



QUESTIONS & ANSWERS FOR RFP Q&A IT-Microsoft Services and Licensing by Sept 19th

Please be advised all questions are keyed as submitted:

Question:

1. As you have mentioned you required 185 Power BI pro Licenses but with M365 E5 Power BI pro is already in-built, so you required these licenses separately please clarify.
1. VISIO Plan 2 is also part of E5 Licenses. So, you required these licenses separately.
2. You have mentioned as additional requirement you required:
 - 214 seats Barracuda Cloud Archiving.
 - 214 seats Barracuda Cloud to Cloud Backup.

Need to check is this an additional requirement mandatory to deliver or this is an optional requirement.

3. There is no clarity on AZURE cloud services what exactly need to cover in that part, need more clarity on this requirement.
4. Need to check what exactly is required from 24x7 support, is it exclusively for Barracuda or it is for all the services.

Answer:

1. Yes, we will need additional Power BI Licenses
2. Yes
3. Optional requirement
4. The ELCHC currently utilizes a variety of Azure services and is planning on deploying additional features moving forward. We have started using Intune, AD Services, Sharepoint/Cloud, Defender, Data Loss Prevention and some Compliance.
5. This support is directly related to the Microsoft Tenant

Question:

1. What Azure Services does the ELCHC specifically require?
2. May a software other than Barracuda be offered for Cloud Archiving and Backup?
3. "24x7 support" does this support refer to Microsoft Support or Service Provider Support? What expectations/activities does the ELCHC want to cover with this support?



4. "Consultative Services for Tenant Optimization and Security Initiatives" What expectations/activities does the ELCHC want to cover with this service?
5. About "Zero Trust/Defender tuning and buildout", Does the ELCHC have a current implementation of this framework and product? What expectations/activities does the ELCHC want to cover with this service?
6. Must the services required by the ELCHC be carried out on-site or can they be carried out under a 100% remote scheme?
7. Is the capability of Microsoft Tier 1 CSP / Direct Licensing an indispensable and exclusive condition from the process if the vendor does not comply with it? Or can a Microsoft Tier 2CSP / Indirect Licensing company participate in this RFP?

Answer:

1. The ELCHC currently utilizes a variety of Azure services and is planning on deploying additional features moving forward. We have started using Intune, AD Services, Sharepoint/Cloud, Defender, Data Loss Prevention and some Compliance
2. Not at this point
3. This support is directly related to the Microsoft Tenant
4. To explore, test and implement additional services and ensure that we are maintaining a secure environment
5. Trust/ Defender and would like a team to manage, maintain and optimize the current plan
6. Remote would be fine
7. Tier 1 CSP will obtain maximum points

Questions:

1. What is the expectation of the "24/7" support? i.e. Is it expected that the users will be using the Microsoft products listed in the RFP after normal business hours. Will they need in-person support, live phone support, email, chat or combinations of all three?
2. Along with the licenses, does this also require installation and setup assistance?
3. Please elaborate on the "Consultative" requirement. i.e. does this include any application development or software customization or is the expectation simply to advise and answer questions?



4. The contract term as describe on page 3; item #8 of the RFP, is from November 1, 2023 through June 30, 2024 which is a total of 8 months. One of the attributes in the RFP Scoring table on page 8 says, “**Costs should not exceed \$85,000.00 per year**”. Please clarify if this 8-month contract term constitutes a calendar year as it relates to pricing.
5. Who is the incumbent and please share the value of their most recent award for this same or similar scope if you are able.

Answers:

1. Typical business hours are 8am- 6pm- M-F, however, there may be times where users are working outside of that and may need some phone/email/chat assistance.
2. No
3. This support is directly related to the Microsoft Tenant; ability to provide professional and consultative services; there may be needs for tenant customizations
4. Our fiscal year year runs from July 1- June 30.
5. No information on the incumbent will be provided at this time.

Questions: We misread the due date for questions and was planning to submit these tomorrow (Monday). I would greatly appreciate if we are able to have the below questions answered

1. In section I. General Information under “C. Instructions on Proposal Submission” it states that the proposals are due no later than September 25th, 2023, but in section VII. RFP Timeline in the table, it states that the proposal is due September 22nd. We would like to clarify which date is accurate.
2. Under section III. Scope of Services Needed it lists “Azure Cloud Services”. Is this a request for Professional/Consultative Services provided by the reseller or is the need for Cloud Workloads in Azure? A lot more detail would need to be provided for the latter in regard to your cloud or (soon to be cloud) workloads.

Answers:

1. Proposals are due by 5pm on September 25, 2023
2. This support is directly related to the Microsoft Tenant; ability to provide professional and consultative services

Questions:

- Microsoft Licensing:



- The period expressed in the document mentions a 10-month contract, would the organization be interested in moving to a one-year contract, to benefit from annual pricing benefits from Microsoft?
- Does ELCHC have accredited nonprofit status with Microsoft?
- Will Standard licenses, Nonprofit or Education licenses be needed?
- Azure Cloud
 - Can we be provided with a snapshot of all the Azure resources?
 - Is there a current estimation of the Azure consumption that is being utilized that can be shared?
 - Is there interest in moving this to an annual "reservation" to secure further discounts?
- Managed Service
 - May we have an understand of the Zero Trust policies that are already in place?
 - Are there any other third-party services that rely on Microsoft 365, other than Barracuda?

Answers:

1. We are funded on an annual basis, so please price accordingly
2. Yes
3. Yes
4. The ELCHC currently utilizes a variety of Azure services and is planning on deploying additional features moving forward. We have started using Intune, AD Services, Sharepoint/Cloud, Defender, Data Loss Prevention and some Compliance
5. No
6. Please prove the information on your quote
7. We have created a variety of polies already
8. Yes, we are actively trying to integrate AD to a variety of systems like Code Two and Mosyle.

Question: Can you please tell me what support services are currently provided under the 'Managed Mailbox'?

Answer: This support is directly related to the Microsoft Tenant

Questions:

1. There are 2 different due dates mentioned in the RFP. Could you please confirm if it is 9/25?
2. Is there any restriction on providing support from our facilities in India?
3. Can you share more details of the nature of support you expect?



Answers:

1. Proposals are due by 5pm on September 25, 2023
2. Must be a US based company
3. This support is directly related to the Microsoft Tenant