

**STATE OF NEW HAMPSHIRE**  
DEPARTMENT OF Resources and Economic Development  
172 Pembroke Road  
CONCORD, NEW HAMPSHIRE 03229

**ADDENDUM # 1 TO RFP INVITATION # 2011-052**

DATE OF BID OPENING: April 26, 2011

TIME OF BID OPENING: 2:30 PM

FOR: **New Hampshire DRED Website RFP**

**Changes: Appendix D in the RFP page requirements clarifications**

- a. Appendix D- Topic 18- Risk and Issue Management  
Change page limit on page 78 and page 82 to reflect a new page limit of six (6) pages
- b. Appendix D- Topic 19-Quality Assurance Approach  
Change page limit on page 82 to reflect a page limit of three (3) pages

**Vendor Questions with Answers**

	<b>Section</b>	<b>QUESTION</b>	<b>ANSWER</b>
<b>1.</b>	N/A	What is the budget for this project? Can you give a ballpark figure?	Division of Travel and Tourism Development's budget for FY 2012 and 2013 is \$50,000 per fiscal year. At this point in time, we cannot make any other estimates, as they have not yet been determined.
<b>2.</b>	N/A	Can an international company submit a bid and work remotely, provided they meet required standards for this service?	Yes, however the selected vendor must be able to attend meetings in person at the Department of Resources and Economic Development (DRED) as required at DRED for purposes of Contract administration. In addition, the selected vendor must be available for customer service during Normal Business Hours – 8:00 a.m. to 5:00 p.m. EST, Monday through Friday, as stated in the Terms and Definitions.
<b>3.</b>	N/A	Is the selected agency required to attend meetings in person at DRED?	Yes, as stated in section C-2, Requirements, "The Vendor shall attend meetings as required at DRED for purposes of Contract administration." This includes quarterly partners' meetings as well as any other meetings that may be necessary to complete the work of the contract.

	<b>Section</b>	<b>QUESTION</b>	<b>ANSWER</b>
<b>4.</b>	Appendix E, pg. 84	<p>The RFP on p. 84 says the bidding firm must supply a Dunn &amp; Bradstreet report, various financial statements, or its latest income tax form. Two questions:</p> <ol style="list-style-type: none"> <li>1. Is the firm absolutely required to submit this financial information with the proposal, or can it omit it for now (and possibly submit it after the contract is awarded)?</li> <li>2. If this financial information must be submitted with the proposal, will it be made public, or can DRED give assurances that this information will remain confidential?</li> </ol>	<ol style="list-style-type: none"> <li>1. The financial Statement must be submitted with the proposal.</li> <li>2. The Vendor can mark what he/she considers confidential. Once a contract is awarded, all input to the process is public knowledge. However, if the Vendor has marked items as confidential, the State will notify the Vendor in advance of releasing any information marked confidential. If necessary the issue will be referred to the Attorney General. The Vendor would have to issue the stay to withhold confidential information.</li> </ol>
<b>5.</b>	N/A	What is the value of the current contract?	\$413,500.00
<b>6.</b>	N/A	What is DRED'S reason for changing vendors?	Because of the laws of the State, when the current contract expires this June, we are required to send it out to bid.
<b>7.</b>	Appendix E, E-3	In Appendix E, E-3, Candidates for Project Manager says that the State will require that the Project Manager be assigned full-time, on site for the duration of the Contract (page 86 of 99). Is this required or can the Project Manager work remotely at the vendor's office location?	The Project Manager must be accessible full-time, with the selected vendor, for the duration of the Contract. The Project Manager may work remotely, or on site, at the selected vendor's office.
<b>8.</b>		Please explain what the March 29, 2011 deadline is for.	The March 29, 2011 deadline is the final date for vendors to submit inquiries concerning the RFP. Inquiries received after March 29, 2011 shall not be considered properly submitted and will not be considered.
<b>9.</b>		Is it okay for the vendor to subcontract the hosting of DRED websites to a vendor in a state other than New Hampshire?	Yes, provided the subcontractor is capable of performing all necessary duties specified in the RFP. The Vendor shall remain wholly responsible for performance of the entire Contract regardless of whether a Subcontractor is used. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from any Contract.

	<b>Section</b>	<b>QUESTION</b>	<b>ANSWER</b>
<b>10.</b>		Can hosting be international?	Yes, provided the host is able to fulfill all necessary duties specified in the RFP. In addition, customer service must be available to DRED during Normal Business Hours – 8:00 a.m. to 5:00 p.m. EST, Monday through Friday, as stated in the Terms and Definitions.
<b>11.</b>		This RFP has been explained to be for hosting, support and maintenance of DRED websites. Is there any search engine optimization or marketing component to the RFP?	No. The SEO and Marketing are covered by a different contract.
<b>12.</b>	Appendix D	In Appendix D: Topics for Mandatory Narrative Responses, Topic 19 states that the Page Limit is 3 (page 78 of 99). However on page 82 of 99, Topic 19 – Quality Assurance Approach states that the page limit is 6. Could you please clarify the page limit on this item?	The page limit is 3 pages for Topic 19.
<b>13.</b>	Appendix D	In Appendix D: Topics for Mandatory Narrative Responses, Topic 18 states that the Page Limit is 1 (page 78 of 99). However on page 82 of 99, Topic 18 – Risk and Issue Management states that the page limit is 3. Could you please clarify the page limit on this item?	The page limit is 6 pages for Topic 18.
<b>14.</b>	Section 6	<p>In Section 6 (General Contract Requirements), #6.9.4 Custom Development (page 29 of 99), it states that the State shall hold all ownership, title and rights in any custom software development in connection with this project. On page 52 relating to DTTD and page 53 under PARKS and page 54 under F&amp;L, under “Content Management”, it states that the “Custom online content management system built by current web vendor.”</p> <p>Will the current web vendor be required to release the database, the database schema, related content, all images (and their source files), all coding/programming, all 3<sup>rd</sup> party applications (and licenses) integrated into the system, server configurations and any/all other files and/or information required for the web sites to run on the new vendor’s servers.</p>	<p>The current vendor will release all databases in their current formats, content files, dll files, script files (asp/aspix/js/css/php/html), and graphics required to run the sites. The current vendor can provide documentation as well if their time is covered by either DTTD or the new vendor.</p> <p>The selected vendor will need to have the correct hardware and software required on the server side to run the websites. The servers that the sites run on are owned by the current vendor and not DRED, so the new vendor would need to have their own copy of Microsoft Windows Server, and Microsoft SQL Server for example.</p>

	<b>Section</b>	<b>QUESTION</b>	<b>ANSWER</b>
<b>15.</b>	Section 6	<p>In Section 6 (General Contract Requirements), #6.9.4 Custom Development (page 29 of 99), it states that the State shall hold all ownership, title and rights in any custom software development in connection with this project. On page 53 relating to DED, under “Content Management”, it states that the “The custom designed content management application is written in PHP and MySQL.”</p> <p>Will the current web vendor be required to release the database, the database schema, related content, all images (and their source files), all coding/programming, all 3<sup>rd</sup> party applications (and licenses) integrated into the system, server configurations and any/all other files and/or information required for the web sites to run on the new vendor’s servers.</p>	<p>The current vendor will release all databases in their current formats, content files, dll files, script files (asp/aspX/js/css/php/html), and graphics required to run the sites. The current vendor can provide documentation as well if their time is covered by either DTTD or the new vendor.</p> <p>The selected vendor will need to have the correct hardware and software required on the server side to run the websites. The servers that the sites run on are owned by the current vendor and not DRED, so the new vendor would need to have their own copy of Microsoft Windows Server, and Microsoft SQL Server for example.</p>
<b>16.</b>	Section 6	<p>In Section 6 (General Contract Requirements), #6.9.4 Custom Development (page 29 of 99), it states that the State shall hold all ownership, title and rights in any custom software development in connection with this project. On page 55 relating to OWO, under “Content Management”, it states that the “Custom management and design has been maintained by a private vendor.”</p> <p>Will the current web vendor be required to release the database, the database schema, related content, all images (and their source files), all coding/programming, all 3<sup>rd</sup> party applications (and licenses) integrated into the system, server configurations and any/all other files and/or information required for the web sites to run on the new vendor’s servers.</p>	<p>The current web vendor will release the database, schema, content, images, and programming. The selected vendor will need to have the correct hardware and software required on the server side to run the websites.</p>

	<b>Section</b>	<b>QUESTION</b>	<b>ANSWER</b>
<b>17.</b>	Table A-1	<p>Table A-1 Current DRED Databases (page 56 of 99): Will the current vendor be required to release these databases intact with any related uses documented?</p> <p>And will any/all related coding/database schema for current uses in any web sites or web applications be provided to the new vendor?</p>	<p>The current vendor will release all databases in their current formats, content files, dll files, script files (asp/aspix/js/css/php/html), and graphics required to run the sites. The current vendor can provide documentation as well if their time is covered by either DTTD or the new vendor.</p> <p>The selected vendor will need to have the correct hardware and software required on the server side to run the websites. The servers that the sites run on are owned by the current vendor and not DRED, so the new vendor would need to have their own copy of Microsoft Windows Server, and Microsoft SQL Server for example.</p>
<b>18.</b>	Table C-2.3	Table C-2.3 Deliverables Vendor Response Checklist (page 76 of 99): "Assume Support for all Pre-existing Advertising". Could you please explain what the current advertising includes?	All advertising is currently served by Open Ad Stream which is a software/service provided by www.247realmedia.com. So the new vendor would either need to continue using Open Ad Stream and cover the fees/support associated with that, or provide an equivalent mechanism for serving the ads and providing reporting on them.
<b>19.</b>	Appendix C	Appendix C: System Requirements and Deliverables / C-1.1 Component 1: Rehosting DRED NH Websites (page 60 or 99): Will all sites need to be migrated concurrently and immediately upon award to the new vendor's hosting platform or will there be any amount time allotted for the migration?	The selected vendor must begin the process of migrating the DRED websites immediately after being awarded the contract. All sites do not need to be migrated concurrently, but they must all be completely migrated by December 1, 2011.

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BIDDER \_\_\_\_\_ ADDRESS \_\_\_\_\_

BY \_\_\_\_\_  
(this document must be signed)

\_\_\_\_\_ TEL. NO. \_\_\_\_\_  
(please type or print name)