BID # SYS27-02

ADDENDUM NUMBER 01

REQUEST FOR INFORMATION

FOR:

Enterprise Artificial Intelligence (AI) Platform Solutions

Community College System of NH

11/10/2026

TO: ALL CONTRACT BIDDERS OF RECORD

This Addendum forms a part of the Contract Documents and modifies the Request for Proposals dated October 22, 2026, with amendments and additions noted below. This Addendum consists of a total of three (3) pages.

BIDDER'S QUESTIONS

QUESTION #1: Are technology companies registered outside the United States eligible to participate in this RFI?
ANSWER #1: Yes, but CCSNH would prefer companies registered inside the US

QUESTION #2: Is there a preference for local vendors?
ANSWER #2: No

QUESTION #3: If CCSNH pursues an RFP for this solution, would work will be onsite or remote?
ANSWER #3: Remote

QUESTION #4: Can vendor provide entire services from offshore location (outside US geography)
ANSWER #4: CCSNH prefers service from inside US

QUESTION #5: Who are previous incumbents on this project?
ANSWER #5: N/A

QUESTION #6: Is there a budget for this project?
ANSWER #6: This is an RFI. No budget at this stage

QUESTION #7: Which user populations should the cost ranges cover: students, full-time employees, part-time employees, adjunct professors, or a subset of these?
ANSWER #7: We'd like to see a cost model range for faculty, staff and students

QUESTION #8: Which student types, and which headcount within the 15K to 24K range, should vendors use to price?
ANSWER #8: We'd like to see a cost for both the 15k for students and the 24k

QUESTION #9: Which productivity suite and license tiers do staff, faculty and students hold today, for example Microsoft 365 or Google Workspace?
ANSWER #9: M365 to varying degrees, not all licenses are A5 for example

QUESTION #10: Which AI tools are licensed or in pilot across the seven colleges today?

ANSWER #10: None

QUESTION #11: Which learning management system or systems do the seven colleges use today?
ANSWER #11: Canvas

QUESTION #12: Which identity provider does CCSNH use for single sign-on today?
ANSWER #12: Okta

QUESTION #13: Will CCSNH accept a response from an implementation partner that proposes a named third-party platform and rates that platform's functionality in column B?
ANSWER #13: Yes, could be considered and in fact looking for an established platform (not building one)

QUESTION #14: Where a partner proposes a third-party platform, may the platform publisher's SOC 2 Type II report or ISO 27001 certificate, and its VPAT, meet these requirements?
ANSWER #14: Would need to be reviewed

QUESTION #15: The RFI asks for customers who use the vendor's system in production. The References sheet asks for projects of similar size with an approximate contract value. Which of the two should vendors complete?
ANSWER #15: Both, we'd like to hear from other customers and understand if any current customers match our general profile.

QUESTION #16: What makes a reference similar to CCSNH for this RFI: sector, user count, or scope of work?
ANSWER #16: Sector and user count would be the most critical

QUESTION #17: Should this requirement read "capable of acting as a school official under FERPA"?
ANSWER #17: N/A

QUESTION #18: Which RFI number should vendors quote on the submission and in email subject lines?
ANSWER #18: SYS27-02

QUESTION #19: Which address should receive vendor questions and other correspondence?
ANSWER #19: CCSNHPurchasing@ccsnh.edu

QUESTION #20: Is there a page limit or a preferred file format for optional additional materials?
ANSWER #20: No

QUESTION #21: Is the 2:00 PM submission deadline on 20 Nov 2026 in Eastern Time?
ANSWER #21: Yes

QUESTION #22: When does CCSNH expect to issue any follow-on solicitation that results from this RFI?
ANSWER #22: TBD

QUESTION #23: For the requirement "CCSNH or individual users provided data sets for SLM (Small Language Models) / Private instances", does CCSNH mean (a) grounding AI assistants in content that CCSNH or individual users supply, within a private workspace, or (b) training or fine-tuning and hosting dedicated models? If (b), should those models run in a vendor-hosted environment or in a CCSNH-owned cloud account?

ANSWER #23: CCSNH is not looking to train a model, we want a preestablished one that can be incorporated securely into our environment. Private? Yes, in the sense I believe this question is being asked

QUESTION #24: Does CCSNH expect AI model usage to be included in a flat platform fee, or would CCSNH contract model provider directly (for example Azure OpenAI, Google or Anthropic), with the platform governing that usage?

ANSWER #24: Yes looking for flat fee and those providers are of interest

QUESTION #25: Which AI tools do students, faculty and staff use today, and is the goal of one system-wide general assistant for all users, curated assistants for specific roles and tasks, or both?

ANSWER #25: At the moment one assistant for all is being sought.

QUESTION #26: Which learning management systems and versions are used across the colleges, and what is expected inside the LMS: launching the AI tool, using course context (syllabus, modules, roster), or passing grades and feedback back to the gradebook?

ANSWER #26: Have not worked through that yet, open to add on suggestions

QUESTION #27: What process and timeline follow this RFI (for example an RFP, a pilot and a target go-live term), and would CCSNH start with a pilot at one college or one user group?

ANSWER #27: TBD

QUESTION #28: Who will be evaluating the RFI responses?

ANSWER #28: IT and senior leadership

Acknowledge receipt of this Addendum with the Proposal Form. Failure to do so may disqualify the Bidder.

NOTE: IN THE EVENT THAT YOUR BID HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN THE ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

Bidder_____

By_____Date_____
(This Document Must Be Signed)

Name_____
(Please Print or Type Name)