

| Question # | Page  | Section        | Question  |
|------------|---|----------------|---|
|            | <i>Please add additional lines to the bottom of the table as need. Please list your question in the row identified with a "Q" only.</i> |                |   |
| Q1         | 6 of 89, 18 of 89, 64 of 89, etc  | J-5            | The State makes multiple references to "field service". Could the State please define "field service" and explain how it differs from maintenance and support?  |
| A1         |   |                | <i>Field Service encompasses a range of technical support activities that require on-site professional services.</i>  |
| Q2         | 9 of 89   | Section 1.10   | In Section 1.10, the State makes multiple references to "integration for monitoring of all locations". Could the State please specify the monitoring requirements? For instance, is the State requesting the capability to monitor all video feeds from a central location? Is the State requesting remote monitoring of the devices at each location with automated alerts when a device goes offline?   |
| A2         |   |                | <i>The capability for central monitoring is preferable so that in the future the NHLC could monitor stores from a central location.</i>   |
| Q3         | 27 of 89  | Section 5.10.1 | Does the State want the Vendor to have remote access to each system or does the State require that all maintenance, updates, and support be performed via local access to a system by on premise vendor personnel?  |
| A3         |   |                | <i>Although this may change in the future, the State will not provide remote access at this time. Expectation is that maintenance and support updates will be provided when and where appropriate.</i>  |
| Q4         | 64 of 89  | Appendix J     | Should the Field Support and Maintenance worksheet only include costs for non-vendor supplied systems?  |
| A4         |   |                | <i>No, but all costs should be clearly distinguished and clearly visible to the reviewers.</i>  |
| Q5         | 33 of 89  | 5.12.10        | Could the State please specify if and how PCI compliance pertains to this proposal?   |
| A5         |   |                | <i>The NHLC is a level 2 PCI rated environment. While this answer is not meant to replace the full PCI requirements, the NHLC has to control its asset environment. Part of the PCI requirements include recording all devices in the environment; ensuring updates are maintained; ensuring that obsolete non-supported devices are removed from the environment; ensuring that all software is secure and patches are applied; this is especially true for any network connected devices or their peripheral equipment. More information about PCI can be found at <a href="https://www.pcisecuritystandards.org/">https://www.pcisecuritystandards.org/</a>. In addition all agencies and commissions are required under State law to track and maintain currently inventory of equipment.</i> |
| Q6         | Page 8 of 89  | Section 1.6    | Is the State seeking or requiring LAN, WAN, or WiFi connectivity for new systems?   |
| A6         |   |                | <i>NHLC is open to Vendors proposals. There is currently no WiFi in our retail stores. We are in the process of field testing WiFi at stores but even if the WiFi testing proves succesful we will not roll it out to every store for the foreseeable future.</i>   |
| Q7         | General   | General        | Will any or all of the surveillance systems, or components of these systems such as servers and workstations, have network connectivity to other systems, networks, or to the Internet?   |
| A7         |   |                | <i>Not at this time. Possibly in the future. Review #A6.</i>  |
| Q8         | 29 of 89  | Section 5.11.8 | Has the State already established the standards and procedures referenced in section 5.11.8? If so, when will these procedures be made available to the vendor or bidders?  |
| A8         |   |                | <i>Technology standards and procedures are available from the Department of Information Technology and any requirements in statue. Due to security concerns these documents may be had by emailing <a href="mailto:webmaster@doit.nh.gov">webmaster@doit.nh.gov</a></i>   |
| Q9         | 8 of 89   | Section 1.7    | Is it the State's intention that each surveillance system be completely segmented from any network or system which may contain or have access to information protected by PCI standards?  |
| A9         |   |                | <i>Not at this time although network segmentation will become available as the network design is enhanced.</i>  |