STATE OF NEW HAMPSHIRE
DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS
Business Services Portal RFP
RFP DBEA 2024-10

Clarifying Questions and Answers

Testing and security

Q1. How frequently are backups performed? Where are the backups stored? What mechanisms are in place to ensure data integrity during backup and recovery?

> **A1.** **All of the mentioned items are to be defined as part of system design/architecture and outlined in planned deliverables based on vendor experience and the hosting environment proposed.**

Q2. What are the storage requirements for assets required for your website (in TB)?

> **A2.** **This is a new portal development project. Technical architecture and design as well as various deliverables have been outlined as being required. It is anticipated the selected vendor would work with the State to define recommendations based on their experience.**

Q3. Do you require a VPN tunnel?

> **A3.** **It is expected the vendor will make recommendations based on system design and architecture deliverable planning and would have the appropriate experience to guide the State based on the data being utilized for each service.**

Q4. Are there specific protocols for securing data and access during recovery operations?

> **A4.** **The state would like to see adherence to standard data and access controls (i.e., NIST-800-53 REV 5 standards and any others required – FEDRAMP, StateRamp, Hi-Trust, etc.) based on the data being utilized. It is expected that the vendor selected will have knowledgeable security resources on their staff that can formalize with State resources.**

Q5. Appendix B states, The Vendor shall provide its Services to the State and its end users solely from data centers within the Continental United States. All storage, processing and transmission of State Data shall be restricted to information technology systems within the Continental United States. If all data remains within the United States, is the vendor permitted to utilize offshore staff/personnel based outside of the United States?

> **A5.** **Offshore staff access is allowed ONLY if proper security measures are in place and the vendor acquires approval from the proper State authority prior to such access being granted.**

Q6. How often is the disaster recovery plan tested? Can you provide details on the most recent testing results?

> **A6.** **This is a new portal system that would be used to channel users to numerous services. See the deliverables section of the RFP where it outlines a Business Continuity/Disaster Recovery Plan for the portal would be a vendor deliverable.**

Q7. Has any user/usability testing already been conducted on the current wireframes/prototype?

> **A7.** **No.**

Q8. What testing and test management tools do you currently have? Are there specific tools for test management or testing (e.g., accessibility or security testing) that your team prefers?

A8. **The State currently has no preference on testing tools. It is anticipated that the vendor will provide tools needed.**

Q9. RFP, Appendix B, Section B.1.1.: With appropriate data protections in place in compliance with State data security policies, is the State open to utilizing development and testing resources outside of the continental United States? Such resources are not expected to have access to production data or environments but will assist in the development and testing processes with obfuscated or mock data.

A9. **Offshore staff access is allowed ONLY if proper security measures are in place and the vendor acquires approval from the proper state authority prior to such access being granted.**

Q10. Could the State provide examples of previous testing protocols or standards that have been used, as mentioned in B1.5?

A10. **It is anticipated that the vendor will use their proven testing experience and associated standards and present these to the State for approval and usage.**

Q11. Regarding testing requirements in section T1, can the State provide the current testing methodologies in use, and the specific standards or compliance requirements to be met?

A11. **It is anticipated that the vendor will provide these functions based on their proven experience and testing methodologies (at a minimum).**

Q12. For the technical requirements in sections A1 and A2, could the State provide clarity on the level of data access, security standards, and compliance requirements that are expected from the vendor? Any specific change control process that NH follows would also be good to have. We are considering proposing a cloud platform that is approved by NH DOIT for State use and successfully leveraged by several NH Agencies.

A12. **The State requires a FedRamp, StateRamp or Hi-Trust certified environment and for vendors to adhere to NIST-800-53 REV 5 compliance measures. The vendor will be expected to work with the State to gauge existing processes and make recommendations (on change control and other such processes).**

Q13. Appendix C: Topics for Mandatory Responses, C-2.1 Security and Protection of Data (NH Business Services Portal – RFP DBEA 2024-010, page 33: Beyond Appendix B: B-1.1 Data Location (page 28), Appendix C: C-2.1 Security and Protection of Data (page 32), and Appendix F: DOIT Infrastructure and Security (page 49), are there any additional specific requirements for data handling, storage, and security, especially regarding sensitive or personal information?

A13. **The State requires a FedRamp, StateRamp or Hi-Trust certified environment and for vendors to adhere to NIST-800-53 REV 5 compliance measures.**

Q14. Appendix C: Topics for Mandatory Responses, C-2.1 Security and Protection of Data (NH Business Services Portal – RFP DBEA 2024-010, page 32: In addition to the NIST guidelines on Page 32, can you please specify any additional state or federal regulations that we should be aware of that might impact the design or functionality of the portal?

A14. **The State requires a FedRamp, StateRamp or Hi-Trust certified environment and for vendors to adhere to NIST-800-53 REV 5 compliance measures**.

Q15. What is the agency's current Document Storage Solution?

A15. **It is not clear how this is relevant to the BSP, but the State has several document storage solutions in various agencies. Further discussions can be held with the awarded vendor.**

Strategic Implementation Plan

Q16. Given the differences in the release timeline between the RFP and Attachment 1 (New Hampshire Business Services Portal Strategic Implementation Plan or SIP), can the State please confirm if we are to write our responses to timeline based on the RFP or SIP?

A16.   Based on the RFP.

Q17. How final are the designs and mockups provided in the Strategic Implementation Plan?

A17.   Any design considerations must meet state specifications, which are handled by DoIT. The mock-ups in the SIP are based on DoIT specifications.

Q18. Does New Hampshire consider the user research presented in the Strategic Implementation Plan complete/final?

A18.   Applicant may offer additional research but must fit within timeline laid out within RFP.

Q19. We understand that for the sixty-two services in scope, the work performed will be limited to linking to those services from the existing platform. Can the State confirm this understanding is accurate? For example, registering a business: would this include the process to register a business within this solution or linking to an existing registration system?

A19.   This may vary based upon service. In the specific example, it would link to an existing registration system.

Q20. Can the State please confirm the number of TBD services for Ongoing Subsequent Releases?

A20.   That will be determined during the performance of the contract, with consultation with BEA.

Q21. Can the State please confirm that the number of agencies listed for each phase of release in the SIP is accurate and will not be exceeded?

A21.   That number is accurate, based upon the SIP and the known number of State agencies at the time of this RFP.

Q22. Would the State be open to responses that include an accelerated timeline that would differ from the SIP proposed release schedule?

A22.   Applicant is welcome to submit an accelerated realistic timeline as long as all work is completed by date specified within the RFP.

Q23. Are there any additional sites, microsites, mobile apps, portals or other services that may be included in this scope of work, beyond what is described in the Strategic Implementation Plan?

A23.   Applicant may propose such services beyond what is in the SIP, if required work is completed by date specified within the RFP.

Content and content management

Q24. Is there a preferred CMS platform, if so, why?

A24.   Acquia to host Drupal is the State's current preferred CMS platform for static content. A different platform can be proposed for consideration for interactive content. A State style does exist that includes basic colors and the State seal.

Q25. Does the scope of this procurement include any Change Management/Communication/User Training to enable internal users/authors to use the new CMS platform solution or to communicate change to personas impacted?

A25.   Yes. It will be expected that the vendor will provide training and change management as needed to support the solution in addition to other support features indicated by the planning and project deliverables (please see deliverables).

Q26. What would be the max number of active concurrent author/editors' users on the CMS?

    A26. **That number has not been determined.**

Q27. How frequently will portal content be updated, and who will be responsible for managing it? Are there specific content types that require special handling?

    A27. **Content updates will be handled by the specific agencies, with consultation by BEA and DoIT.**

Q28. Does the state have any existing communications and/or marketing content management standards or development tools to which we should adhere? If so, please describe.

    A28. **These standards and tools may vary but can be selected by vendor and approved by the State upon contract award.**

Q29. Have you selected or evaluated any platforms for Content Management System, Search, Digital Asset Management?

    A29. **Please see above answer regarding standard Content Management.**

Q30. What is the frequency of content changes? daily/weekly/monthly?

    A30. **Will vary based upon agency.**

Q31. Is there more than one external agency involved in content creation? Is there a need for a workflow management for content creation and entry?

    A31. **Agencies will have final say on initial content and will then be handled by the specific agencies, with consultation by BEA and DoIT.**

Key Performance Indicators (KPI)

Q32. For B1.7, can the State clarify the key performance indicators (KPIs) they are most interested in monitoring?

    A32. **Please refer to Pages 57-58 of the SIP for KPI information.**

Q33. Regarding B2.6 and B2.7, does the State already have a framework for KPI development and reporting, or is this expected to be created by the vendor?

    A33. **Vendor will provide framework, based upon Pages 57-58 of the SIP.**

Training and users

Q34. Which personas are included in the Internal User group?

    A34. **Personas are based on fictional characters noted on Pages 75-89 of the SIP.**

Q35. How many user group members need access to reports?

    A35. **TBD, but will likely be at least one person per agency.**

Q36. What training content types (e.g., User Guides, Quick Reference Guides, eLearning Videos, FAQs, Virtual and/or Instructor Led training) has the state found most effective with internal user groups? External citizen users?

    A36. **This may vary based on audience and content. The selected vendor should be able to make recommendations and develop training materials based on past experience and best practices in alignment with State training needs.**

Q37. Historically, what have been your most significant challenges in building end-user knowledge and skills in using new technology-enabled business processes?

    A37. **Effective training and tools that ensure ease of use and transferability of skills needed to utilize new business processes. In this instance, an added**

difficulty will be the needed flexibility to develop a platform that works across a diverse group of agencies with diverse needs and existing systems.

Q38. Does the state have an internal training department and a team we should plan to engage with to co-create the end user engagement and training strategy and plan? Are there multiple internal training teams across the different agencies within the scope of the Business Portal project? Please describe.

> **A38. The vendor will be working closely with specific agency staff at BEA and DoIT, as well as a project manager. However, the State anticipates that a cross-agency team will need to be developed to ensure all aspects of training are considered/covered when finalizing that strategy.**

Q39. Does the state have an existing Learning Management System that can be used for training schedule creation, internal end-user registration, attendance tracking, and proficiency test results tracking? If yes, what is the LMS product name?

> **A39. Yes, Moodle is currently used internally. However, if a vendor has another LMS that can be used, the State would be open to discussion.**

Q40. Which, if any, existing methods/approaches have the state used to assess user proficiency (e.g., pre/post course quizzes or evaluations)?

> **A40. Approaches may have slight variations, but quizzes and evaluations have been used. In various cases training and ongoing support has been provided without targeted proficiency evaluations.**

Q41. Does the state have any existing training materials standards (formatting, branding) or content development tools to which we should adhere? If yes, please describe.

> **A41. The vendor will work with BEA and DoIT to confirm proper branding and tool usage.**

Accessibility and language

Q42. Accessibility Services (Attachment 2, Row 22): How many languages are in scope? Please specify.

> **A42. The site will be in English. However, there is an expectation there will be an automated resource on the page that will translate the page.**

Q43. In B2.5, does the State have specific accessibility standards documentation that it wants the vendor to follow, or should the vendor propose these as part of the timeline?

> **A43. There is no statewide standard guide at this time.**

Q44. What level of WCAG compliance are you required to have for this experience?

> **A44. WCAG 2.2 AA**

Mobile capabilities

Q45. Mobile Capabilities (Attachment 2, Row 27: Does the State require offline capabilities while using mobile devices by the users?

> **A45. This may vary based on use case and could be discussed further upon contract award.**

Q46. Will the mobile experience just be responsive, or will it include a unique experience or native mobile app?

> **A46. It will be up to the Applicant to propose the best option for the State of New Hampshire based upon the requirements of the RFP. The preference is to have the site be responsive. The State does not want to maintain a desktop site and a mobile site separately.**

Q47. RFP, Section 1.1.1.: and Appendix B, B-1 What is the scope of the mobile capabilities? Do all features need to be mobile ready?

> **A47.** **It will be up to the Applicant to propose the best option for the State of New Hampshire based upon the requirements of the RFP.**

Procurement Services

Q48. Procurement Services (Attachment 2, Row 21): Row 21 states: "Allow a subset of users that state they would like to do business with the state of New Hampshire to link to procurement opportunities available to them within the portal." Please confirm how many subsets and how many users per subset.

> **A48.** **That has not yet been determined and could vary over time.**

Q49. For B2.8, what are the current procurement services that need to be linked, and are there any existing platforms or databases that the vendor should be aware of?

> **A49.** **The Applicant chosen will work with the NH Department of Administrative Services to review and incorporate existing procurement resources.**

Maintenance

Q50. For the hosting and maintenance requirements in sections H1 to H4, can the State detail the existing infrastructure and support systems that the vendor is expected to maintain? Our consideration is to propose a cloud low code no code platform, so it is more important for us to understand this.

> **A50.** **The hosted portal solution can be housed on any FedRamp, StateRamp or Hi-Trust compliant hosting entity. The vendor is expected to maintain the total solution developed and fully support it on the hosted platform proposed.**

Q51. In the support and maintenance section S1, what are the specific service levels and response times that the State expects for different classes of deficiencies?

> **A51.** **The service level expectations are outlined in H4.7 within the hosting section of the requirements worksheet.**

Q52. Regarding B1.2, what specific functionalities or aspects of the Business Systems Portal does the State anticipate will require the most maintenance and support?

> **A52.** **This depends on how the solution is architected and developed by the vendor based on State requirements.**

Q53. What support mechanisms need to be in place for portal users? How will you handle user inquiries or issues?

> **A53.** **Support mechanisms would be defined based on the planning related deliverables outlined and based on vendor recommendations based on past experience.**

PCI compliance

Q54. In B1.3, can the State provide details on the external systems or processes that will handle the PCI compliance functions mentioned?

> **A54.** **Other agencies have systems that manage their own PCI functions. This portal will not take on those separate functions.**

Q55. Can you provide clarification on the specific PCI compliance stipulation? The requirement B.1.3 states: "The vendor shall manage the solution such that it is NOT impacted by PCI compliance. The BSP itself should not have PCI functions. These should be addressed outside of the BSP

environment." Could you please clarify if our understanding is correct that the BSP is not expected to handle or store any payment card information directly, and thus will not require PCI compliance? Additionally, could you explain the underlying purpose of this requirement? What is the expectation pertaining to payment processing through the BSP?

> **A55.** **Other agencies have systems that manage their own PCI functions. This portal will not take on those separate functions.**

Integration

Q56. How many current integrations connect to internal systems and third-party systems? Please provide the list of integrations.

> **A56.** **The purpose of this question is not clear as it pertains to the BSP. The portal is anticipated to direct users to supporting systems. Any integrations to the portal would need to be part of the vendors architecture and design based on the services outlined in the RFP and SIP.**

Q57. Can the Agency share the volume of data we will be processing using the integrations?

> **A57.** **Volume of data has not been defined at this time.**

Q58. Referencing application integration standards on Page 32:
- Please elaborate the downstream business applications (system names, integration type-real time vs batch and frequency).
- Is there an Integration Platform which the state or department use today to build and manage integrations?
- Is there an API Management solution state or department use today for securing and managing APIs?

> **A58.** **The business services are outlined in the SIP. The detail regarding real-time vs. batch has not been fully defined. There is no standard API management or Integration Platform solution currently in place.**

General

Q59. Can the State provide an estimate of the total number of employees who will use the new system across the three planned releases, and could you also offer a breakdown of this user base by agency?

> **A59.** **This cannot be determined at this time. However, at least one person from each agency will have back-office access to the system, with more likely coming from larger agencies, BEA, and DoIT.**

Q60. Regarding external user engagement, could the State share anticipated application volumes and the expected number of businesses projected to utilize the 62 (36+26) services outlined across the first and second releases? and could you also offer a breakdown of this user base by ones that will have to login vs un-authenticated?

> **A60.** **This cannot be determined at this time but should be further refined by the selected vendor when working with state agencies on system needs and portal design. However, most services within the BSP should be accessible by unauthenticated users.**

Q61. For B1.4, does the State have existing documentation on service requirements, or will this need to be developed from scratch during the requirements gathering phase?

> **A61.** **Any service and troubleshooting system, including reporting, will be developed by the vendor in consultation with DoIT and BEA.**

Q62. In B1.8, is there a preferred format or template for the major release documentation that the State is expecting from the vendor?

> **A62.** **This will be developed by the vendor in consultation with DoIT and BEA.**

Q63. For B2.3 and B2.4, how complex does the State envision the final SSO solution to be, and are there any existing authentication systems that the proposed SSO needs to integrate with?

> **A63.** **Currently, business focused SSO systems exist with the Department of Revenue Administration and the Secretary of State's Office, and they would need to be incorporated into any SSO solution. It is anticipated that the vendor would work with DoIT and BEA to review existing capabilities and assist with solution recommendations.**

Q64. For B3.1 to B3.5, can the State provide examples of AI, smart questionnaires, mobile enhancements, notification features, and form/document digitization that have been considered or implemented previously?

> **A64.** **Applicant may provide its own solutions within the auspices of the RFP and SIP.**

Q65. In B4.1, what are the specific operational standards and processes that the vendor is expected to manage?

> **A65.** **The vendor is expected to work with DoIT and BEA to gauge existing standards as part of deliverable planning and make recommendations to resolve gap areas where standards and processes may not be in place for this type of effort.**

Q66. Does the State plan to implement an Enterprise Identity and Access Management (IAM) solution to be used by the BSP or is expecting the BSP solution vendor to propose and implement an IAM solution as part of the BSP Solution delivery?

> **A66.** **It is anticipated that the vendor will work with DoIT and BEA to gauge the existing environment, propose IAM options and deploy the selected option based on State approval and as outlined in the approved Identity and Access Management Plan deliverable.**

Q67. For the project management requirements in section P1, does the State have a preferred project management methodology or communication tools that they expect the vendor to use?

> **A67.** **The State currently uses Smartsheet as its standard PM scheduling tool, M365 TEAMS for project team collaboration and uses agile and waterfall methodologies for project development. The vendor is free to propose whatever project management methodology they feel is appropriate given their expertise and best practices to deliver the solution. However, the methodology should involve in person and remote engagements as appropriate.**

Q68. On page 8 of the RFP, Section 2.1 provides instructions for physical submission of the proposal, while 2.2 states that physical proposals are not applicable. Can you please clarify the proper method of submission? Will only electronic submissions be considered?

> **A68.** **Only electronic submissions will be considered.**

Q69. Page 42 of the RFP asks for three references for proposed key vendor staff members. Can the state clarify whether these references can be from other internal team members on prior engagements, or can they only be from companies or organizations for whom they have performed similar services?

> **A69.** **References should be from those that are (or will be) unconnected to this project.**

Q70. What firm did the strategy work for the Business Services Portal? Is that firm precluded from bidding on the implementation?

> **A70.** **The firm that worked on the SIP is not precluded from applying for the RFP.**

Q71. For the existing databases, API's and micro-services listed in integrating with, where are these hosted and if they are cloud hosted who is hosting?

> **A71.** **This detail was not collected as part of the SIP effort. The selected vendor will be anticipated to work with BEA and DoIT to discuss this detail during design and architecture planning discussions.**

Q72. What is anticipated project start date? Are there any other critical milestones within the project timeline that we should be aware of, apart from the MVP release and final deployment dates?

> **A72.** **The start date is intended to occur as soon as practicable after selection of a vendor and authorization of the resulting contract by Governor and Executive Council. The critical milestones are outlined in the RFP.**

Q73. Does the State need to migrate data from existing legacy databases into the new system? if yes, then how much data needs to be migrated in terms of records and volume? Are there any complex data structures or relationships that need special attention? Can you approximate the number of files that are to be migrated into the new system?

> **A73.** **There has been no intention of migrating data into the BSP, but it is anticipated that the vendor will outline any complex data structures and relationships throughout the course of the project and make recommendations in any cases where migration of data would be merited.**

Q74. Does the state have an existing communication and/or Mar-Comm team that we should plan to engage with in co-creating our Constituent / Stakeholder Engagement Approach and Plan? Are there multiple internal communications teams across the different agencies within the scope of the BSP project with whom we will collaborate? Please describe.

> **A74.** **The selected vendor will work with communications staff at BEA and any other agency communication staff deemed necessary to ensure robust stakeholder engagement.**

Q75. What, if any, steps have the State taken to date to prepare for the co-creation of the new Business Portal's co-marketing launch communication campaign?

> **A75.** **Communication strategy will be developed during the development of the BSP.**

Q76. Is it a future goal of New Hampshire to attract international business partners in addition to US?

> **A76.** **New Hampshire attracts international business partners currently.**

Q77. Attachment two states, "The Vendor is required to provide on-call telephone assistance to the State. This support may involve the use of a call center or another system, ensuring prompt and responsive assistance for addressing queries, issues, or emergencies." Is the state using a call center or other system currently? Please describe.

> **A77.** **This is for agencies to contact the Applicant for issues regarding the BSP, not for BSP end users to interact with the vendor.**

Q78. Can you provide detailed descriptions of the primary user segments for the portal, including their specific needs and challenges?

> **A78.** **Personas are based on fictional characters noted on Pages 75-89 of the SIP. These consider the anticipated primary users specific needs and challenges.**

Q79. What are your performance targets for the portal in terms of load capacity, response time, and scalability for future expansion?

> **A79.** **It is anticipated that the responsible vendor will develop and scale the BSP accordingly as usage, functions, and complexity increase to accommodate the implemented solution to meet user expectations**.

Q80. Are there any anticipated needs for customization or configurable features within the portal by the end-users?

        A80. **As best as can be anticipated, this is noted within the SIP.**

Q81. Who are the key stakeholders involved in this project, and what are their roles and expectations?

        A81. **Key stakeholders are staff within BEA, DoIT, and other state agencies. Their roles will vary, but the selected vendor will work primarily with BEA and DoIT staff in development of the BSP.**

Q82. How does the department define success for this project, and are there specific metrics or outcomes you are aiming to achieve?

        A82. **Success is the development and launch of an effective, engaging BSP that can be modified, expanded, and management and support of it transferred, if need be, in the future. Moreover, certain KPIs are noted within the SIP, and the selected vendor will work with BEA and DoIT to further develop additional, appropriate project specific KPIs.**

Q83. Can you provide more details on how the budget is allocated, including any flexibility for unforeseen costs or additional features?

        A83. **There is no flexibility relative to unforeseen costs and the vendor must operate within whatever budget is proposed and agreed upon. The primary funding source for this project is subject to strict period of performance requirements and timelines. All funding must meet the reporting requirements stated within the RFP and attachments, which include state and federal compliance.**

Q84. What type of forms does the State want to digitize in the system? What is the volume/number of forms to be configured?

        A84. **This will vary by agency.**

Q85. What is the various notification/communication channels anticipated with the solution (e.g., email, SMS messages)? How many notifications are sent on any given day via email? Are other technologies used for sending notifications (e.g., SMS text)?

        A85. **It will be up to the vendor to offer best practices for external communication, preferably based upon previous work done and industry standards.**

Q86. Appendix C: Topics for Mandatory Responses (NH Business Services Portal – RFP DBEA 2024-010, page 30): C-1: Topic 1- Description of Solution lists the page limit as: "7 - Attachment Unlimited (Optional)." Is Topic 1 limited to a 7-page narrative, with an unlimited number of attachments? Please clarify.

        A86. **Yes.**

Q87. What is the approach for notifying business owners of the new portal and how to register? Is there an email service provider in place?

        A87. **Communication strategy will be determined during the development of the BSP, as the BSP will reach across various State agencies and their expected end users.**

Q88. How many business owners are expected to enroll in the portal and/or receive related messaging? How many messages would be sent on an annual basis?

        A88. **Indeterminable at this time.**

Q89. What is the plan for engagement before, during, and after the portal registration process? Should there be email and/or SMS notification capabilities for application status updates, license renewals, policy updates, government contract releases and more?

A89. Communication strategy will be determined during the development of the BSP, as the BSP will reach across various State agencies and their expected end users.

Q90. How many businesses do you anticipate submitting applications on a monthly basis and annual basis with the new system?

A90. Indeterminable at this time.

Q91. How many individuals do you anticipate submitting applications on a monthly basis and annual basis with the new system?

A91. Indeterminable at this time.

Q92. How many applications are currently submitted on an annual basis for Businesses and individuals? (an historical record prior to COVID would be helpful).

A92. The State does not currently have a business services portal, so this cannot be answered.

Q93. Would the Agency like to see public-facing reporting on their website?

A93. This may be proposed within the auspices of the KPI and/or communications strategy development.

Q94. How many internal employees will need access to create advanced reports for internal and external use?

A94. Indeterminable at this time, but at least one person from each agency will need to have such access. For larger agencies with broader/more complex needs, there will likely need to be more than one employee with access.

Q95. Is there any additional strategy work to be completed by the vendor, or which may be in-flight by other parties, which needs to be accounted for under this RFP response?

A95. All vendor requirements are listed within the RFP.

Q96. Would you consider conducting additional user/stakeholder interviews beyond the 13 already done? Is this part of the scope contemplated for the vendor?

A96. The vendor may propose such services beyond what is in the SIP, as long as required work is completed by dates specified within the RFP.

Q97. Is there a need for the vendor to identify and create additional personas beyond the 4 already identified?

A97. Vendor may propose such services beyond what is in the SIP, as long as required work is completed by dates specified within the RFP.

Q98. Is there a need for the vendor to add, update, and refine the existing user journeys?

A98. Applicant may propose such services beyond what is in the SIP, as long as required work is completed by dates specified within the RFP.

Q99. What is the overall user adoption of current website, and can you provide usage statistics?

A99. The State does not currently have a business services portal, so this cannot be answered.

Q100. Given the identified timeline (3 years with 2 x 1-year extensions), is the strategic planning for a new Data Architecture phase under a larger umbrella of planned tasks? If so, where does it fit in and what is the projected duration of this planning phase?

A100. There is no additional, large umbrella of tasks planned in relation to the BSP. The work required by the vendor is entailed within the RFP, and the vendor may propose such services beyond what is in the SIP, as long as required work is completed by dates specified within the RFP.

Q101. Do you currently have an UX design team supporting this program? Will the vendor work with the existing team or replace them?

> **A101.** **The vendor will work with DoIT and other agency staff as part of the design and development process of the BSP.**

Q102. Do you have a preferred design tool to be used for this project, e.g., Figma, Adobe XD, Sketch, or other?

> **A102.** **No.**

Q103. Is there a governing design committee that will be reviewing and providing signoffs for the UI/UX creative design elements?

> **A103.** **Any design considerations must meet State specifications, which will be reviewed and approved by DoIT and BEA. The mock-ups in the SIP are based on State specifications.**

Q104. Where do you typically deploy your applications - Cloud (Azure/AWS etc.) vs On Prem?

> **A104.** **Acquia is the platform used by the State used to specifically host Drupal.**

Q105. Do you have any preference for Tech stack for web applications?

> **A105.** **The vendor can propose the Tech stack based on analysis of the States environment.**

Q106. For Profile Management and SSO, what is your current Identity Access Management Solution - Azure AD/Okta etc.? Where are the user profile and preferences stored?

> **A100.** **The selected vendor will be expected to work with DOIT to gauge the IAM solution that is needed.**

Q107. How many data sources will be integrated with the portal? Is it one database per service for each of the thirty-six services for MVP? Is there an API layer created over the data sources.

> **A107.** **This will be determined as part of the BSP design and Architecture planning process.**

Q108. Will the experience for all the Services (36 in MVP and twenty-six in Release 2) built inside the BAS portal or we redirect to appropriate agency sites for transaction to happen?

> **A108.** **It is anticipated that the BSP will direct users to the appropriate agency sites but will be further discussed during the design and architectural development phases of the project since some functions may exist within the portal (i.e., profile management, etc.).**

Q109. What is the number of average page views per month?

> **A109.** **The State does not currently have a business services portal, so this cannot be answered.**

Q110. What is the number of peak monthly page views?

> **A110.** **The State does not currently have a business services portal, so this cannot be answered.**

Q111. There are multiple website domains that link out from the nh.gov top nav under Business. Is the goal of this project to create a modern feature rich website that will replace nheconomy.com?

> **A111.** **While this may occur as a result in the future, the BSP is intended to be separate from nh.gov and nheconomy.com.**

Q112. RFP, Sections 3.1. & 2.1.: In Section 3.1. of the RFP, Section VII is designated as the Price Proposal, while Section 2.1. specified there is a requirement for the Price Proposal to be labeled

clearly and submitted separately from the Technical Proposal. Could the State please clarify if the Price Proposal should be submitted separately or as Section VII within the proposal organization?

A112.   Please submit the price proposal separately from the technical proposal.

Q113.   Will the State include the rate tables in Sections E-1.8., E-1.9., and E-1.10. as part of its price evaluation?

A113.   As noted within Section E-1.8 and E-1.9: "This information is for reference purposes only and will not be taken into account during our price proposal scoring." E-1.10 is for the vendor to specify what type of State resources may be needed and will not be part of the price evaluation.

Q114.   Are there any preferred collaboration tools (e.g., Jira, Teams, Smartsheet) that you would like the project team to use?

A114.   The State uses Microsoft Teams for collaboration and Smartsheet for project schedule management. Jira is also used for targeted projects and development teams. The vendor can propose other collaboration tools if necessary to deliver and manage the effort if doing so will benefit the project.

Any questions regarding the P-37 or other contractual issues will be addressed after the State selects the winning vendor.