



STATE OF NEW HAMPSHIRE

LIQUOR COMMISSION:

**NHLC RFP# 2024-02-NEXTGEN SUPPORT
NEXTGEN OPERATIONAL SUPPORT SERVICES**

RESPONSE TO VENDOR INQUIRIES

May 2, 2024

1. QUESTION:

Would the NHLC consider removing the following requirements: “At a minimum, the Team Leader/Dynamics 365 System Architect (See section B-2.1) must work on-site at the NHLC’s Headquarters located in Concord, New Hampshire, five (5) days per week. The Data Lake Architect/Administrator (See section B-2.5) must work on-site at NHLC’s Headquarters at least three (3) days per week. Other Vendor Staff may work remotely.”

ANSWER:

No. The NHLC will require the Team Leader/Dynamics 365 System Architect and Data Lake Architect/Administrator to work on-site as outlined in Appendix B, Section B-1.2 of the RFP.

2. QUESTION:

Do specified on-site support staff have to be U.S. citizens?

ANSWER:

No.

3. QUESTION:

Would the NHLC consider a shared services delivery model if the vendor can show increased service levels and reduced costs?

ANSWER:

No. The NHLC requires that a vendor propose a team of individuals as outlined in the RFP.

4. QUESTION:

Does the NHLC have a preference for onshore verses offshore resourcing?

ANSWER:

No.

5. QUESTION:

The RFP implies the NHLC prefer a staff augmentation approach where the team would work at the direction of agency service management, versus a Managed Service that provides a defined outcome with Service Level Agreements. Please confirm if staff augmentation is the preferred model, or whether different delivery approaches would be considered?

ANSWER:

Yes, “staff augmentation” is the approach for the delivery of the requested services outlined in the RFP. The selected vendor’s staff provided in response to the RFP will be integrated into a unified team with the State’s staff under the direction of the NHLC’s Chief Systems Officer. Vendors should submit a proposal that comports with the requirements of the RFP.

6. QUESTION:

Will the retail locations first contact an agency-provided L1 Service Desk for call in-take, categorization, and routing?

ANSWER:

Yes. The State’s team for the NextGen project include a Tier 1 Help Desk.

7. QUESTION:

Does the agency allow for any modification to the mandatory consultant position titles or roles outlined in B-2.1 to B-2.7, or E-1.1.?

ANSWER:

The NHLC may consider a modification to the mandatory consultant position titles or roles. However, the specifics of the modification(s) proposed should be outlined in a formal inquiry to the NHLC submitted by the deadline for the vendor inquiries so that the NHLC may provide the response to all potential vendors as to whether such a modification would be permitted.

8. QUESTION:

What are the skills/ roles being provided by the NHLC? For example, Service Delivery Manager / ERP functional skills, L1 help desk, etc.?

ANSWER:

The State’s team includes a Tier 1 Help Desk, a Technical Team Lead, and subject matter experts for: Logistics and Inventory, Marketing, Retail Operations, Finance, and Financial Reporting.

9. QUESTION:

Where would the vendor include additional roles required but not listed on the mandatory consultant position table?

ANSWER:

The vendor should not include additional roles not listed in the RFP. Should the vendor believe additional roles are required or beneficial to complete the services requested under the RFP, the vendor should, with specificity, ask the NHLC in a formal inquiry submitted by the deadline for vendor inquiries whether the NHLC would consider that modification to the RFP so that the NHLC may provide the response to all potential vendors as to whether such a modification would be permitted.

10. QUESTION:

How should the vendor indicate the quantity of mandatory, optional, or other positions required to provide the support services? For example, if two D365 Administrators were needed for day/time coverage, would the vendor add a row to the pricing worksheet in E-1.1 table, add a column for quantity of resources, or complete an additional staffing table?

ANSWER:

If the vendor believes that more than one resource per position would be required or beneficial to provide the services requested under the RFP, the vendor should, with specificity, ask the NHLC in a formal inquiry submitted by the deadline for vendor inquiries whether the NHLC would consider that modification to the RFP so that the NHLC may provide the response to all potential vendors as to whether such a modification would be permitted.

11. QUESTION:

The instruction in B-2 states: "The vendor must also provide a support network to the dedicated team that has..." What does the agency mean by "support network", and does the agency have a preferred format to document this?

ANSWER:

The NHLC requires that the vendor have some type of methodology to ensure that all staff members provided under the resulting contract maintain knowledge and skill level in the Microsoft Dynamics and Azure platforms as Microsoft releases new features and versions of the products. A vendor should detail this methodology in its Proposal in the response to Appendix C, Section C-2, Topic 10.

12. QUESTION:

In a multi-year contract, one must consider the impact of Cost-of-Living Adjustments (COLA) on hourly rates. An hourly rate today may be different from an hourly rate in 3 years. Does the agency have a preference with how rate and COLA changes are presented in the hourly rates provided?

ANSWER:

The NHLC expects that all vendor staff hourly rates and annual costs will include and account for all staff costs. Should the vendor wish to include cost-of-living adjustments, such adjustments should be accounted for in the rates provided in response to the RFP.

13. QUESTION:

Is there a ITSM tool (like ServiceNow) that NHLC leverages for raising and tracking Incidents, Tickets, and Service Requests, and assignment to a Vendor?

ANSWER:

The NHLC utilizes Microsoft Azure DevOps.

14. QUESTION:

Will the delivery of services be federally funded in any part, and if not, is the State agreeable to remove references to federal funding and federal regulations that would only be applicable to a federal contractor?

ANSWER:

The delivery of the services requested under the RFP will not be federally funded. If the vendor seeks changes to the RFP, including the removal of references to federal funding or federal regulations, the vendor should, with specificity, ask the NHLC in a formal inquiry submitted by the deadline for vendor inquiries whether the NHLC would consider that modification to the RFP so that the NHLC may provide the response to all potential vendors as to whether such a modification would be permitted.

15. QUESTION:

Will the State accept for review a list of proposed exceptions to APPENDIX I: P-37 STATE OF NEW HAMPSHIRE GENERAL PROVISIONS AND EXHIBITS?

ANSWER:

If a vendor seeks changes or modifications to Appendix I and/or the P-37 State of New Hampshire General Provisions and Exhibits form, the vendor should ask the NHLC in a formal inquiry submitted by the deadline for vendor inquiries whether the NHLC would consider the specific modifications it seeks so that the NHLC may provide the response to all potential vendors as to whether such a modification would be permitted.

16. QUESTION:

Is having a physical presence / office in the State of New Hampshire a qualifying criterion?

ANSWER:

No. However, per Appendix B, Section B-1.2, two of the mandatory consultant positions will be required to work on-site at the NHLC's Headquarters in Concord, New Hampshire.

17. QUESTION:

Are there any additional license / statutory requirement for a non-New Hampshire organization to possess to work for NHLC if selected?

ANSWER:

Yes. The selected vendor will be required to register with the New Hampshire Secretary of State. Registration with the New Hampshire Secretary of State may have additional requirements. Please contact the New Hampshire Secretary of State for additional information regarding registration requirements.

18. QUESTION:

For the optional positions, how many candidates should we submit?

ANSWER:

Individual resumes are not required at this time for the Optional Positions detailed in Appendix B, Section B-3 of the RFP.

19. QUESTION:

Are references a mandatory option for the optional positions too?

ANSWER:

References are not required at this time for the Optional Positions detailed in Appendix B, Section B-3 of the RFP.

20. QUESTION:

We are an IT service provider and not a product company. For the mandatory questions in Topics 1, 2 and 5, can we submit our experience in supporting Retail Operation systems and financial systems as part of the services we have rendered to our customers?

ANSWER:

For the Topics for Mandatory Responses in Appendix C, please provide detail on any of your company's experience that you believe relevant and responsive to the Topics that you would like the NHLC to consider.

21. QUESTION:

Regarding Form P-37, can you confirm our understanding that this form has to be submitted only after the vendor is selected by NHLC to deliver the services and not part of the proposal response? Do we simply fill the details in the form and submit?

ANSWER:

Yes, Form P-37 will only be completed with the vendor selected by the NHLC to provide the services requested under the RFP. It will become part of the awarded contract only. It should not be included or completed in a vendor's RFP Proposal submission.

22. QUESTION:

Can you elaborate on initiating and completing the P-37 form? Are the details for the State Agency to be filled by the vendor or would NHLC fill them?

ANSWER:

Form P-37 will only be completed as part of the contract with the successful vendor selected to provide the services requested under the RFP. It will become part of the awarded contract only. It should not be included or completed in a vendor's RFP Proposal submission.