

State Responses to Vendor Questions for
NDERFP230706

Question	Answer
What is the due date to submit the RFP response?	25-Sep-23
What is the technology stack of the ADVISER Longitudinal Data System (ALDS)? Does NDE have access to the source code and will be able to provide access to the vendor?	SQL, ADF, Azure SQL. NDE does have access to the source.
What is the technology stack of the ADVISER Person ID system? Does NDE have access to the source code and will be able to provide access to the vendor?	SQL, SSIS, C# .NET
Is the support for ADVISER Dashboard application included in the scope of work for this RFP?	We do not expect it to be in scope.
Is the vendor assuming the responsibilities of the ongoing meetings with SIS vendors and LEAs and how often are these meetings held currently?	No, those will still be managed by NDE
Is the vendor providing Level 1 support that is responsible for directly engaging with LEA?	No, those will be managed by NDE.
Is the vendor providing Level 2 technical support where the Level 1 support team will reach out to the vendor for triaging and supporting technical issues that Level 1 support team cannot handle?	Correct
<p>If the vendor is providing just Level 2 technical support, at what point is the vendor team engaged in support activities?</p> <p>1. Monitoring the technical infrastructure and nightly jobs proactively and reporting on any issues to NDE and the Level 1 support team daily.</p> <p>or</p> <p>2. NDE Level 1 support team will inform Level 2 about a problem and the vendor support will get engaged from that point onwards.</p>	Both could be included, but primarily option 2