

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

#	PG. NO.	SECTION REF	QUESTION	ANSWER
1.			Is there any reason why the NH PUC will not select a non-US based company for this project even if the company has significant presence in New England?	No.
2.			Is there an incumbent provider of Microsoft Solutions?	No.
3.			Is there any reason why the NH PUC will not move forward with this project?	The intent of the NHPUC is to move forward with this project.
4.			Cost estimates for phase 1 are \$50,000 to \$75,000, how was this cost range determined? Is it OK to provide a proposal for phase 1 even if the cost is outside this budget range? What if the cost is significantly outside the cost range?	To determine the price range, 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. Yes it is OK to provide a proposal for Phase 1 even if the cost is outside this budget range. The State requires the cost of each phase. If the total is greater than the budget for Phase 1, then provide an incremental solution and the cost of each. The cost will be compared with the costs received from all other proposals.
5.			What version and edition of MOSS is licensed by NH PUC, internet?	The NHPUC has licensed Microsoft Office SharePoint Server 2007 Enterprise with the option to upgrade by June 2012.
6.			Is MOSS currently installed, or is it just licensed?	MOSS is currently licensed. The RFP 2010-011 requests installation services.
7.	4	Section 1	Training must be provided to the Commissions developers (pg 4) - Will Commission have formal MOSS training? Is the expectation to train the Commission developer on the NH PUC specific solution?	The Commission developer will have formal MOSS 2007 training. Yes, it is the expectation to train the Commission developers on the NHPUC specific solution.
8.	17	Section 5.3.4	Five year support costs will be factored into the solution cost (pg 17) – Do you expect the MOSS integrator to provide support over 5 years or are the support cost internal NH PUC employees?	The vendor's five year support cost information is intended to provide a sound basis for comparing costs and must be a part of the RFP response. The five year support cost is beyond the \$50,000 to \$75,000 implementation cost.

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9.			Is it appropriate to propose the consultant's implementation methodology or is it expected to use the NH PUC implementation methodology? Can we propose our testing methodology and recommendation scaled to this project size?	Yes, it is appropriate to propose the vendor's implementation methodology. Yes, the vendor may propose their testing methodology and recommendation scaled to this project size.
10.	30	Section 6.13.3	6 month warranty period (pg 30) - with a perpetual 30 day default free window. Consulting warranties typically cover a 30 day window, is the 6 month warranty window firm?	Yes.
11.	33	Section 6.16	10% holdback until the end of the warrantee period. (pg 33) – Is the 10% holdback a firm requirement?	Yes.
12.	38	Section C-1	MOSS OOTB is not XHTML 1.0 compliant; the requirement says that the solution must be. (pg 38) Please comment on the XHTML expectation and requirement.	The RFP was written with the longevity of the solution in mind. The vendor's solution must use Microsoft Office SharePoint Server 2007, at a minimum. The State understands that Microsoft SharePoint Server 2010 will be targeting XHTML 1.0 compliant browsers, and it will not support Internet Explorer 6. Websites that are XHTML compliant today have the best chance of being compliant with future versions of HTML and with future Web browsers. Considering XHTML when designing master pages and page layouts will be helpful.
13.	42	Section C-1	Barcoding; but not barcoding the electronic version so printed copies can be traced back to the electronic; but barcoding the physical copy and tying the electronic to it. (pg 42) Please explain requirement in greater detail? Can you provide a use case?	Requirement F-8 has been deleted via an addendum to the RFP.
14.	44	Section C-1	Search including full text, boolean logic, fuzzy logic, wildcard, soundex and word proximity (pg 44) If requirements are not fully met by MOSS OOTB, do you expect proposal to include work required to deliver required capabilities? How would you like incremental work segmented?	Yes. The vendor must offer their recommendation in how incremental work should be segmented.

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15.	44	Section C-1	Auto-generated docket numbers upon receipt. (pg44) Please provide use case.	A sample of DocketBook was presented at the Vendors Conference as part of the PowerPoint presentation. The PowerPoint presentation has been included in the RFP addenda.
16.	56	Section C-3	Integration with PUCDataSystem (database type undetermined) (pg 56) Please provide more detailed requirements and use case.	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
17.	56	Section C-3	Integration with hardware scanners to scan and upload documents (pg 56) Does the NH PUC utilize scanning software such as Captiva? Is there a use case to illustrate the scope if this requirement? What HW scanners are utilized by NH PUC?	No, all scanning is done using a Fujitsu scanner or a Xerox multi-function printer. Approximately 112,500 pages/year are scanned into the system. The intent is to decrease the amount of scanning required in the future. One Xerox WorkCentre 7345 and two Fujitsu fi-5750C scanners.
18.	62	Section D-1	AdHoc reporting (pg 62) – What database, fileshare or information store will the reports be generated from?	Ad hoc reports must be generated from within the SharePoint Server environment, but may access data from other SQL Server databases.
19.	67	Section D-1	Data Migration and initial data load (pg 67) Please provide more details regarding migration expectations? Estimating a migration is very difficult in the RFP process. What is the NH PUC looking for regarding migrations?	Documents to be migrated are currently stored in file shares on a server. Data from existing applications utilizing SQL Server, such as the PUCDataSystem, must also be migrated. Refer to #16, above, for additional information.

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20.			Document Conversion - Public documents should be converted to PDF and made available to the Commission's website for download (anonymously) – Do you wish to outsource Document Conversion or a solution to convert Documents to PDF format? i.e. is a solution to convert documents to PDF during Check-In OK	No, the State does not wish to outsource document conversion. A solution to convert documents to PDF format is desired.
21.	42	Section C-1	Paper-based submittals - what is the expectation (scan as image, scan as OCR, etc...) (pg 42). "DMS will allow ... OCR'd... PDF to be uploaded". Does DMS need to provide the OCR/PDF services; or simply allow that once the OCR/PDF doc is produced, that it can be uploaded? Please provide Use Case	The DMS must allow the OCR/PDF document to be uploaded once it is produced. The DMS does not need to provide the OCR/PDF services, but should integrate with the scanner. See Addendum #3 for information on document flow.