OFFICIAL RESPONSES TO VENDOR QUESTIONS
RFP-2025-OCOM-01-COSTA

No.	Question	Answer
1.	**Section 1 Overview and Schedule of Events, Subsection 1.1. Introduction** Will the Department accept proposals that do not include the cost allocation system, time and effort system, and Random Moment Sampling?	No. Please see Section 1.1.1. The selected Vendor must develop and deploy a cost allocation system, a time and effort system (T&E), and Random Moment Sampling (RMS).
2.	**Section 1 Overview and Schedule of Events, Subsection 1.3. Schedule of Events** Will the Department be extending the proposal due date?	Yes. Please see Addendum #1.
3.	**Section 2: Proposal Submission, Deadline, and Location Instructions** a) Does the price proposal need to be submitted with technical proposal? b) What section contains the correct submission instructions for the price proposal?	a) No. Please see Subsection 2.1.2. The Price Proposal must be labeled clearly and submitted separately from the Technical Proposal. b) Please see Section 2: Proposal Submission, Deadline, and Location Instructions, Section 3: Proposal Organization, Content, and Required Items, and Subsection 3.1.8.

No.	Question	Answer
4.	**Section 3: Proposal Organization, Content, and Required Items, Subsection 3.1.6, Section V: Corporate Qualifications** Should Section V: Corporate Qualifications include only Appendix D #1-6 about the vendor and subcontractors?	Yes. Specific information to be provided is described in Appendix D, Standards for Describing Vendor Qualifications.
5.	**Section 3: Proposal Organization, Content, and Required Items, Subsection 3.1.7, Section VI: Qualifications of Key Vendor Staff** a) What are the qualifications of key vendor staff referenced in Section 3.1.7? b) Should Section VI: Qualifications of Key Vendor Staff include only Appendix D #7-8 about the staff/team?	a) Please see the Roles and Responsibilities table located at the top of page 12. b) Yes.
6.	**Section 3: Proposal Organization, Content, and Required Items, Subsection 3.1.9. Section VIII: Vendor Attachments**	

No.	Question	Answer
	Should the vendor attachments be submitted separately from the Technical Proposal?	The vendor attachments must be attached with the Technical Proposal if it is related to any of the mandatory topics in Appendix C.
7.	**Section 6: Contract Terms and Award, Subsection 6.6. Related Documents Required** Are vendors required to submit a Certificate of Good Standing as part of their proposal?	No. Vendors are not required to submit a Certificate of Good Standing as part of their proposal. However, the selected Vendor must submit a Certificate of Good Standing prior to finalizing the contract.
8.	**Appendix B: Statement of Work, Subsection 1.1. Vendor Responsibilities, Subparagraph 1.1.1.** a) When will the three systems become live and operational? b) Is the two quarters of overlap referring to all three systems? c) If yes, does this mean people will be participating in two RMTS systems and two 100%-time tracking systems at the same time for those two quarters?	a) The system will be in production approximately by 12/31/2024. The three systems will need to run parallel for a minimum of two quarters so that the Department is prepared to cut over to the new solution on 7/01/2025. b) Yes. The overlap will need to be in place for all three systems. A sample of people in each current system will be selected to complete the RMS samples and/or full timekeeping twice prior to rollout. c) Yes.

No.	Question	Answer
9.	**Appendix B: Statement of Work, Subsection 1.1. Vendor Responsibilities, Subparagraph 1.1.3.** Is the Department looking to collaborate with the selected Vendor on services and guidance related to the cost allocation plan and allocation methods in addition to the three software systems?	Yes, the Department is looking to streamline and improve current operations for all three systems.
10.	**Appendix B: Statement of Work** How and where should Vendors respond to requirements from the Statement of Work that are not included in Appendix C or Attachment 1?	All required responses are listed in Appendix C or Attachment 1.
11.	**Appendix C Topics for Mandatory Responses, Topic 5. Information Security and Privacy** Can vendors submit the CAIQ as a confidential file separate from the proposal?	Please see Section 5.5 Public Disclosure and Subsection 5.5.3.2.

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12.	**Appendix C Topics for Mandatory Responses, Topic 8. Security Risk Assessment** Can vendors submit a copy of the VRAR as a confidential file separate from our proposal?	Please see Section 5.5 Public Disclosure and Subsection 5.5.3.2.
13.	**Appendix C Topics for Mandatory Responses, Topic 18. Work/Project Plan, Status Meetings and Reports** Should vendors keep the same numbering format when responding to questions from Topic 18?	Yes.
14.	**Appendix C Topics for Mandatory Responses, Topic 22. Hosted System** a) Will the Department accept proposals from vendors with SaaS software that is not FedRAMP certified? b) Will you accept the SaaS system with 99.8% (vs. 99.9%) uptime?	a) The Department prefers that the software solution is FedRAMP certified. If Certification cannot be provided, the selected Vendor must meet the requirements outlined in Appendix C, Topics for Mandatory Responses, Topic 22. Hosted System. b) Yes.

No.	Question	Answer
15.	**Appendix C Topics for Mandatory Responses, Topic 24. Support and Maintenance for Vendor Hosted System** Is Item 2 a typo or is there a missing item to respond to?	Please see Addendum #2.
16.	**Appendix D Standards for Describing Vendor Qualifications, Section 3 Financial Strength** Can vendors submit the Dun & Bradstreet financial statements or tax returns as a confidential file separate from the proposal?	Please see Section 5.5 Public Disclosure and Subsection 5.5.3.2.
17.	**Appendix D Standards for Describing Vendor Qualifications, Section 7 Team Organization and Designation of Key Vendor Staff** What staff roles/responsibilities would the Department like to see included in the organizational chart for Appendix D, number 7 and Appendix E, Table 11?	Please see Section 3, Subsection 3.1.7.

No.	Question	Answer
18.	**Attachment 1 – DoIT Requirements Workbook** Does the 'delivery method' column need to be filled out within the Project Management section in the Technical Requirements workbook?	Yes.
19.	**Attachment 1 – DoIT Requirements Workbook, Line A.2.22** Please confirm if this is a review for the vendor to establish a baseline understanding prior to each system development or if this is intended to be a deliverable to the State.	This would be a review for the vendor to establish a baseline understanding prior to each system development and to identify potential areas of streamlining and process improvement.
20.	**General** Will the Department consider both vendor SaaS and NH DoIT hosted?	Yes.
21.	**General** How many user licenses are required for cost allocation functionality?	At least 5 with the option to add or remove new user licenses as needed.

No.	Question	Answer
22.	**General** Could the Department use Infor's WFM solution under the current license?	No.
23.	**General** Could the Department provide a copy of the current cost allocation plan?	The Department will only provide the cost allocation plan to the selected Vendor.
24.	**General** What is the annual value of the current contract for these services? What was the total amount invoiced in FY23 under that contract?	Please see the current contract: https://sos.nh.gov/media/02dhu1tr/008-gc-agenda-062420.pdf
25.	**General** Are there any issues with the current systems in place for this work? If so, what are they for each system?	No.

No.	Question	Answer
26.	**General** Are the current systems fully integrated/interfaced with the State financial systems or is data exported out of the State systems to be imported into the vendor software?	No, the systems are not fully integrated with the State financial system. The data is imported out of the State's financial system and into our Electronic Data Warehouse and then imported into the vendor software.
27.	**General** Does the Department expect to implement any new RMTS processes in the next year?	No.
28.	**General** Approximately how many 100% time trackers are currently in place?	Approximately 256.
29.	**General** How many staff report time through the Time and Effort module?	Approximately 256.

No.	Question	Answer
30.	**General** Will the Department share the sign-in sheet for the vendors conference?	No.
31.	**General** How many bases does the Department currently have in cost allocations?	The Department has three main allocation methods which includes people based, transactions based, and time based, consisting of approximately 300 monthly statistics.
32.	**General** a) How does the Department use random sampling? b) How are they used in allocations?	a) The Department maintains a database that includes the sampled personnel, their supervisors, and their contact information. The database generates 5,000 random samples per quarter and sends those date and time stamped samples via email to the personnel for them to answer. b) On a quarterly basis, the results of the 5,000 samples are correlated based on the allocation matrix maintained in the database. Reports are then generated that identify the calculated statistics for each benefitting program based on the samples answered during the quarter.

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33.	**General** a) How often does the Department do allocations? b) Does the Department do 13 periods?	a) The Department processes the cost allocation plan monthly. b) Yes, the Department does 13 periods.
34.	**General** How many random moment time studies are currently in place?	Approximately 376.
35.	**General** What is the current cost allocation system the Department is using?	The Department is currently using CapPLUS.
36.	**General** How long has the Department been using the current system?	The Department has been using the current system since 2018.