JACKSONVILLE HOUSING AUTHORITY (JHA)

Addendum Number: One (1)   Proposal Number: CS-004-23

Title of proposal: **Office 365 Licensing & Support**

This addendum is hereby incorporated into the contract documents for the above project.

This addendum is for the purpose of clarifications and amendments.
Dated: May 30, 2023

The following items are clarifications, additions, and revisions to, and shall take precedence over the original specifications dated as issued for proposal on March 20, 2023.

Questions received:

From Enterprise Integration:

Is it accurate that 100% of the work in the scope must be performed in the United States? Or are offshore models allowed? **Would prefer 100% in the US**

From AgreeYa Solutions, Inc:

1. What is the budget range defined by JHA for this RFP? E.g. ($10K- $50K, $50K-$100K, $100K-$150K) **We do not disclose our budgets during the solicitation process.**

2. Is the JHA open for an Onsite-Onshore-Offshore (Hybrid) delivery model for this engagement with some work being done outside of the US and Onsite resources deployed as and when required? **No, we would prefer 100% in the US**

3. We would like to know your migration approach preference e.g. All workloads will be configured/migrated/rollout in parallel or will like to migrate/configured/rollout any specific workload first followed by another etc. **This would be discussed with the incumbent.**

4. What is the type of subscription JHA currently have? (E.g. E3, or E5)? Please share the subscription details. **We have both E3 and E5 licenses.**

5. I am writing to request a one-week extension for the submission of our proposal for this RFP. We have been working diligently to put together a comprehensive and high-quality proposal. We believe that this extension will allow us to submit a more competitive proposal that meets all the requirements and provides the best possible value to JHA. We understand that deadlines are important, and we apologize for any inconvenience this may cause. We hope that you will consider our request and grant us an extension. We assure you that we will make every effort to submit a complete and competitive proposal by the new deadline. **We will not extend the solicitation.**

6. Does the JHA require the vendor to provide any licensing support? (Renewal of Licenses) **Yes**

7. Is there any specific date/month, JHA expects Project to be completed (Project Timeline)? **July 2023**

8. What is the Period of Performance JHA is expecting a vendor to follow? **A contract will be awarded for an initial one-year period with the option to renew on a yearly basis for up to 5 years.**

9. Request you to share the duration of Post implementation support required? **For the full contract terms.**

10. Does the JHA need any end user or admin training services? **No**

11. Could the JHA please define the minimum qualification and Evaluation criteria for this RFP. **The requirements are clearly defined in the RFP documents.**

12. We would request that in lieu of postal submission if submitting the proposal through email will be acceptable to the JHA, as this would provide us additional time to finalize the proposal. **No, hard copy proposals will be accepted only.**

13. In case email submission is not acceptable to JHA, we sincerely request the JHA to provide us with one (1) week extension for submission of this opportunity. Because of Unfortunate circumstances there might b (sic) **No extension will be granted.**

14. Do you want to share any other information about your environment which gives more information about your infrastructure? **This information was provided in the solicitation documents.**

15. In reference to page 6 of the RFP, Please share the 24/7 support duration for the O365 and associated products? **This will be for the duration of the contract.**

16. Please share with us, if a vendor has license in California, will it be acceptable? **Yes**

17. Please share with us if executed and placed means notarized? **Forms that need to be notarized have a notary section included for execution. If this isn't on the form, it does not need to be notarized.**

18. In reference to Point 3.1.6 page 8 of the RFP document, can we hare references from other Public agencies apart from Housing Authorities? Please Clarify **Yes, it is not limited to only Housing Authorities.**

19. We request JHA to provide us an option of requesting follow-up questions based on the responses shared with the vendors? **This is not allowed. There is only one question / answer period allowed.**

20. In reference to the section 4.2.4 page 15, It says The CO will evaluate and award points pertaining to Evaluation Factors No. 1 and 7 (the "Objective" Factors) but the Factor 7 is not provided in the criteria. Please clarify. **That is a typo, there are only 6 evaluation factors.**

21. In reference to page 15 section 4.2.2 of the RFP , is the vendor expected to create packet for the evaluator? **No, that is done by the Agency.**

22. Please elaborate on the maintenance and support section of proposed fees form? Are we allowed to add any optional or additional option? **You may add additional options, if necessary.**

23. In reference to Page 8, Section 3.1.7, AgreeYa is a privately owned California based or organization, we respectfully requet the removal of requirement to submit Equal opportunity Policy The proposer must submit under this tab a copy of its Equal Opportunity Employment Policy and a complete description of the positive steps it will take to ensure compliance, to the greatest extent feasible, with the regulations detailed within the following Section 3.6 herein pertaining to supplier diversity (e.g. small, minority-, and women-owned businesses). **This is a HUD requirement and therefore non-negotiable.**

24. We request the JHA to exclude the cost of licenses from the evaluation criteria since this varies based on the amount of discount various available in the market. License costs are required. **We currently have 245 E3 and 8 E5 licenses, this is spelled out in section 2.1.**

25. We request the JHA to share with us the Attchament A2 Non Collusive affidavit, it was not available with the RFP Document. **If you received your information from the Housing Agency Marketplace, it is included with all other documents.**

26. We request that the JHA share the expenditure with Navisite for their licensing and support? **The current contract with Navisite is $87,000 per year.**

27. Is the vendor expected to share back with the JHA the Attachment B1,D, E, F,G, G2 with the proposal? **Table 3 explains all the documents that are to be submitted with your proposal, please read through that carefully.**

28. IS the vendor expected to redline the Sample contract share back with the JHA? **No, this is only a sample.**

Technical: -

1. Please list all on-premises products along with their features implemented that will be covered during support. E.g., SCCM (Software deployment, Patching, compliance etc.), Windows Servers (Active Directory, Active Directory Certificate Authority etc.), SQL Servers, SAP etc. **None, we only need Office 365 licensing and support.**

2. What workloads of Office 365 are currently implemented in JHA's Environment? E.g., Exchange Online, OneDrive for Business, Microsoft Teams, SharePoint Online, Intune, PowerApps etc. **We are on Power Apps.**

3. Does JHA looking for License Transition/migration with in the same M365 tenant or new M365 tenant? **We are looking for a new tenant.**

4. Please specify if you have any roadmap related to the updation and upgradation of specified Services. E.g., Upgradation of Windows Server to newer version, migration of SCCM to Intune, Adding more Azure functionalities etc. **We do not, this is not requested by the scope of work.**

5. Does JHA have a Ticketing tool to report the issue to the Vendor? **Yes, ConnectWise.**

6. Does JHA use any Monitoring or Reporting tool? If yes, please share the details. **Yes, ConnectWise.**

7. Please list all features of Azure Cloud currently implemented in JHA's environment. E.g., Azure MFA, Azure SSO, Azure Virtual machines, Azure Networking, Azure DevOps etc. **SSO & MFA**

8. Is any automation or customization currently implemented in M365? E.g., Logic App etc. **No**

9. We understand that providing support related to Microsoft product (Microsoft 365, Azure AD, Windows Server, WSUS (Windows Server Update Services), SCCM (System Center Configuration Manager), Active Directory, SQL) will be in scope of vendor's engagement and if there is any issue caused by non-MS application, vendor has to coordinate with the respective application SME to resolve the issue. Is our understanding correct? **No, we are requesting Office 365 Licensing and support only.**

10. What is the support window expected during the engagement? **We need support when our 3rd party IT cannot resolve any 365 issues. Most of the time it is resolved by our 3rd party vendor.**

11. Does the JHA have any SLA (Service Level Agreement) defined for such support activities? **We have a 3rd party that manages our IT environment.**

12. Does JHA need Reactive & Proactive support? **Reactive**

13. Please share the past 1 year Reported issues dump data. **Not applicable to the scope of this RFP.**

14. Number of tickets raised to vendor in past 1 Year along with Description, Severity and Workload. **Post Migration there has only been 1 ticket.**

15. How many Tickets does JHA anticipate in a month? Please provide information with segregation of workload e.g., M365- 50, Active Directory – 20, SCCM –2 etc. **Zero, it is rare that we are unable to resolve a 365 issue.**

16. Please share the current support model with the existing vendor e.g., 24*7, 24*5, 24*5*5. **24/7**

17. What type of support model JHA is expecting from the new Vendor? For example, 24*7, 24*5, 24*5*5. 24/7

18. What is the current expenditure on M365 License and Support? **All fees are included in the contract that is currently $87,000.00.**

19. What is the current support process e.g., end users report the issue to JHA IT team, and JHA L1 (Level 1) team works with users, and if the issue is not resolved by the JHA L1 Team, they contact Vendor for L2/L3 support? **The scope of work only calls for licensing and support for MicroSoft 365, this is not applicable.**

20. How many total users and workstation in the organization? **This is not applicable to this scope of work.**

21. Is JHA open for an Onsite-Onshore-Offshore (Hybrid) delivery model for this engagement with some work being done outside of the US and Onsite resources deployed as and when required? **Please see answer to this same question, #2 in the first section.**

22. Is there any activity JHA anticipating which require onsite presence? **No**

From Venture Point:

What license type do you currently have? Microsoft E3 or Office E3? **We have both E3 and E5 as defined in Section 2 of the RFP document.**

Do you currently take advantage of Microsoft's GSA Licenses (Government?) If so, can you provide details on the type of licenses? **No, the licenses are supplied by the incumbent, who is currently Navisite.**

Does the current vendor perform backups of Office 365 accounts? If so, please give details around the backups, number of accounts, size and any special features required? **Standard office backups.**

Does the current vendor provide access to Office 365 through another platform, like GoDaddy does, since the verbiage implies that we will be migrating all data and permissions to a new Tenant? **No**

In section 2.1, you refer to "the set-up" and "transition" a couple of times. Is this a migration to Office 365 for the first time or is it a Tenant hand off? **This will be a hand off, we have already migrated to 365.**

In your reference to support, is this defined just for the migration period to Office 365 or is it for the life of the license term? **It includes support and will be for the life of the contract.**

Currently, how many tickets on average related to Office 365 support are submitted monthly? How much time is spent per ticket? What types of tickets are submitted? - We have specific definitions for support and projects. **We are supported by a third party and most issues are resolved by them.**

When we are supporting the Office 365 environment, how would you define what is support and what is a new feature to be implemented? **Support would be when we need support, and a new feature is a new feature.**

Acknowledge receipt by signing below:

This acknowledgment receipt <u>must</u> accompany the bid packet, or your bid will be considered unresponsive.

_____
Bidder's Signature

_____
Title

_____
Company Name

_____
Date

If this addendum affects bid pricing for a bid previously submitted, the previously submitted bid will be returned unopened. If this addendum does not affect bid prices for a bid previously submitted, the acknowledgement may be mailed/delivered in a sealed envelope labeled with the proposal number and addenda number and must be received in Purchasing PRIOR to the bid opening.

DO NOT FAX THIS FORM.

This addendum is issued for the information of the above titled project and will be part of the contract.