

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY (NHES)**

**REQUEST FOR PROPOSAL
RFP# NHES 2018-01 ISSUED 08-17-2017
NHUIS MAINTENANCE AND SUPPORT**

**ADDENDUM #3
RESPONSES TO VENDOR INQUIRIES**

This Addendum #3 to RFP# NHES 2018-01 contains responses to Vendor Inquires received by the required date of September 6, 2017, as follows:

Question 1. Location for Proposal Delivery (RFP Section 4.1, Page 6)

Is it correct to assume that the proposals offered in response to this RFP should be submitted/delivered to the NH Department of Employment Security at its main office location at 45 South Fruit Street, Concord, NH 03301?

NHES Response. Yes – See RFP instructions at page 6.

Question 2. Packaging of Proposal for Submission (RFP Section 4.1, Page 7)

Could the State please clarify as to the expectations with respect to the proposal packaging for submission? For example, we are not clear as to whether:

a. The original Proposal (excluding the Cost Proposal) along with its copies needs to be submitted in the first sealed package; the signed Transmittal Form Letter in the second sealed package; and the original Cost Proposal, its copies, and the CDROM containing the entire (Technical and Cost) Proposal in the third sealed package.

or

b. The original Proposal (excluding the Cost Proposal), its copies, the signed Transmittal Form Letter, and the CDROM containing the entire (Technical and Cost) Proposal should be placed in the first sealed package; and the original Cost Proposal and its copies in the second sealed package.

NHES Response. NHES agrees that the second approach (b.) is an acceptable method for submission of the proposal. To restate the requirement of RFP Section 4.1, with respect to proposal submission packaging, it will be acceptable to submit the original Proposal and five copies (clearly identified as copies) with all required attachments, the signed Transmittal Form Letter, and the CD ROM in one envelope or container, and the Cost Proposal in a second sealed envelope or container. As an alternative, the Proposal may be submitted in two separate envelopes or containers: the first containing the original Proposal (excluding the Cost Proposal) along with its copies and the signed Transmittal Form Letter, and the second containing the original Cost Proposal, its copies, and the CDROM.

Question 3: Documentation relating to Financial Strength (RFP Appendix E, E-1.1.2 Page 49)

Is it correct to assume that the documentation pertaining to Financial Strength needs to be enclosed only with the original proposal (and not the copies)?

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NHES Response. It is acceptable to submit one copy of the financial strength documentation with the Original Proposal. Please see RFP Section 4.10, Public Disclosure, for additional information on available steps for protecting confidential financial data.

Question 4: Resumes (RFP Section 4.18.9 Page 14 And Appendix E-2 Page 50)

Is it correct to assume that only the resumes for the Project Manager and identified Key Vendor Staff need to be submitted as a part of the Proposal?

NHES Response: The question refers, in part, to Appendix E, Subpart E-2 Team Organization and Designation of Key Vendor Staff, which provides as follows:

Provide resumes of key personnel proposed to work on the Project and an organizational chart depicting the Vendor Project Team. This chart should identify key staff required from the Vendor, any Subcontractors, and the State.

Based upon the quoted language, resumes are required for the Project Manager and Key Personnel proposed to work on the project. If additional Key Personnel will be provided through a subcontractor, their resumes must be provided as well.

Question 5: Audited Financial Statements (RFP Appendix E, Subpart E.1.1.2 Item 2 Page 49)

We are a privately held C Corporation which falls under 'Small Business' classification as defined by SBA 13-CFR-121 (less than \$27.5M in average gross annual receipts and a Small Business that is not dominant in the field of operations). Since our average gross annual receipts are over \$2M but less than \$10M, by law we are required to prepare only the Reviewed Financial Statements from a licensed Public Accounting Firm instead of Audited Financial Statements. We have, therefore, customarily maintained only Reviewed Financial Statements, as required by the law. As the State is undoubtedly aware that apart from the hefty professional fees, the time and the resources the business needs to devote to prepare Audited Financial Statements is a real burden on a Small Business and hence a significant hardship. Will the State, therefore, consider our request to accept Reviewed Financial Statements prepared by an independent CPA firm, in place of Audited Financial Statements, as a part of our response to this RFP?

NHES Response. Yes, NHES will accept Reviewed Financial Statements in lieu of audited financial statements.

Question 6: Unemployment Insurance Software Maintenance.

The RFP document contains a reference to vendor requirements that states, "The vendor must have successfully supported and maintained an Unemployment Insurance focused software solution implemented by a different vendor for at least one (1) government client" Is UI project experience a hard requirement that determines the eligibility of vendor or does this effect Corporate Qualifications score only?

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NHES Response. Successful support and maintenance of an Unemployment Insurance focused software solution implemented by another vendor (not the proposer) for at least one (1) government client is a hard requirement. Please see RFP Section 5, Subpart 5.3.1 and Appendix B, Sections B-3 and B-4, for vendor requirements.

B-3 Vendor Implementation Experience - The Vendor must have successfully developed and implemented an Unemployment Insurance focused custom software solution for at least one (1) government client comparable in size and complexity to the State of New Hampshire.

B-4 Vendor Support and Maintenance Experience - The Vendor must successfully supported and maintained an Unemployment Insurance focused system implemented by a different vendor for at least one (1) government client comparable in size to the State of New Hampshire in an ongoing manner for no less than two (2) years, including performing day-to-day maintenance; deficiency and defect identification, analysis and clearance; enhancements, quality assurance and testing within the last five (5) years.

Vendor _____ Address _____

By: _____
(This document must be signed) (Title)

(Please print or type name) Tel. No. _____

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