**QUESTIONS & RESPONSES #04**

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| **RFP / TITLE** | **071692-MICROSOFT 365 AND AZURE SUPPORT S** |
| **CONTACT** | **Michelle Walker, Contracts & Procurement Analys** |
| **EMAIL** | procurement@portoftacoma.com |
| **PHONE NUMBER** | **253-888-4744** |
| **SUBMITTAL DUE DATE** | **8/19/22 @ 2:00 PM** |
| **Q&A ISSUE DATE** | **8/24/2022 @ Noon** |

| # | Question | Answer |
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| 1 | How do you define on-call support? | Per page 2 of the RFP document, "on call support services". |
| 2 | 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. |
| 3 | 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. |
| 4 | Whether we need to come over there for meetings? | Yes, a few meetings maybe in person |
| 5 | 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. |
| 6 | 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. |
| 7 | "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. |
| 8 | 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. |
| 9 | Are there any limitations on escalating support to Microsoft where required? | No. |
| 10 | 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. |

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| 11 | 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. |
| 12 | 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. |
| 13 | 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 02. |
| 14 | What is your current Microsoft Azure cloud presence in servers, storage, application or DB instances, SaaS, etc? | 46 x VMs, 21+TB storage, SaaS Services are: PsiSafe, NeoGov, Yardi, ADP, IPro, CRM, Sharepoint, eModal, eBuilder, and Speclink |
| 15 | 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, 50 x Dynamic365 team members |
| 16 | How many 365 end users do you have? | 300 |
| 17 | How far along are you in your cloud migration effort? | Strategy was developed in 2020 and runs through 2024. |
| 18 | How many current projects in scope are already underway? | Currently 2 projects underway and in the past we had 5 projects |

| 19 | 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/or Microsoft directly. |
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| 20 | How many support tickets did you have last year and what severity where they (A, B, etc.)? | 10 tickets last year, with 6 severity b, 1 severity C, and rest are no severity level indicated |
| 21 | What is the distribution of Microsoft products that you are using? | Please refer to the Background section of the RFP. |
| 22 | 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 |
| 23 | Is your Microsoft tenant GCC high? | No, just a public tenant. |
| 24 | Can you be more specific on expectation of SLA? Do you have any penalty in case of missed SLA? | Please include your firms standard SLA in response to the 'Technical Support' question in Section 2 of your RFP response. Include response and resolution times and standard hours. |
| 25 | Our complete support runs offshore India, is it mandatory to have in person meetings? | See Answer to question 4. |

| 26 | What is your current Azure application/data landscape? Do you have any architectural diagrams and need an overview on current application architecture, network architecture and data architecture. | See Answer to question 14. |
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| 27 | Can you explain Modern workplace in more details? | Microsoft's Modern Collaboration Architecture. |
| 28 | What is the current model for on call support? | Tier1 support in house. Tier 2 and beyond through our current support contracts and/or Microsoft directly. |
| 29 | What are the regular "Routine Platform administration and maintenance"? Please give examples of a few activities. | Currently maturing our use of MS365, Modern Workplace, Power Platform, and Azure and routine platform admin & maintenance is not readily defined. |
| 30 | This is on demand support service, so what no. of hours should we expect the support? | Hours required will vary based on need. |
| 31 | What is the current existing delivery model for the same engagement? | Incumbent firms support Power BI and SharePoint. |
| 32 | What is the history of existing vendor for on call support for last 6 months, how many times have they been engaged and for what scenarios did the engagement happen? | Do not currently have a support vendor for MS365, Azure, or Power Platform. |

| # | Question | Answer |
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| 33 | What is your Azure monthly consumptions for all the subscriptions? | About 25K per month |
| 34 | What is your communication model for engaging the on-demand support service vendor and keeping them up to date on every chain so that they can work effectively? | Email, Teams Chat, Telephone, or through Port's ServiceNow ticketing system. |
| 35 | How on demand on call support will have an update of activities happening throughout the day, what is the mode of communication? | See Answer to question 34 |
| 36 | How does your team handle incident response when breach happens? | The Port has an IRP which is followed. |
| 37 | Can you share the last 6 months tickets dumps? | Not at this time. |
| 38 | Has the Port already identified a roadmap or "wishlist" of proposed potential work orders under the scope of ~270k support?<br>If yes, can the port share details | Yes. Will share with vendor who wins the contract. |
| 39 | Has the port identified a segment of the proposed project budget to be dedicated to "On Call" activities vs project based engagements? | Approximately 90% of costs would be expected to be project based engagements. |

| 40 | The question responses indicate an expectation of an SLA in place for on call services. Can the Port elaborate on specific SLA expectations, or are SLA recommendations intended to be a part of respondent proposals? | See Answer to question 24. |
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| 41 | Can we provide support from our offshore location like India? we will make sure data will be in USA. | See answer to question 3 |
| 42 | We did not see Attachment C, for which resources you want us to provide rates? | See Addendum 02. |
| 43 | Can you please state the expected support hours? | Typically 7:00 AM to 5:00 PM PST/PDT |
| 44 | Do you need any state license to work for this Project? | No |
| 45 | Who implemented the ERP system? When was it implemented? What is the version? | The Port does not currently utilize an ERP, but expects to be implementing Microsoft Dynamics 365 in 2023/2024. |
| 46 | What are the anticipated working hours the resources are required to be available? | See answer to question 43 |

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| 47 | Could the Port please consider an extension to the due date by 1 week? | The Port does not plan on extending this RFP. |
| 48 | What support can we expect from Port's project team in terms of overall delivery of services? | Depending upon the scope of a project, the Port has internal IT Staff including PM's and a team of IT Systems Analysts who would lead and participate on projects. |
| 49 | Does the Port have any SLA expectations? | See Answer to question 24. |
| 50 | What are the exiting systems currently using in the Port? | Please refer to the Background section of the RFP. |
| 51 | For cloud Migration what is the volume of the data to be migrated to build strategy? | All systems relevant to this RFP are already cloud based. |
| 52 | As Dynamics 365 will be executed by other firm and Power platform in current scope is to connect Dynamics 365 + Microsoft 365. Who will work on the integration part? | Due to the integrated nature of Microsoft platforms, certain projects may require resources from both firms to partner to accomplish project objectives. |
| 53 | Does the Port mandate SMALL BUSINESS AND DISADVANTAGED BUSINESS OPPORTUNITIES partnership for this RFP? | There is no mandate, but we encourage small businesses and disadvantaged business to submit a proposal. |

| 54 | We are an MBE organization Certified by NMSDC. Can it meet the Port's criteria to accept/qualify our MBE certification? | Yes it's acceptable. |
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| 55 | Does the Port need consultants to be available onsite (at Port location)? If yes, for which services? | Yes, some meetings maybe held onsite and our preferred location is the Admin building in Tacoma, however other Port locations maybe used as alternate locations. |
| 56 | We are a US Based firm having offshore development centers located in Canada and India. Can we provide both project work and on call support services from remote office outside US? Or the port prefers US location in remote set up? | see answer to question 5.  All Port data must stay within the US. |
| 57 | Is there an incumbent currently performing the support services as per the scope of work of this RFP? If yes, what is the current SLA for the on call support services? | See Answer to questions 24 and 31. |
| 58 | Could the Port please describe their minimum expectation with the core project team composition? What is the composition of Port's core project team? | See Answer to question 48. Larger projects would require vendor PM in addition to functional/technical resources. |
| 59 | What is the level of experience and certification the consultants are expected to possess? | Consultants should have relevant Microsoft Certifications and sufficient experience to undertake the requirements of the tasks. |
| 60 | Is there a minimum work guarantee (hours/week) allocated with the required support services? | No |

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| 61 | What is the size of the current inhouse team, if available? If incumbent team size is available, please share the roles and FTE count. | Roughly 20 team members with roles ranging from infrastructure to Service Desk. |
| 62 | We understand that Attachment B is the SoW template we need to use for creating SOW. Once shortlisted, kindly confirm if our understanding is correct. | Attachment B is a Port of Tacoma contract template. It will be completed with what is in the RFP for SoW. |
| 63 | We understand that the port is seeking support for enterprise Applications Strategy, focused on ERP, system modernization, and technical simplification objectives; please share. | These services will be procured under a separate RFP. |
| 64 | What are your current Data analytics and visualization platforms which you expect the vendor to support? | Power BI |
| 65 | We understand that the Port seeks managed services on a call and task order basis. Where we know that the port has not to exceed the budget of 270K, we would like to understand from the port if the budget gets exhausted in any of the task orders or on-call support what is the process to issue new budgets. | Individual Task Orders can be extended if needed as long as the total of all Task Orders does not exceed the full value of the Agreement. |
| 66 | What is the port's current managed services process? Kindly share details and challenges. | The Port does not currently utilize Managed Services for the systems included in this RFP. |
| 67 | Is there any specific cost format that the port expects us to share pricing? Kindly share the form or attachment C (Rate sheet template), as it is missing from the RFP. | See Addendum 02. |

| 68 | Please confirm the total number of users who would be requiring the desired support.<br>• Are there any external users who would be utilizing the applications. | Total number of users is in the range of 300-350. Some which are external. |
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| 69 | Please Confirm if there is an incumbent<br>• If yes, please share incumbent details<br>• Please confirm your current challenges | Incumbent firms support Power BI and SharePoint. No challenges. As a public entity we conduct competitive procurements to select partner firms periodically. |
| 70 | Could you please share your ticket dump for the last six months for us to effectively analyze the ticket volume and type of tickets which would help us plan better for the Port. (Please share different kinds of Incidents, Service Request, and Enhancements for the last six months). | Not at this time. |
| 71 | Do you have any ticketing systems implemented? If yes, please confirm the name of the system. | ServiceNow |
| 72 | We understand that the port is seeking Microsoft SaaS, PaaS, and based support. Could you please share the various use cases or scenarios of what consent is required for this? | We are seeking a firm that can provide diverse services relating to Microsoft Platforms as required. |
| 73 | What is Port's various Azure app, data, and analytics services? Please list? | Few app services, Mainly SQL server instances, no Azure Analytics services at the moment. |
| 74 | Please provide an example of different types of projects in all the areas M365, Modern Workplace, Power Platform, and Azure (App, Data, Analytic - Services). | Our strategy and projects are focused on maturing and advancing our use of MS365, Modern Workplace, Power Platform, and Azure. As such projects will vary as we continue to move as much of our business, process, and solutions into MS365, Modern Workplace, Power Platform, and Azure. |

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| 75 | Is that fine if we provide the roles expected to support this engagement and the per hour cost for each part, and then the price will be later calculated based on the SOW agreed upon? | Yes, please see Addendum 02 for Rates Sample Template. |
| 76 | Please share the existing data for the support, like the number of tickets per area, type of tickets (Configuration, Bugs, Enhancements), number of hours spent, etc. | Not at this time. |
| 77 | How many people are currently supporting this? | One primary on-staff resource with vendors providing escalated and project support. |
| 78 | Will Port be willing to receive support and services from offshore locations within their business hours? | see answer to question 5. |
| 79 | Does Port have the knowledge base and articles available for self-help? | In Development |
| 80 | Kindly let us know your operational hours<br>  • What is typical of your peak load timing | See answer to question 43 |
| 81 | Please provide examples of different types of projects in all the areas M365, Modern Workplace, Power Platform, and Azure (App, Data, Analytic - Services) | Our strategy and projects are focused on maturing and advancing our use of MS365, Modern Workplace, Power Platform, and Azure. As such projects will vary as we continue to move as much of our business, process, and solutions into MS365, Modern Workplace, Power Platform, and Azure. |

| 82 | Please provide examples of typical on-call support activities concerning different areas M365, Modern Workplace, Power Platform, and Azure (App, Data, Analytic - Services) | Difficult to answer as on-call support activities will vary across all areas. |
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| 83 | Can we provide services using the Onshore / Offshore team? | Yes, see question 5. |
| 84 | What are the typical hours of effort expected concerning both Project based and on-call activities per month? | See answer to question 43 |
| 85 | What is the support window expected during the engagement? | See answer to question 43 |
| 86 | Does the port have any SLA defined for such support activities? | See Answer to question 24. |
| 87 | What are the current applications available in all different areas M365, Modern Workplace, Power Platform, and Azure (App, Data, Analytic – Services. Please share the number of applications in each room, usage, and description. | Question is unclear. |
| 88 | Which specific Azure App Services are currently being used that will require "as needed" support? | An application that processes RFID reader data from our terminals to provide metrics on terminal turn times. |

| # | Question | Answer |
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| 89 | Which specific Azure Data Services are currently being used that will require "as needed" support? | An application that processes RFID reader data from our terminals to provide metrics on terminal turn times. |
| 90 | Which specific Azure Analytics Services are currently being used that will require "as needed" support? | Power BI |
| 91 | Does the Port of Tacoma already have a support plan in place with Microsoft? Or is the expectation for the Partner to have a support plan with Microsoft and manage all support items that require direct input from Microsoft? | The Port does not have a support plan in place with Microsoft specific to the services defined in the RFP. |
| 92 | Which type of user do you anticipate needing the most support, end users or IT users? Do you anticipate that most support will be related to specific end-user issues or more general IT questions? | A combination of both depending on project. |
| 93 | Can they elaborate on what this may include "…firms proposing must be able to provide services relating to further Microsoft platform PaaS, SaaS, IaaS services as required" | See answer to question 72. |
| 94 | What does "task-order basis" mean? | A Task Order Contract means a contract for services that does not procure or specify a firm quantity of services (other than a minimum or maximum quantity) and that provides for issuance of orders for the performance of tasks during the period of performance. |
| 95 | Does the Port of Tacoma have an internal team that supports these items today? | Yes, and incumbent vendors. |

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| 96 | Can you clarify the definition of "on call support", does this require a support team standing by for immediate response 24/7? Is there a desired/required SLA for initial responses and resolution assessments of each support item? | See Answer to question 24. |
| 97 | M365 and Azure Services are very broad categories representing 100s of niche skillsets. Which technical skillsets do you anticipate needing the most support from? | Do not now at this time and will coordinate with the vendor awarded the contract to refine what skillsets are needed. |
| 98 | Will you require support relating to InTune and/or Device Management? | Yes |
| 99 | Will you require support relating to Defender for O365? | No, support of Defender for O365 will not be needed. |
| 100 | Will you require support relating to SharePoint? If yes, what level of support? | Yes, we will require tier 3 and higher support for SharePoint . |
| 101 | What Power Platform services are planned to be supported and/or used to develop automation?  (e.g., Power Apps, Power Automate, Power BI, Dataverse). | All Power Platform services. |
| 102 | This statement seems contradictory: "Fixed, fully burdened, including, but not limited to, per diem, administrative overhead, travel, lodging, and transportation (all direct/indirect expenses included); (Firms submitting for RFP must submit a fully burdened rate minus per diem, travel and lodging."  Should rates include per | Yes, please see Addendum 02 for Rates Sample Template. We ask for remote rates and onsite rates (to include per diem, travel & lodging). |

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| 103 | How many hours of support per month are expected? | Varies. Support provided on an as-needed basis. |
| 104 | How many support tickets per month are expected? | Will vary from month to month. |
| 105 | What is the current average time spent per support ticket? | Will vary from month to month. |
| 106 | If $270k is the full budget for three years for both support and new development, how are dollars going to be split between the two workloads? | See Answer to question 39. |