<p>"PDF page settings control"</p> <p>What specific PDF settings are required, and must they be accessed from within the form? Are you referring to customizing PDF creation, PDF viewing controls, or something else?</p>	<p>There are no current requirements for this feature. Attachment C-2 is intended to identify the functionality of your proposed solution and many of the requirements, including this feature, are not mandatory.</p> <p>Please describe whether your solution offers this feature and what it can do if implemented within an application.</p>

	Section	QUESTION	ANSWER
7.	Attachment C2, Tab 2, A3.62 & A3.63	<p>“Select mobile workers to display on map”; “Select track colors on map”</p> <p>Do we need a standalone product for tracking the locations of workers and creating a breadcrumb trail of their movements? We can use the GPS data to plug into widely available mapping software, but to do ad hoc reporting and worker location display would require us to find another application. Would the same functionality provided differently be acceptable?</p>	<p>There are no current requirements for this feature. Attachment C-2 is intended to identify the functionality of your proposed solution and many of the requirements, including this feature, are not mandatory.</p> <p>Please describe whether your solution offers this feature and what it can do if implemented within an application.</p>
8.	Attachment C2, Tab 2, A3.67	<p>“Data Exchange Server”</p> <p>We need clarification on what you need in regards to Data Exchange Server.</p>	<p>Attachment C-2 is intended to identify the functionality of your proposed solution and many of the requirements, including this feature, are not mandatory.</p> <p>Please describe whether your solution offers this feature and what it can do if implemented within an application.</p> <p>Where does your solution collect the data? How and when can it be transferred to another database or application?</p>
9.	Attachment C2, Tab 2, A3.69	<p>“Sort and query data based on value”</p> <p>Where do you want to sort and query data? Once the information is in a database, sorting and querying is simple. Do you want to sort and query data from within the forms?</p>	<p>There are no current requirements for this feature. Attachment C-2 is intended to identify the functionality of your proposed solution and many of the requirements, including this feature, are not mandatory.</p> <p>Please describe whether your solution offers this feature and what it can do if implemented within an application.</p>

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	Section	QUESTION	ANSWER
10	Attachment C2, Tab 2, A3.81	<p>“Mobile device connects to website through mobile number/PIN”</p> <p>What website do the mobile devices need to connect to? Would the same functionality provided differently be acceptable?</p>	<p>There are no current requirements for this feature. Attachment C-2 is intended to identify the functionality of your proposed solution and many of the requirements, including this feature, are not mandatory.</p> <p>Please describe whether your solution offers this feature and what it can do if implemented within an application.</p>
11	Attachment C2, Tab 2, A3.97	<p>“Establish ability to enforce session timeouts during periods of inactivity”</p> <p>Is this item referring to periods of inactivity during form entry or while uploading form data to the server?</p>	<p>This requirement refers to the session timeouts during form entry.</p>
12	Attachment C2, Tab 4, H1.2	<p>“State access will be via VPN”</p> <p>Does this mean State access or all access? VPN is fine but can access also be restricted by originating IP Address?</p>	<p>The State is not specifying a web-based cloud solution. If a <u>web-based cloud solution</u> is proposed, the State will require access to the State’s data via VPN.</p>
13	Attachment C2, Tab 4, H2.1	<p>“Vendor shall conform to adequate disaster recovery procedures as defined by the State of New Hampshire”</p> <p>What specific state of NH disaster recovery procedure documents should we use?</p>	<p>The State prefers not to dictate a single disaster recovery protocol. A description of the proposed procedures should be included in the proposal.</p>

	Section	QUESTION	ANSWER
14	Attachment C2, Tab 4, H2.2	<p>“Vendor shall have documented disaster recovery plans that address the recovery of lost State data as well as their own. Systems shall be architected to meet the defined recovery needs”</p> <p>Is this state data that exists on the cloud solution?</p>	Yes, the State is concerned about State data stored in a “cloud” solution.
15	Attachment C2, Tab 4, H2.6	<p>“Scheduled backups of all servers must be completed regularly. At a minimum, BlueHost servers shall be backed up nightly, with one daily, one weekly, and one monthly backup stored in a secure location to assure data recovery in the event of disaster”</p> <p>Backups will be completed as required, but the solution will not be hosted on Blue Host Servers. Is this a requirement?</p>	No, BlueHost servers are not required. This language will be corrected in an addendum.
16	Attachment C2, Tab 4, H2.8	<p>“Tapes or other back-up media tapes must be securely transferred from the site to another secure location to avoid complete data loss with the loss of a facility”</p> <p>Although InStream can do a tape backup, we typically backup to disk. Would this be acceptable?</p>	Yes, disk back-up is acceptable. Please confirm that back-up media is stored in a secure location off-site.

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	Section	QUESTION	ANSWER
17	Attachment C2, Tab 4, H4.5	<p>“In the development or maintenance of any code, the Vendor shall ensure that the Software is independently verified and validated using a methodology determined appropriate by the State. All software and hardware shall be free of malicious code”</p> <p>Will the state provide the independent verification service?</p>	This service is provided by the vendor. The quoted price of any future project must include 3 rd party verification and validation services.
18	DOT Pilot	Are federal funds available for the implementation of a mobile data collection solution at the Department of Transportation?	There is no specific project approved yet, however, many activities at the Department of Transportation lend themselves to mobile data collection. Federal funding is often used for the supporting systems.
19	DOT Pilot	Does New Hampshire have a State law requiring preference for women owned and minority owned businesses?	Specific to this information technology project, New Hampshire does not have any laws requiring preference for women owned and minority owned businesses. Grant funding, such as federal grants, may require such a preference.
20	DOT Pilot	Is there a requirement to support Automatic Vehicle Location (AVL) or Radio Frequency Identification Devices	There is not a current requirement for this capability, however support for AVL and RFID would be considered a plus.
21	DOT Pilot	During the vendor meeting you indicated that DOT uses specific software that monitors the road conditions and temperature, what type of software is used? Or, do you expect the new mobile software to replace this software? If yes, can we get more details about how this process functions in terms of data elements being validated, etc.	The new solution is not expected to replace the DOT road conditions monitoring software.

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	Section	QUESTION	ANSWER
22.	Exhibit B Pricing	The RFP requests that prices quoted are “fully loaded” with travel and other costs – can we request a change to break out preapproved travel?	The State’s policy is to evaluate “fully loaded” rates. Vendors may include a separate sheet itemizing these costs.
23.	General	We understand your desire to integrate with the Blackberry OS based on the units already in the State. Based on the rapid move away from Blackberry would you not consider an Android OS along with an iOS to be more meaningful in the longer term?	We have no plans to support Androids due to security concerns.
24.	General	Will the State be providing a completed Terms and Conditions Agreement (Appendix H) for the project(s)?	Legal terms and conditions will be agreed to in the Master Contract. Although there COULD be additional legal terms in the specific agency SOWs, it is anticipated that the SOWs will include project requirements, deliverables, and business terms.

	Section	QUESTION	ANSWER
25	General	<p>Can the State provide more details on the technology infrastructure between the Department of Information Technology and its 21 partner agencies?</p> <ul style="list-style-type: none"> a. Do each agency’s applications run on separate servers? b. Does the DoIT maintain separate software licenses for each agency? c. Does the DoIT provide cloud/hosted application services to the agencies? d. Will vendors be required to provide software pricing for future agency projects (if needed) as part of the fixed cost of the initial RFP Response? 	<ul style="list-style-type: none"> a. Some agencies have separate servers and some utilize our virtual server environment in the data center. Other systems are hosted by vendors. b. Agencies maintain their own licenses as a rule. The state has very few “enterprise” software licenses. c. DoIT hosts applications for numerous agencies. These applications are accessed by the agencies via the State’s core network. Some are accessible to community partners and citizens via the web or VPN. d. No, project specific SOWs will be written for future projects under this contract. The vendor will quote these projects as firm-fixed-price based upon the hourly rates established in the master contract.

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	Section	QUESTION	ANSWER
26	General	Are there other agencies within the State other than the 21 partner agencies to the DoIT that would be covered under the proposed Master Contract?	Yes, all executive branch agencies may purchase software and services under this contract. We have determined that this contract should be available to additional branches of State government and other organizations. Eligibility language in the RFP will be modified via an addendum.
27	General	Will a sampling of various forms from different agencies be made available with some definition of the functional complexity anticipated?	Yes, as the SOWs are developed, specific form information and samples will be included at the time.
28	General	Are there any pre-defined specifications as to what the State deems to fall within (or outside) Commercial-Off-the-Shelf (COTS) software?	The State views COTS in a very broad sense. If the vendor has a "core" application that they have developed and bring to New Hampshire, this would be considered COTS, even if it needed some code modification to meet the State's requirements.
29	General	Since the Liquor Commission will not be awarding the project, can you estimate the timeframe that the first project from either the NHLC or another agency will be requested?	It is unknown when the first project may be requested. It is anticipated that the contract will be approved by the Governor and Executive Council in June 2013, therefore the first project award is likely to be in the Fall of 2013.
30	General	Does the project require electronic conversion / migration of any existing forms from various agencies? What is the current format(s)?	The Liquor Project does not project require electronic conversion / migration of any existing forms. However, future projects may include that requirement. This will be determined on a case-by-case basis. Current data formats vary and will be described in detail in any future project SOWs.

	Section	QUESTION	ANSWER
31	General	Does the State have any defined/required standards regarding acceptable types of mobile devices? Operating Systems for mobile devices?	We currently support I-OS and BlackBerry devices.
32	General	Regarding Mobile Device Hardware Supported, the following were mentioned: iOS, Android and Blackberry. There was no mention of Windows. Was that simply an omission?	The State currently supports I-OS and BlackBerry devices. Support for Windows could be added in the future, but there are no plans for that at the current time.
33	General	What server platforms does DOIT currently support? Hardware, OS, version; Database Type/Version.	The State uses HP/Windows Server operating system as our standard server platform and MS-SQL and Oracle for our databases. Other operating systems, databases, and hardware solutions would be considered.
34	General	Does DOIT have a specification for mobile devices that are supported for use by DOIT?	We currently support I-OS and BlackBerry devices. We do not have a standard for models, screen size, or other specifications.
35	General	Does DOIT anticipate doing their own backups of additional server hardware and/or applications?	The State will manage their own backups of additional server hardware and/or applications if they reside in a State facility.
36	General	What applications does DOIT currently support on mobile platforms (email, scheduling, custom applications?)	The State currently supports interfacing with MS-Exchange for e-mail and calendar. The intent of this RFP is to expand that list to include many of the applications which the agencies use today.

	Section	QUESTION	ANSWER
37.	General	Does DOIT manage such mobile devices? Does DOIT intend to support State apps on private mobile devices (e.g. personal smart phones, tablets, etc.) or not?	The State does not currently support State applications on private mobile devices. There are no plans to do so.
38.	General	Has the state considered the concept of BYOD? And is this a feature that should be discussed in our proposal?	BYOD has been considered and there are currently no plans to support the use of State applications on private mobile devices.
39.	General	Is two factor authentication a requirement of every application?	Two factor authentication is not a requirement of the Liquor project. Future projects may include this requirement in the SOW. Please describe the ability of your solution to address this.
40.	General	Would a shared service platform be allowed?	Yes, the State will consider a solution operating a shared server in addition to other architectures as presented in Section 1.1 Overview of Project.
41.	General	Is the State looking for a software application that supports multiple architectures? What are the price points for software? What are the price points for the back-end architecture?	The State is not necessarily looking for a solution that supports multiple architectures. We would like vendors to propose a scalable solution architecture that best fits into the State environment. Future project SOWs will be written in accordance with the contracted solution specifications. Vendors may propose various options with varying price points.
42.	General	What is the scope of the RFP? Is the solution just for data collection - no data base integration required?	The scope of this RFP includes the specifications for the Liquor project and future mobile data collection projects. As noted in Section 1.1 Overview of Project various backend architectures will be considered. It should be assumed that the solution should include the collection of data, storage of this data in a database, and in some instances transmission to the State application database.

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43	General	Are the agencies using document management software?	The State does not have a single document management solution. Several applications are currently in use: Filenet, SharePoint, Hummingbird, and others.
44	General	Will the contract specify a hosted or State operated infrastructure?	The RFP does not specify a single acceptable architecture. However, the contract will specify the architecture proposed by the selected vendor.
45	General	Will data migration services be required?	If "data migration" is defined as the transfer of legacy data into the new solution database, the answer is unknown at this time. This will be specified in future project SOWs. If "data migration" is defined as the transfer of the collected data into a storage database or a State application database, the answer is yes. Specifications for this will be described on future project SOWs.
46	General	Will agencies be able to provide answers for drop down menus on the forms?	Yes.
47	General	Who is responsible to do the interchange and architecture?	The State deems that architecture design is the role of the vendor. If the vendor hosts the solution, the vendor is responsible for the implementation and data interchange. If the State hosts the solution then the State's technical staff may play a role in implementation and data interchange.
48	General	Is MS Project the best format for project reports?	Yes.
49	General	Can the question period be extended?	The State has decided not to extend the period for vendors to submit questions.

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	Section	QUESTION	ANSWER
50	General	Will the state provide employee office space for the selected vendor at the states facilities for requirements collection and other times during the task order.	The State will be able to provide a workspace and internet access, however, a phone or computer will not be provided.
51	General	Do all the agencies use the same forms or different forms?	Agencies collect different data as they seek to fulfill their specific missions. Therefore, each agency will require different forms.
52	General	How do the Future Requirements in Attachment C-2 apply to this RFP?	The State is asking vendors to acknowledge that they are able to fulfill these “balance of product line” requirements.
53	General	Will you be able to provide a link to the library of forms used, so we know the AS IS scope across the agencies represented yesterday? Ideally across all of the 63 state agencies?	The State does not have a central library of forms to share. Form samples will be included (if available) with the SOWs for future projects.
54	General	What pilot devices were used in the Proof of Concept? Is the vendor that did the Proof of Concept also allowed to bid on this RFP?	All three of the State’s pilot projects utilized Android devices.
55	General	Is the vendor that did the Proof of Concept also allowed to bid on this RFP?	Yes, Global Relief Technologies is allowed to submit a proposal for this RFP.
56	General	Does the mobile software need to integrate with any current software?	The specifications of the Liquor project do not include the requirement to integrate with any current software. Future project SOWs may, however.

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	Section	QUESTION	ANSWER
57.	General	How much do you expect within this RFP response dealing with any integration between what is sent via the smartphone (mobile device) and any agency database that needs to have this data integrated?	<p>This feature is not required for the Liquor Project. Please describe your solution’s capabilities for data integration between what is sent via the smartphone (mobile device) and any agency database that needs to have this data integrated.</p> <p>Be sure to quote hourly rates for Programmer / Bus analyst/ etc. and any other skilled personnel required.</p>
58.	General	During the meeting we discussed the possible need to verify data being entered? How do you envision we can best accomplish this since the database for any of these backoffice systems is really not available to us at this time?	<p>This feature is not required for the Liquor Project. If it should be specified in a future project SOW, more information on the backoffice system will be made available to you.</p>
59.	General	Do you prefer that the application be accessible through a mobile browser? Or should the application be designed as a native application that resides on the smartphone? Or Both?	<p>The Liquor project does not indicate a preference. If the application uses a browser, the form needs to display well on the mobile device screen. Future project SOWs may specify one or the other.</p> <p>Please include a description of your solution’s display options in the proposal.</p>
60.	General	How many e-forms do you anticipate needing?	<p>The Liquor project has specified one e-form. The number of additional forms required by the State is unknown at this time. This requirement will be addressed in future project SOWs.</p>
61.	General	How many mobile device users will you have?	<p>The State currently has about 1000 mobile device users. It is anticipated that this number will increase as State workers are provided mobile devices for e-mail and calendaring functions. However, as mobile data collection applications are implemented, additional workers will be provided mobile devices to perform their work.</p>

	Section	QUESTION	ANSWER		
62.	General	Where are you storing data captured on the mobile devices?	Today, some applications are storing data in a database. Some applications may need to have data stored in the form until they can be synchronized.		
63.	General	Do you have an electronic content management system currently? If yes, what brand is it?	The State uses Adobe Contribute as a content management system and Websense as a web monitoring tool.		
64.	Liquor Pilot	<p>Can more detail be provided regarding the NHLC project and the specific reporting requirements from Store Operations?</p> <p>e. Will vendors be provided a sample copy of the NHLC form?</p> <p>f. Is the data they want to analyze contained in the 63 questions?</p> <p>g. Does the form clearly identify Class 50 required information?</p>	<p>e. This has been provided as Addendum 2.</p> <p>f. Yes, the data they want to analyze is contained in the 63 questions on the form.</p> <p>g. This entry on the Liquor Project form is asking the supervisor to acknowledge that they have reviewed the Class 50 Report while inspecting the store. The user can fill in a modification to the title and on the right, apply a rating regarding the quality of the report. <i>There is no other Class 50 related information collected on the form.</i></p> <table border="1"> <tr> <td>8. Reports Reviewed</td> </tr> <tr> <td>a. Class 50 (Budget vs Actual) _____ vs _____</td> </tr> </table>	8. Reports Reviewed	a. Class 50 (Budget vs Actual) _____ vs _____
8. Reports Reviewed					
a. Class 50 (Budget vs Actual) _____ vs _____					

	Section	QUESTION	ANSWER
65.	Liquor Pilot	<p>At several points in the RFP there is reference to “analyzing and defining business process improvements”.</p> <p>h. What specifically is the state expecting / requiring from vendors both in the NHLC and other agencies with respect to the RFP?</p> <p>i. What is the scope of potential analysis efforts?</p> <p>j. Does this need to be quoted as fixed price in the initial response?</p>	<p>h. The state is expecting to see:</p> <ul style="list-style-type: none"> - process simplification - elimination of unneeded steps - streamlined workflow - reduction in time to complete workflow <p>i. The scope is limited to the specific agency SOW and to the Liquor form.</p> <p>j. Process improvement should be inherent in the mobile data collection solution.</p>
66.	Liquor Pilot	How was the liquor pilot received?	User acceptance of the new electronic process was an issue therefore it was determined that the Liquor Commission did not reap the benefits they expected.
67.	Liquor Pilot	What device was used for the pilots?	An Android device with a 7” screen was used for all the pilot projects.
68.	Liquor Pilot	What vendor provided software for the Liquor Commission pilot?	Global Relief Technologies used “RDMS Collect.”
69.	Liquor Pilot	The pilot solution provided at the Liquor Commission was used for operational oversight and analysis roles?	Yes.
70.	Liquor Pilot	How was Global Relief Technologies engaged for these pilot projects?	Global Relief Technologies proposed the pilot projects to the CIO of the Department of Information Technology. This CIO no longer works for the State of New Hampshire.

