

**PROFESSIONAL IMPLEMENTATION AND SUPPORT AND MAINTENANCE  
SERVICES FOR MICROSOFT DYNAMICS 365**

**RFP # 2020-01-NXG**

**COMMISSION'S FIFTH RESPONSE TO PROPOSAL INQUIRIES**

**QUESTION 6:**

**Q:** RFP – Appendix B – Are these to be supplied as separate spreadsheets following the format of the tables in the RFP?

**A:** Yes. Proposers must complete the table(s) provided in Appendix B and submit them with their proposal(s). In doing so, Proposers may add as many rows as necessary.

**QUESTION 7:**

**Q:** Implementation Warranty Period. Can NHLC please describe with detail the services to be provided during the 90-day Warranty Period? Are the assumed billable services also subject to the “not to exceed” [pricing] stipulation within the agreement?

**A:** The Warranty Period is, at a minimum, a 90-day period of time post go-live during which the vendor is responsible for repairing defects in products and services delivered as defined in the Contract. Related defect repair services during the Warranty Period are not billable. Therefore, such potential expenses must be factored into the not-to-exceed pricing for the implementation proposal.

**QUESTION 8:**

**Q:** Data Conversions/Data Analytics

- Page 6 of the RFP calls for all “Analysis, mapping, consolidation, conversion and migration of legacy data in it[s] various states and locations to the new platform.” To understand the effort required, please provide details of the data and sources to be converted to the new platform.

**A:** The sources of NHLC Legacy Data are as follows:

Area of data migration	Source
Customer (LICENSEE) Data	MLO and Mapper
Customer (NON-LICENSEE) Data	Mapper and e4Commerce
Vendor Data	MLO and NH First
Broker Data	MLO and Mapper
Chart of Accounts (COA) Data	Excel
Fixed Asset Data	Excel
Budget Data	NH First with Supplemental Excel upload
3PL Warehouse Data	Mapper and DHL
NHLC Warehouse Data	Mapper
Stores	Mapper with Supplemental Excel upload
Item Data	Mapper and DHL
• Categories	Mapper with Supplemental Excel upload
• Attributes	Mapper with Supplemental Excel upload
• Item Groups	Mapper with Supplemental Excel upload
Store Pricing and Promotions Data	Pricing is Calculated from Cost
• Broker / Vendor Initiated Promotions	CSV Files
• NHLC Initiated Promotions	Manual Entry
Users Data	AD Integration for Users
Employee Data	NH First
• Position Data	NH First
• Jobs Data	NH First
Accounts Receivable (AR) Data	NH First and Mapper
Accounts Payable (AP) Data	NH First
Ending General Ledger (GL) Balance Data	NH First
Inventory On-hand Data	Mapper
Open Purchase Requisitions – Encumbrances	NH First
Historical General Ledger (GL) Balances Data	NH First - Excel
Historical Sales and Inventory Transactions Data	Mapper

**QUESTION 9:**

**Q:** Is PowerBI/Data Analytics part of the NHLC digital transformation strategy and this project?

**A:** As outlined in “Response to System Requirements” (RFP pg. 12 of 24), if Power BI/Data Analytics is deemed by the Vendor to be a viable solution for a business process listed in Appendix C, it would be considered part of the proposed strategy.

**QUESTION 10:**

**Q:** High Level Process Details--how to build detailed scope?

- Is it expected that the RFP response will define the project’s required business processes’ scope as we see it based on discovery / analysis sessions completed in November 2019?

**A:** Yes. The vendor’s RFP proposal should establish the scope of the project in accordance with the parameters/requirements provided by the RFP. Proposers may draw on past knowledge of the NHLC’s systems. However, the system requirements as stated in the RFP control.

## QUESTION 11:

**Q:** RFP states that the contract will be a “Not to Exceed” price. Section 5 of Appendix A states that the terms of payment will be identified in Exhibit C to the contract. There is no visibility to Exhibit C at this time. Will there be a mechanism for both parties to agree in writing to changes to the scope of the contract? We are concerned that there is not sufficient detail in the business processes description of the RFP to develop a scope of work that will meet all of the requirements that may be uncovered in the project.

**A:** Exhibit C is an attachment to the State of New Hampshire’s Form P-37, which is located at Appendix A to this RFP. Typically, a fully-executed P-37 comes with three exhibits attached (Exhibits A, B, and C).

Exhibit A (special provisions), is used to make amendments to the standard P-37 form language. Exhibit B (services to be performed) is where the contracting parties set forth the scope of the services that they are contracting for. Exhibit C (contract price/price limitation/payment) is where the contracting parties provide the contract pricing and terms of payment.

This evaluative RFP process is used to identify a vendor that will enter into contract discussions/negotiations with the NHLC. *See* RFP Section 6(G) (pgs. 19 and 20 of 24).

Via this contract discussion/negotiation process between the NHLC and the selected vendor, the parties will agree upon contract terms, which will then appear in Exhibits A, B, and C to the P-37.

Although contract negotiations will take place with the selected vendor, during which the parties will establish the services to be performed in the agreement (Exhibit B), this does not authorize the vendor to significantly deviate from the scope of work contained in its proposal, although some refinement is possible.

The cost proposal(s) provided by the vendor will be the “not-to-exceed” price in the contract(s).

The NHLC recognizes that, given the size and complexity of the services sought, certain discoveries may be made by either party during the life of the contract that may alter the scope of work and pricing. Such occurrences, however, will be dealt with when they occur.

**QUESTION 12:**

Q: RFP Response - Appendix H. PCI DSS Compliance. As the implementation provider, BHS cannot validate all aspects of the Microsoft solution for PCI DSS compliance. Microsoft publishes D365 compliance assessments, not BHS. Blue Horseshoe is not the software vendor and does not have access to the production environment of D365.

A: Acknowledged. As set forth in Appendix H of the RFP, the above objection and any other objections or concerns must be included as part of the Vendor proposal.