

RFP 2010 – 011
SHAREPOINT SERVER DOCUMENT AND CASE MANAGEMENT SYSTEM
Questions and Answers

#	PG. NO.	SECTION REF	QUESTION	ANSWER
1.	4	Section 1	We are interested in pursuing your solicitation for a Document Management system. Nonetheless, we have a question regarding the role of SharePoint. Is it the State's intention to deploy SharePoint as the central Document Management / Case Management system or is it simply necessary for the DM / CM system to 'work with' the SharePoint portal throughout the department(s)?	Yes we are looking for SharePoint to be the central Document Management / Case Management system for the PUC. If you have a competing product and would like to present it please do so. As long as the product meets the requirements of the RFP then it will be considered.
2.	19, 4	Section 6.5 and Section 1	In reference to your language in section: 6.5 Project Budget/Price Limitation it states that you anticipate 'a budget for this project in the range of \$50,000 to \$75,000' – Please confirm this range Please estimate the total number of users – perhaps loosely in terms of state employees vs. customers/ residents that might have access to the system, and what worst case projections might be for simultaneous peak access. (this data helps us from an infrastructure/ load and performance perspective.)	Yes, that is the correct price limitation for this project. However, in terms of the total funding available for the RFP please examine more closely Appendix F, Table F-1C: <i>Summary Table for Optional Pricing Combinations</i> . It specifies that the Document and Case Management subsystems as well as Phase 1 and 2 of each of those subsystems are priced separately and that which pieces of the project we authorize will depend on the prices we receive. Internal Users: Public Utilities Commission has a staff of 70 employees, External Shareholders: Regulated Companies and their legal representatives: 11 Telephone Companies, 8 Electric Companies, 3 Gas Utilities, 1 Steam, 1 Pipeline Corporation, 4 Sewer Companies, and 16 Water Companies.
3.	19	Section 6.5	Does the \$50,000-\$75,000 fixed contract include SharePoint licensing fees?	No, it does not include the SharePoint licensing fees. These have been purchased by the State
4.	73-74	Sections F-2, F-3, F-4	Please explain why this project, which is a fixed price contract requires complete hours estimates and labor rates for all project personnel?	This is part of what we use in our evaluation process. It also provides us with the Vendor rates for any future, related project.
5.	42	Section C-1	Please describe requirement F-8 in more detail? Does the NH PUC assume it will be printing and applying barcode labels which will contain unique ids to identify non-electronic materials and original paper documents and then use a gun style barcode reader to invoke the check in/check out?	Requirement F-8 is not needed and will be removed via an addendum to the RFP.

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6.	44	Section C-1	Requirement F-14 is labeled as mandatory and states that the DMS should automatically open a document to the user if it is the only one returned from a search. If the DMS can't do that, but rather returns the one document listing, is that sufficient for this requirement?	Yes, searches returning only one document may list the document in the search results window instead of automatically opening it. Requirement F-14 will be changed from "mandatory" to "desirable" via an addendum.
7.	44	Section C-1	Requirements F-17 and F-18 discuss public and confidential documents and redaction. Can NH PUC describe how it envisions the redaction process to work?	There will be two documents: one public containing redaction, and one confidential without redaction. Depending on access security, the user will see either the public or confidential document.
8.	44	Section C-1	Also, regarding requirements F-17 and F-18, will NH PUC accept a solution where two copies of the document are created, one with redactions, and one original as long as security properly controls access?	Yes.
9.	44	Section C-1	Regarding Requirement F-19, does NH PUC know how a user would know that the documents represent a new docket and as such need to create a new docket number?	A sample of DocketBook was presented at the Vendors Conference as part of the PowerPoint presentation. The PowerPoint presentation will be included in the RFP addenda.
10.	45	Section C-1	For requirement F-27, SharePoint by default allows a user to download a copy of a document to their desktop. From there a user could attach a document to an email. Is that acceptable to NH PUC?	Yes, but the ability to download a copy of a document is subject to the user's security access.
11.	47	Section C-1	SharePoint natively stores its content in its SQL Server content database. Is it acceptable to leave all content including documents in the SQL Server content database, or does NH PUC require the ability to store documents externally to other media such as optical, tape, etc? The latter solution would create a lengthy time delay for retrieval of old or archived content.	Yes, it is acceptable to leave all content, including documents, in the SQL Server content database per SharePoint's native design. Requirement F-41 will be changed from a "mandatory" to a "desirable" requirement via an addendum to the RFP.
12.	56	Section C-3	Can NH PUC provide the specific make/models and quantity of the Xerox and Fujitsu scanners listed in C-3? Will NH PUC expect to be buying more scanners for this project?	One Xerox WorkCentre 7345 and two Fujitsu fi-5750C scanners. No additional scanners are planned for this project.

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13.	47, 52, 56	Sections C-1 and C-3	Does NH PUC envision a solution where dedicated staff are scanning documents, or where anyone can scan documents in the system?	There is a dedicated staff scanning documents now; however, anyone with the proper security permissions should be able to scan documents in the system.
14.	47, 52, 56	Sections C-1 and C-3	Is it expected that the same people who scan documents will index them, or could one person scan and another person index the document?	Either way depending on user security permissions.
15.	47, 52, 56	Sections C-1 and C-3	Can NH PUC provide the number of expected people that can scan and index documents?	Two or less.
16.	47, 52, 56	Sections C-1 and C-3	Can NH PUC provide an estimate to the number of pages/year it intends to scan into the system? If not, can NH PUC provide any kind of volume metric for expected document scanning?	Approximately 112,500 pages/year are scanned into the system. The intent is to decrease the amount of scanning required in the future.
17.	47	Section C-1	Can NH PUC provide the number of document types/categories that will need to be identified for the document imaging/management component of this project?	Approximately 30.
18.	4	Section 1	On Page 4, the Project Overview lists three primary objectives. In addition this section states, "The solution must provide case management functions including calendaring, workflow, recording case activity, metrics and reports." Pre-built solutions exist to support case management, both on the SharePoint platform and compatible with the platform. Bridgeway is an example of a solution provider that offers docket, calendar and supporting workflows. Another example is Bamboo Solutions' project dashboards. The price for the platform could exceed the \$75,000 budget published in the RFP (as per Section 6.5, page 19). Is there room for the acquisition of enterprise-class software to meet your project objectives?	We are looking for SharePoint to be the central Document Management / Case Management system for the PUC. If you have a competing product and would like to present it, please do so. As long as the product meets the requirements of the RFP then it will be considered.

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19.	56	Section C-3	On Page 5 the high level statement of work (section 1.5 A) indicates the vendor is responsible for ". . . migrating, interfacing/integrating with other Agency systems. . ." Please clarify if data migration from existing systems is required. If yes, describe data types and volumes.	<p>Yes, data migration from existing systems is required.</p> <p>The PUC maintains multiple databases (Microsoft SQL Server 2000, 2008; Microsoft Access Jet) containing case data. Case data includes data elements on business entities such as dockets, service lists (people, organizations), orders, filings, procedural schedules, and discovery. Data types include but are not limited to Varchar (varying length), SmallInt & LargeInt, Identity, Boolean, DateTime, GUID.</p> <p>Rough volume estimates on unique entities are: Persons: 3,000+ records; Organizations: 1500+; Dockets (opened and closed): 4000 records; Service Lists: each docket has a service list; Procedural Schedules: many dockets have procedural schedules; Orders: many dockets have 1+ orders</p>
20.	30, 53, 67	Section 6.13.3, Section C-1, Section D-2	<p>On Page 5 the high level statement of work (section 1.5 A) also indicates the vendor is responsible to "...provide user training, testing and System support services." Please provide additional clarification regarding:</p> <p>a) Define the elapsed time for "System support services" after system acceptance; b) Define the size of the user community to receive training; c) Confirm that e-learning or distance learning is acceptable for user training; and d) Confirm there are no certification requirements for user training.</p>	<p>The warranty period is defined in Section 6.13.3. Training requirements are identified in Section C-1. A narrative explaining your proposed training approach is requested in Section D-2.</p> <p>a) Warranty period is 180 days. Section 6.11 describes system maintenance requirements as priced in Appendix F, Table F-5: System Maintenance and Support Pricing Worksheet. b) Two train-the-trainer trainees. However, if your proposal is of another approach, please present it and it will be considered. c) Yes, e-learning or distance learning is acceptable user training. d) No certification requirements are necessary for user training.</p>
21.	6	Section 1.5	<p>On Page 6 the high level statement of work (section 1.5 B) states "The Vendor will. . . ensure they protect the State's hardware and software and its related data assets." We understand this project has two phases - deployment to State employees inside the firewall and employment to the general public through a secure gateway. Please clarify if security assessments apply to both phases.</p> <p>If they do apply to both phases, additional budget is required to complete an application security assessment for a public-facing SharePoint site. Please confirm if budget is available for these additional tasks.</p>	<p>Please include in your proposal the cost of security assessments for each phase for consideration.</p>

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22.	4	Section 1	Is the State looking to purchase a Case Management System that is built upon SharePoint as a platform or a stand alone solution that is compatible with SharePoint?	We are looking for SharePoint to be the central Document Management / Case Management system for the PUC. If you have a competing product and would like to present it, please do so. As long as the product meets the requirements of the RFP then it will be considered.
23.			Did the State of NH have assistance from an outside party in the development of this RFP's requirements, and if so, will that party be permitted to respond?	No outside party assisted with the development of the RFP's requirements.
24.	19	Section 6.5	How did the State arrive at the \$50 - \$75K budget estimate? <ul style="list-style-type: none"> o Is this intended to include all aspects of the project (e.g. Phase 1, Phase 2, Warranty Period)? o How should an organization proceed is they believe this budget estimate is likely to be insufficient? 	The State made general inquiries to vendors, researched SharePoint services and prices online, and reviewed the prices received as a result of another State agency's RFP for SharePoint services. In terms of the total funding available for the RFP please examine more closely Appendix F. Table F-1C: Summary Table for Optional Pricing Combinations. It specifies that the Document and Case Management subsystems as well as Phase 1 and 2 of each of those subsystems are priced separately and that which pieces of the project we authorize will depend on the prices we receive.
25.	4	Section 1	Is Phase 2 in scope for this response, and if so, can you please define in more detail its scope? For example: <ul style="list-style-type: none"> o Authentication requirements o Who will be accessing what content 	<u>Yes, Phase 2 is in scope for this response. See answer to question 25 above.</u> <u>WEB USER ACTION</u> View public information = anonymous users (no authentication required) View confidential information = Must authenticate user; and user must be authorized Upload content (public + conf) = Must authenticate user; and user must be authorized Authentication and authorization must be approved by the State and conform to RFP requirements.
26.	38	Section C-1	May Active Directory be assumed as the source for all authentication? Will SQL Server already be in place to support the end solution?	Yes, Active Directory may be assumed as the source for all internal (Intranet) authentications. Yes, SQL Server will already be in place to support the end solution.

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27.			May we assume that related software licensing is excluded from our response?	Yes, related Microsoft software licensing (SQL Server, SharePoint Server, Microsoft Office Suite) may be excluded from your response.
28.			What are the State's expectations / requirements for branding of the end solutions? <ul style="list-style-type: none"> o Colors o Logos o Brand adaptation 	Only approved State logos will be allowed. There is no expectation as to the look and feel of the internal Web application. The public facing website's design shall be approved by the NHPUC.
29.			Throughout the RFP, the State makes references to managing a "case" as well as citing a few specific case types. Please clarify the current and anticipated case volume and primary types, so we can better assess the scope of your need.	The PUC maintains multiple databases (Microsoft SQL Server 2000, 2008; Microsoft Access Jet) containing case data. Case data includes data elements on business entities such as dockets, service lists (people, organizations), orders, filings, procedural schedules, and discovery. Data types include but are not limited to Varchar (varying length), SmallInt & LargeInt, Identity, Boolean, DateTime, GUID. Rough volume estimates on unique entities are: Persons: 3,000+ records; Organizations: 1500+; Dockets (opened and closed): 4000 records; Service Lists: each docket has a service list; Procedural Schedules: many dockets have procedural schedules; Orders: many dockets have 1+ orders Refer to the Vendor Conference PowerPoint Presentation addendum for additional information on cases.
30.	28	Section 6.13	Can the warranty portion of a Vendor's response be dealt with on a Time and Materials basis?	No.
31.	7	Section 4.1	May we mail the responses to the attention of ChristiAne Mason?	See page 7, Section 4.1 for proposal submission, deadline, and location instructions.
32.	19	Section 6.5	Do I understand that the bid amount could exceed the amount listed in the RFP?	The total price could be higher. The State may go with an incremental implementation process.

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33.	70	Section E-3	<p>A full-time project manager alone would use up most of the budget.</p> <p>Is there an expectation for an onsite project manager versus an offsite one?</p>	<p>The State specified a project manager, but it is possible the project manager need only participate in a couple of meetings a week. Also, it is acceptable to have one person fill multiple roles in order to meet the needs of the project and stay within budget.</p> <p>A project manager may certainly be offsite depending on what and how much they can accomplish remotely. Although it is required that the project manager be assigned for the duration of the project, there is no expectation they be onsite 40 hours per week if they are not needed.</p> <p>Appendix E-3 will be modified to clarify that the Project Manager must be assigned for the duration of the project. The addendum will delete the words “full time” from this section.</p>
34.			<p>Has an approved budget been requested and approved, or is it based on the responses?</p> <p>If proposals come in at the \$200,000 range, will the project live?</p>	<p>We have an approved biennial budget with some flexibility. It is possible this project will continue into another biennium.</p> <p>We crafted the requirements into two phases and separated the Document Management functionality from the Case Management process. This takes into account the possible necessity for future funding.</p> <p>The project will survive if proposals come in at the \$200,000 range.</p>
35.			<p>Should the cost of software be included in the proposals?</p>	<p>The Microsoft SharePoint Server, Office Suite, and SQL Server licenses will be purchased separately, and they should not be included in the vendor’s total cost. However, all third party software, add-ons, and non-server hardware must be included in the vendor’s total cost.</p> <p>The proposal must list all required hardware and software for the solution, including those listed above, and their cost.</p>
36.	30	Section 6.13.3	<p>There is a fairly lengthy warranty period. Is this part of the fixed bid?</p>	<p>Yes.</p>
37.	29	Section 6.13.2	<p>Is 24x7 help desk coverage expected, or just a two hour response time?</p>	<p>A two hour response time during normal business hours is expected.</p>

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38.			Is there a preference in how a user looks up a docket?	Docket lookups should be based on multiple fields and be intuitive.
39.			Is there a list of proposal submissions?	No.
40.	36	Section B-3	You may want to consider modifying the condition to meet 85% of the mandatory requirements. If the majority were optional, then the vendor could propose how they would approach a solution. You could get some creative ideas. Is this an option?	Although the State is committed to having a final system which will have at least 85% of the mandatory items, it is not committed to a final implementation schedule. Depending upon proposals and available funding, it may be in the best interests of the State to implement only the first part of the most cost effective solution. The complete system may have to wait for funding in the next budget cycle.
41.			Is there an expected pilot date?	It will depend on the agreed upon work plan.
42.			Will you email the presentation?	Yes, upon request. It is also posted on the Department of Administrative Services' and the NHPUC's websites as an addendum to this RFP. http://www.puc.nh.gov/Home/requestforproposal.htm
43.			Would you accept offshore resources?	Yes, if there is an adequately staffed project manager available to act as liaison between the State and the off-shore resources.