



RFP / TITLE
CONTACT
EMAIL
PHONE NUMBER
SUBMITTAL DUE DATE
Q&A ISSUE DATE

QUESTIONS & RESPONSES #01

071692-MICROSOFT 365 AND AZURE SUPPORT SERVICES
Michelle Walker, Contracts & Procurement Analyst
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8/19/22 @ 2:00 PM
8/8/2022 @ 12:30 PM

Question	Answer
How do you define on-call support?	Per page 2 of the RFP document, "on call support services".
Is there an expectation of a service level agreement?	Yes, we will need to have an agreed upon service level agreement as part of the awarded contract.
Whether companies from Outside USA can apply for this? (like,from India or Canada)	Firms outside the United States may propose if they can meet the requirements of the RFP.
Whether we need to come over there for meetings?	Yes, a few meetings maybe in person
Can we perform the tasks (related to RFP) outside USA?	Firms can perform some tasks outside the USA, but all PORT DATA must remain in the USA.
Can we submit the proposals via email?	Per page 1 "PLEASE SUBMIT ALL QUESTIONS AND PROPOSALS VIA THE NEW PROCUREMENT PORTAL." If you are unable to, please contact Michelle Walker prior to submission deadline.