

SHAREPOINT SERVER DOCUMENT AND CASE MANAGEMENT SYSTEM

Vendor Conference

PUC RFP 2010-011

September 10, 2009

Welcome

- Welcome
- Introduction of Key Players
 - Debra Howland, Executive Director
 - ChristiAne Mason, Director of Administration
 - Janice Schultz, DoIT PUC IT Manager
 - Jim Brennan, PUC Business System Analyst
 - John Rosset, DoIT System Development Specialist
 - Peter Hastings, DoIT ASD Director
 - Mary Houde, DoIT Assistant ASD Director
 - David Perry, DoIT Contract Specialist
- Vendor Introductions

A green map of North Carolina with a black outline, containing the number 3 in white. A blue horizontal line extends from the right side of the map across the top of the slide.

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Agenda

- **Contract Process**
- **Time Line**
- **PUC Overview - Mission**
- **Document & Case Management**
- **Questions and Answers**

Proposal Process - Ts & Cs

State Standard – Submitting a proposal subject to changes to State Standard Terms and Conditions (Appendix G 4) is grounds for Vendor disqualification.



- The same requirements, terms and conditions will apply to all Vendors

Proposal Process – Format

Format standards are designed to assure comparability

- Templates are provided for responses to detailed requirements
- Topics for evaluation are clearly identified to enable vendors to focus proposals

Adherence to format standards is essential.

Proposal Process – Organization

Proposal Organization

- Cover Page
- Transmittal Form Letter
- Table of Contents
- **Section I:** Executive Summary
- **Section II:** Glossary of Terms and Abbreviations
- **Section III:** Responses to Requirements and Deliverables
- **Section IV:** Narrative Responses
- **Section V:** Corporate Qualifications
- **Section VI:** Qualifications of Key Staff
- **Section VII:** Cost Proposal
- **Section VIII:** Copy of the RFP and any signed Addendum (a)-
required in original Proposal only.

Proposal Process – Delivery

- Proposal Packaging
- Deliver to

**State of New Hampshire
Bureau of Purchase and Property
ChristiAne G. Mason
25 Capitol Street, 1st Floor
Concord, New Hampshire 03301**

- Proposal Deadline

Proposal Process – Evaluation

Evaluation of Proposals will be based on four areas:

- 25 Points – Proposed Solution
- 20 Points – Technical, Service and Quality Assurance
- 15 Points Company and Staff Qualifications
- 40 Points - Solution Cost (Rates and Pricing)
- **100 Points – Total Possible**

Based on preliminary evaluations of Proposals, Vendors will be identified for oral interviews.

Note – The State will consider comments from references throughout the evaluation process.

Procurement Schedule

Release of RFP	Aug. 17, 2009
Vendor Inquiry Period Begins.....	Aug. 17, 2009
Vendors' Conference (1:00 PM)	Sept. 10, 2009
Vendor Inquiry Period Ends(4:15 PM)	Sept 16, 2009
Final State Responses Published	Sept 23, 2009
Proposals Due (2:30 PM)	Oct. 19, 2009
Invitations to Oral Interviews	Oct 22, 2009
Vendor Presentations.....	Nov 2, 2009
Anticipated Contract Finalization	Dec 9, 2009
Anticipated Notice to Proceed	Dec 10, 2009

Reference RFP Section in all questions.

Commission Overview

- Quasi-judicial regulatory agency
- Regulate Rates and Services
- 70 Staff Members – 9 Divisions
- Public Utilities
 - Electric, Gas, Telecom, Water, Sewer, Steam, Pipeline
- 1.3 million residents

Mission Statement

- To ensure that customers of regulated utilities receive safe, adequate and reliable service at just and reasonable rates.
- To foster competition where appropriate.
- To provide necessary customer protection.
- To provide a thorough but efficient regulatory process that is fair, open and innovative.
- To perform our responsibilities ethically and professionally in a challenging and supportive work environment.

Document & Case Management Needs:

- No central data repository

Similar data maintained in multiple systems – legacy, desktop computers, MS Access DB on Server and Client Desktops

- No centralized, automated system to handle paper-documents

Rate Case filings, Tariff Filings, Rulemaking Proceedings, Motions to Intervene, Applications, Complaints, Inquiries

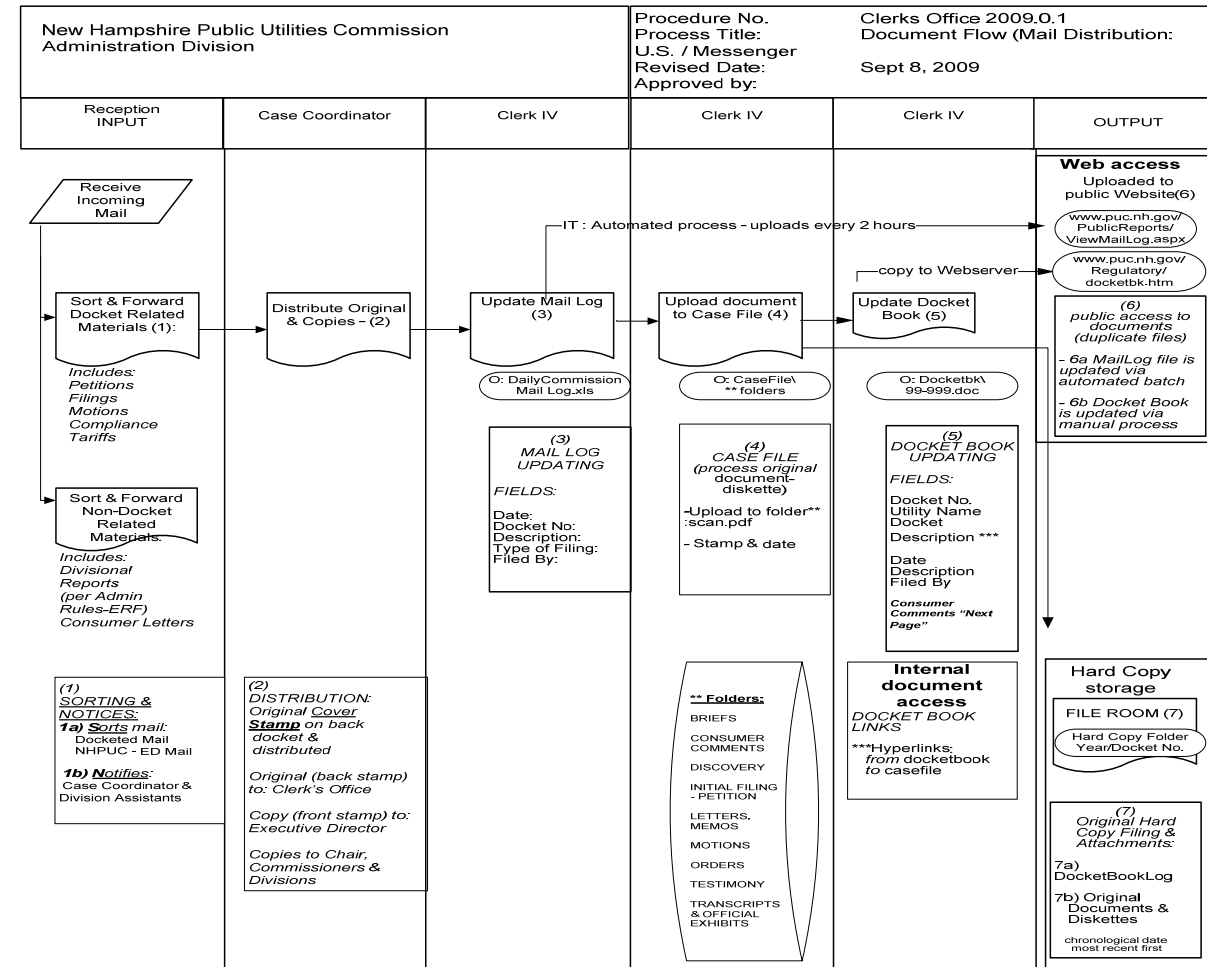
Document & Case Management Legacy Systems:

Access limited to PUC staff

- Case Management*
- Gas Safety / Dig Safe*
- Inventory DB
- PayPhones DB*
- Telecom DB
- Utility Assessment DB
- Electronic Report Filing*
public and confidential reports;
email/password combination; access/
authentication for website for filing
compliance application
<https://www.puc.nh.gov/onlinereports/login.aspx>
- Mail Log/Service List*
web based interface; open to the public, does
not require authentication
- Consumer Affairs DB*
online complaint form

** Contains confidential data*

Current Document Flow



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Current Document Flow

<http://www.puc.nh.gov/PublicReports/ViewMailLog.aspx>

<http://www.puc.nh.gov/Regulatory/docketbk.htm>

Current Document Flow

- Manual Processes
- Time consuming
- Prone to Errors/Omissions
- No integration of Documents to Dockets
- Metrics and reports inadequate
- Redundancies of databases
- Paper, Paper, Paper

Current Case Management Flow

- Docket Processing Statistics - Maintaining open and closed dockets for statistical analysis at the end of year comparison for the legislature.
- Docket Review - Provides a utility for Staff to document and review progress and provide comments.
- Project Review - Provides a utility for Staff to document and review progress on non-docketed projects.
- Service Lists - Maintains a Commission contact list, names, companies, titles, mailing addresses, areas of interest, and email addresses that is used to create mailing lists and to assign petitioners, interveners and interested parties to dockets.

Document & Case Management Goals:

- Facilitate and expedite internal/external communication
- Improve regulatory process
- Provide accessibility/ transparency
- Provide enhanced search mechanism
- Provide metrics and reports
- Reduce costs – Reduce paper
- Streamline and automate filing process

Document and Case Management

Key Features:

This project has the following main objectives:

- A comprehensive document management system for all Commission files, which includes the following key features:
 - Allow the secure, online submission by utilities and various stakeholders of requests to create a new docket or intervene in existing dockets, and file all relevant legal documents as part of the proceeding;
 - Automate web publishing of new or updated dockets and all related materials to the Commission web site in real-time; provide powerful, context sensitive search capabilities; and
 - Integrate and maintain all supporting documents securely and in their original format, with differing levels of access based on the viewer's identity and authorization.

Document and Case Management

Key Features: (continued)

- Case tracking capabilities, including, but not limited to:
 - Recording of all case related activity
 - Workflows to track and manage case status
 - Rule based notifications of key case events and requirements
 - A variety of metrics regarding case activity
 - Flexible reporting and query options
 - Individual and Commission wide scheduling/calendaring
- The project will be delivered in a phased approach
 - Phase 1 – Document Management and Web based Case Management for internal users
 - Phase 2 – Web based filings for external users

Vendor Q&A

Stipulations that apply to this segment include:

- All of today's responses are **preliminary** and **are not binding**;
- All questions must be received in writing by Sept. 16, 2009
- Official responses to **all** questions will be published on or before Sept. 23, 2009; and
- Responses to some questions may be deferred today pending further review.