



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

## QUESTIONS & RESPONSES #03

**071692-MICROSOFT 365 AND AZURE SUPPORT SERVICES**  
**Michelle Walker, Contracts & Procurement Analyst**  
[procurement@portoftacoma.com](mailto:procurement@portoftacoma.com)  
**253-888-4744**  
**8/19/22 @ 2:00 PM**  
**8/18/2022**

| Question   | Answer   | Column1  |
|--|--|----------|
| How do you define on-call support?   | Per page 2 of the RFP document, "on call support services".  | Q-001184 |
| 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.  | Q-001185 |
| 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.  | Email    |
| Whether we need to come over there for meetings?   | Yes, a few meetings maybe in person  | Email    |
| 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.  | Email    |
| 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.  | Email    |
| "Any contract resulting from this award will be non-exclusive" – If multiple contracts were to be awarded to different vendors, they would each be allocated a portion of the NTE amount of \$270,000? | Yes, however we are looking to award this contract to only one vendor/service provider who will be our on-call and service provider. See page 2 of RFP document.   | Q-001187 |
| Is the expectation that we would be able to address any Microsoft-related support issue sent our way? Can you provide a list of expected services you would like support on?                           | See page 2 section B Scope of Services and continued on page 3 for list of expected services.  | Q-001187 |
| Are there any limitations on escalating support to Microsoft where required?   | No.  | Q-001187 |
| Is this request for unlimited support over 3 years, even if the funds awarded have been exhausted?   | Contract has a not to not-to-exceed clause for \$270,000 within the 3 year period. A contract extension is possible by one year and additional amount increased at Port's discretion. See page 2 under background section.   | Q-001187 |
| Is the understanding that the NTE amount would represent a ceiling for "as-needed" work and once reached, the amount may be increased or the project ended?  | Yes, the not to exceed limit is the ceiling for this contract for the 3-year period. The contract allows for a one-year extension and amount increase based on Port discretion. See Page 2 under background in RFP Document. | Q-001187 |
| Is this requirement for support only on an "as-needed" basis, and would this be 24x7?  | Support is "as-needed". Support is not required 24/7.  | Q-001187 |
| According to the RFP and addenda 1 released by the agency, Attachment C is the Rate Sheet sample template but no Attachment C is given on RFP or addenda or on the website. Kindly share attachment C. | See Addendum 01  | Q-001204 |
| What is your current Microsoft Azure cloud presence in servers, storage, application or DB instances, SaaS, etc?   | <b>Answer to be posted soon.</b>   | Q-001197 |
| What subscription license for Microsoft 365 do you currently have?   | 154 x MS 365 E5, 152 x MS 365 E3 licenses, 45 x Dynamic365 customer engagement   | Q-001197 |
| How many 365 end users do you have?  | 300  | Q-001197 |

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|--|---|----------|
| How far along are you in your cloud migration effort?  | Answer to be posted soon.   | Q-001197 |
| How many current projects in scope are already underway?   | Currently 2 projects underway and in the past we had 5 projects                                 | Q-001197 |
| How are you currently providing administrative/maintenance/break-fix support for your 365 end users and instances? | Tier1 support in house. Tier 2 and beyond through our current support contracts and/c           | Q-001197 |
| How many support tickets did you have last year and what severity where they (A, B, etc.)?                         | Answer to be posted soon.   | Q-001210 |
| What is the distribution of Microsoft products that you are using?   |   | Q-001210 |
| Our support offices are in Mexico (same timezones), is this a problem?   | Firms can perform task some tasks outside the USA, however all Port data must remain in the USA | Q-001210 |
| Is your Microsoft tenant GCC high?   | Answer to be posted soon.   | Q-001210 |