



ADDENDUM #2

RFQ No:	2021-7
RFQ Title:	Microsoft Integration Partner
Questions Deadline:	May 10, 2021 at 5:00pm (CT)
RFQ Due Date:	June 2, 2021 at 5:00pm (CT)

Addendum #2 is issued by the ChildCareGroup Procurement Office. Please see the following for changes/additions/deletions to the specifications:

Clarifications

- Q1. The scope of work lays out a very standard Plan, Build, Run, scenario when developing new applications/systems within an organization. With that in mind, is CCG only requesting a fixed price quote to complete items 1 (Business Mapping Session) and 2 (Current Site Review) of the scope of work? Those elements can be delivered for a fixed priced based on our standard methodology. However, the subsequent items cannot be scoped until after items 1 and 2 have been completed simply because the requirements of the solution have yet to be defined, nor has a design session taken place. Are you requesting a quote for all items listed in the Scope of Work or just items 1 and 2?
- A1. **All items**
- Q2. The Evaluation section states: "Fixed Cost", however, the cost item under the Evaluation has three elements; One-time up-front cost, ongoing cost and cost to expand consultation services. How are we to provide a fixed cost for the "ongoing cost" and "cost to expand consultation services"? Are you simply looking for an hourly rate to consider for the ongoing cost and cost to expand consultation services?
- A2. **Cost is fixed for the initial project request, with ongoing costs for expanded consultation and services based on hourly rate.**
- Q3. Under the Contract Terms, section 5 – Pricing, it states that prices offered shall be submitted as a monthly retainer...However, the Evaluation section says on-time up-front cost. Can you please clarify?
- A3. **Please propose how you would like to invoice, and we will list mutually agreeable payment process in final contract with selected vendor.**
- Q4. Item 2 states that 10 points may be claimed if the vendor is MBE/WBE/HUB certified. If we are neither of those designations, would partnering with a firm that does meet one or more of those criteria be enough to be awarded points in this category?
- A4. **No, the firm submitting the bid must have the certifications.**
- Q5. Can you elaborate on the number of Office 365 users within the organization?
- A5. **Estimated to be about 300-400 employees will be users.**
- Q6. Is there an incumbent on this project?

- A6. **No**
- Q7. Can you detail the current state of Teams and SharePoint as it sounds like users may already have access to these applications potentially?
- A7. **Everyone has access to Teams but only a handful of people currently have access to SharePoint.**
- Q8. The implementation of software solutions can vary widely depending on budget. Our firm has successfully delivered solutions across various budget ranges. To help us best meet the goals of your solicitation, can you please approximate the anticipated annual budget for this solicitation?
- A8. **We do not have a set budget for the project currently.**
- Q9. We are a Microsoft SharePoint Deployment and Planning Services (SDPS) Provider; in that regard do you have any Microsoft Software Assurance vouchers that might be applied to the budget?
- A9. **No.**
- Q10. Did any contractor or vendor assist with the development of this solicitation or provide you with an initial evaluation, proof of concept, demonstration, pricing, or any other analysis related to this procurement?
- A10. **Our internal IT department developed this solicitation.**
- Q11. On a scale from 1 to 5 where 1 represents a vendor proximal to you in Dallas and 5 represents a vendor in another state such as California, what is your preference for vendor proximity for this project?
- A11. **No preference**
- Q12. We are a California Certified Small Business Enterprise; will Small Business Enterprises in any state receive any special consideration in this procurement and if so, what consideration?
- A12. **MBE/WBE/HUB certifications are eligible for points as listed in the Evaluation Criteria.**
- Q13. What qualifications are you looking for in an implementation partner? For example, we have multiple Microsoft Gold and Silver Competencies, Microsoft Certified Masters, etc.; will the proposal scoring take our technical credentials into account?
- A13. **Submit all your relevant qualifications for consideration.**
- Q14. Remote project delivery typically enables us to reduce project duration and costs. Most of the projects we do *could* be delivered 100% remotely however, we sometimes find it useful to be onsite during discovery meetings, training, etc. Considering the potential effect on project duration, resource availability, and cost on a scale from 1 to 5 where 1 represents "100% onsite project delivery" and 5 represents "100% remote project delivery", what are your requirements on this continuum?
- A14. **CCG will consider a "remote" option for this contract.**
- Q15. How many users should we account for as it relates to implementation services scoping (e.g. training), etc.?
- A15. **Estimated at 14 but this number could change.**
- Q16. A list of all departments/business units that will use the solution.
- A16. **7 business units.**

- Q17. At a minimum, we need the estimated number of business units to determine pricing for our deployment “Solution Accelerator”, which is used to create Modern Team, Communication, and Hub Sites.
- A17. **7 business units**
- Q18. On a scale from 1 to 5 where 1 represents no Taxonomy and 5 represents a comprehensive Taxonomy including all necessary Content Types and Term-Sets in O365 to fully support search, workflow, document/records management, etc., how would you rank your current Taxonomy implementation?
- A18. **3**
- Q19. Regarding the statement in the RFQ, “Office 365 is already installed, and SharePoint foundation already implemented”, can you please describe in detail:
- a. What has been implemented thus far with respect to SharePoint Online, Microsoft Teams, and OneDrive?
- A19a. **All have been implemented with previous consultant. Intranet is up as well.**
- b. What is left to do to complete the implementation?
- A19b. **Page layout through Business Units, Corporate Governance, Training, and others as noted in RFQ.**
- Q20. Regarding your current experience with SharePoint and/or O365:
- a. What is the current breath of usage in terms of number of Departments, Users, and Site Collections?
- A20a. **1 Department (1 site collection with 4 current users); other 6 site collections not in use.**
- b. For what workloads are you currently using SharePoint/O365 (e.g. intranet, document management, etc.)?
- A20b. **Intranet up but not in use. Document Management used by one department now but others to be added.**
- c. What, if any, problems or dissatisfaction have you experienced with SharePoint/O365?
- A20c. **None**
- d. Do you already own any SharePoint-related 3rd-party products (e.g. ShareGate, etc.) and if so, which ones?
- A20d. **None**
- Q21. On a scale from 1 to 5 where 1 represents “None” and 5 represents “Expert”, please indicate what SharePoint/O365 skills you currently have in house related to:
- A21a. Infrastructure, Administration and Maintenance **3**

A21b. Information Architecture Design and Implementation 1

A21c. Content Owner/Authorship 1

A21d. PowerShell and C# Development 1

Q22. Regarding the Specifications / Scope of Work Section:

a. How many Business Mapping Sessions are required?

A22a. **At least two, maybe more**

b. Regarding the requirement stated as “Construction of each page with correct permissions”; we typically conduct “Working Sessions” on recorded Microsoft Teams meetings to gather requirements and develop the first 1-2 pages and then a designated Content Owner or Power User develops additional pages. Will this methodology satisfy your requirements, or do you expect the selected vendor to develop all pages?

A22b. **Permissions have already been set. Main site collections are already created.**

c. Approximately how many pages need to be built by the selected vendor?

A22c. **Main pages for each Business unit already created. Layout needs to be modified on each page. Sub sites may need to be created.**

d. Can you please provide additional details and use cases for the requirement stated as “Knowledge article creation”?

A22d. **To be determined with new vendor**

e. Can you please provide additional details and use cases for the requirement stated as “Process modifications”?

A22e. **To be determined**

Q23. We typically conduct the majority of our project delivery via virtual meetings using Microsoft Teams because this:

- Reduces the cost of the project in terms of both travel time and expenses.
- Enables us to record the sessions for review by anyone who could not attend and/or for future reference.
- Enables participants from multiple customer locations to participate independent of their location.
- Enables us to have the most qualified resource on our team conduct the session, independent of location.

Will this way of conducting project delivery meet your requirements?

A23. **YES**

Q24. What is meant by the statement “This is a cost reimbursement contract”?

A24. **Terms are negotiable please submit your payment terms in your bid.**

Q25. How many vendors do you anticipate selecting to be on the “Vendors List” mentioned in this section?

A25. **CCG will select one vendor to partner with.**

- Q26. Regarding the requirement stated as “Microsoft Integration experience working with non-profits”; most of our references for SharePoint/O365 solutions are in the State and Local Government sector, not specifically non-profits. Will references from cities, counties, and special districts (e.g. Water/Wastewater) suffice or do the references have to be for “non-profits”?
- A26. **YES**
- Q27. Can you please clarify the statement in the Contract Term Section, “This fixed-cost agreement shall be for a period of one year with the option to renew for four additional one (1) year periods, subject to funding availability”. In other words, does this mean that labor rates shall be fixed for each year of the contract or that the total cost per year is fixed, or something else?
- A27. **The fixed cost agreement is for the Request for services for the current project but the option to renew is for ongoing consultation services in the future at hourly rates.**
- Q28. Regarding the statement in the Pricing Section, which indicates that “Prices offered shall be submitted as part of a monthly retainer, with any additional expenses pre-approved by CCG”; how many hours per month do you anticipate needing as related to a monthly retainer?
- A28. **To be determined. Invoicing can be submitted monthly, or you can propose alternate billing terms to be considered.**
- Q29. The RFQ provides a physical address for invoices; is invoicing via email an option?
- A29. **YES**
- Q30. What type of O365 license does the ChildCareGroup (CCG) users have?
- A30. **E3**
- Q31. What is the total user base for this intranet portal?
- A31. **About 400**
- Q32. The current user base is scattered and mobile – we assume that this warrants for Intranet portal needs to be device/end point agnostic; please confirm.
- A32. **YES**
- Q33. What is the total number of user base?
- A33. **We have about 400 employees but not all need to use SharePoint.**
- Q34. Is this going to be a single intranet portal, or will there be any department/sub-department sites under the main site?
- A34. **There will be sub-department sites.**
- Q35. We assume that all the users will have necessary O365 account that is required for accessing the portal; please confirm.
- A35. **YES**
- Q36. What are the typical user roles? We will discuss about this in detail during the “Business Mapping Session”, but the initial inputs will help us to design the User Admin and Security Modules.
- A36. **Most user roles and security permissions have already been set up.**

- Q37. We assume that the User Training session will be Virtual using the web sessions; please confirm. If this requires an in-person training session(s), our proposal will be submitted in accordance with such expectations/requirements.
A37. **Both options will be considered.**
- Q38. Is it possible to have a preview of the current SharePoint site?
A38. **No.**
- Q39. Does Consulting Partner need to have local presence or CCG is open for Vendors from other states to bid for this project?
A39. **Bids are open to all interested vendors.**
- Q40. Any expected timeline to go-live with the new intranet portal?
A40. **To be determined**
- Q41. Does the CCG have an incumbent vendor? If yes, would the incumbent be given preference?
A41. **RFQ was issued because last vendor was unable to continue service.**
- Q42. Does this engagement need to be executed in its entirety being Onsite or only the necessary phases can be executed from Onsite, and rest of the phases can be remote (from Consulting Partner's work locations in US)?
A42. **Combination of both**
- Q43. If remote work is accepted, is VPN access available?
A43. **YES**
- Q44. Has funding already been secured for this initiative?
A44. **Yes, total funding to be determined.**
- Q45. Item 3 "Build and Implement" stated "Creation of any required custom development" Can you explain what you think will require custom development? Also, would these be custom SharePoint Online modern webparts or something different like custom application code?
A45. **Not anticipated during this phase but may be needed in future project updates.**
- Q46. Item 1 "Business Mapping Session" stated "Determine Microsoft Teams and future Power Automate needs" Is this beyond the one business process that is mentioned in the objective?
A46. **Not anticipated during this phase but may be needed in future project updates.**
- Q47. What are the current challenges that led to the team site and MS Teams implementation requirement? How are these managed currently?
A47. **Current vendor was no longer available to complete project. Current IT Staff is managing now but will need assistance as described in RFQ.**
- Q48. We would like to understand, how the workload will be distributed between the consultant and the internal IT Team?
A48. **CCG IT team will grant access to Office/65/ Share point to consultant to complete project.**
- Q49. Please share more details on the O365/M365 license you have. What is the tenant type, GCC or commercial?
A49. **Commercial.**

- Q50. Please confirm if you are using any third-party application authenticated with ADFS for SSO? If yes, please share details of the applications in use.
A50. **No**
- Q51. You have mentioned, SharePoint foundation and O365 are already installed. Please suggest, if we should consider any data migration task?
A51. **No**
- Q52. The consultant will be responsible to capture departmental requirements or CCG will provide a SPOC for this activity?
A52. **Yes, consultant will.**
- Q53. As a part of the initial rollout, how many team sites and communication sites (roughly) would be required?
A53. **To be determined.**
- Q54. Are you looking for a consultant, just to set up the team and communication site templates or the complete intranet portal?
A54. **Intranet portal has been created but will require modifications.**
- Q55. How many unique layouts are expected for different sites? This would help in sizing the design requirements.
A55. **Layout already exists; may require modification.**
- Q56. Is this current understanding, that the Power Automate specific requirement and implementation is out of scope for the first release?
A56. **Correct.**
- Q57. We would like to have a basic understanding of the required custom development. Kindly share some of the key items where CCG feels a custom development, or any third-party integration would be required.
A57. **To be determined**
- Q58. Please elaborate on “Process Creation and Documentation”, which process creation is referred to here?
A58. **Workflows.**
- Q59. Please confirm, how many hours of training are anticipated and the number of users to be trained?
A59. **We will need multiple one-hour training sessions to train 14+ people.**
- Q60. Referring to Knowledge article creation, please provide more details on the specific manual or training material expected here.
A60. **Share point and Intranet.**
- Q61. Once the team sites and other process flow are set up and configured, we would like to understand CCGs expectation for Process Modification as referred to in #5 (d).
A61. **To be determined.**
- Q62. Please share the list of performance metrics you measure on the intranet.
A62. **Social Media, Staff Usage for starters.**
- Q63. Do external people also have access to this intranet?
A63. **No.**
- Q64. Regarding the ongoing consulting relationship, CCG is expecting the consultant to provide a blended rate here?

- A64. **No, please provide hourly rates for specific tasks.**
- Q65. Please confirm if the award to this RFQ will result in an actual contract for the development work or after selecting multiple vendors, RFP or another solicitation will be released for the development work?
- A65. **Yes, this RFQ will result in an actual contract for the development work.**
- Q66. Is there any M&O requirement after completion of the contract term or it will be managed by the CCGs internal IT team?
- A66. **CCG internal IT team with further assistance from Consultant at hourly rate when needed.**
- Q67. To minimize the costs are you fine with the execution of some part of this project from offshore development centers based in India?
- A67. **No**
- Q68. Do you have any specific timelines for deliverables?
- A68. **To be determined**
- Q69. What is the expected project duration? Please share the expected project end date.
- A69. **To be determined**
- Q70. Is there any template that the proposer is expected to follow for sharing the cost and time estimates? If yes, please share any other format to be followed for the cost and time estimates.
- A70. **No.**

Questions regarding this addendum contact:

Sean Cusick, C.P.M, CPSM
Procurement Manager
scusick@ccgroup.org