IFB #21-2203 Microsoft Unified Support

Addendum #2: Questions & Answers

July 20, 2021

NOTE:
- **Bid Submittal date has been extended until July 29, 2021 at 10:00AM**
- **The Partner must be a Certified Solution Provider and submit the Microsoft Competency certificate with their bid.**

Questions

1. Can companies from Outside USA apply for this, i.e. from India or Canada?
   No

2. Are in person meeting required?
   No

3. Will the service be required 24 hours a day and 7 days a week or business hours?
   24/7 in will be in the case of an emergency. The service will be business hours. Our business hours are Monday to Friday, 8:00AM to 5:00PM (EST).

4. Could you clarify whether this project can be completely executed remotely or not?
   Yes

5. Can we submit the proposals via email?
   No, bids must be hand delivered or mailed as indicated on page 1 or uploaded to Vendor Registry.

6. How many Azure servers are in the scope?
   One (1)- We are not running an Azure AD "server". We are using the Microsoft cloud service that is running on Azure AD using a single domain.

7. Does the scope include supporting any additional Azure Services? If yes, please list down the services.
   - Office 365 License management and deployment
   - Exchange On-line policy and security management
   - Azure AD Connect
   - Microsoft Endpoint Manager
   - Intune for Education policy management and app deployment
   - Microsoft Security Center
   - Azure AD enterprise application support
   - Microsoft Teams support
   - Need to be versed in PowerShell and specifically PowerShell for Azure AD
   - Support for security options such as MFA and Password self service
   - Windows 365
   - Need to have direct contact with Microsoft engineering support, if needed

8. What is the total number of on-premises servers, in scope?
   One (1)

9. For Office 365
   a. What is the total number of mailboxes?
      Staff/2500 and Students/5000 (High School only)
   b. Do you follow the default office 365 encryption or any third-party ones for email encryption?
      No, we are not using any third party tools to manage our Microsoft environment.
   c. What is the total number of SharePoint sites?
      < 1% active sites - 410
   d. What is the size of SharePoint Storage?
      36.78K SharePoint files
   e. Is there any SharePoint customization, applied in the scope? If yes, how frequently do you customize it? Can you please explain more on customization?
      This is not applicable.

10. Are we using any other MS tool / service, for example, Yammer, etc.? If yes, please list down them?
    No

11. For Microsoft Teams
    a. What is the total number of MS-Teams?
       This is not a district wide product. The district is currently using Zoom.
    b. Does your MS-Team have audio conferencing subscription (e.g., Dial Out, Call me At)?
       Refer to the response above.

12. For Active Directory

a. Can you please explain more on the integration of other Microsoft tools/services and third-party systems/applications to the Azure AD, if applicable?
This is not applicable.

b. Is AAD Connect (Azure Active Directory) already in place?
Yes

c. Does the support include managing and support on premise AD too? If yes, how many AD servers are there in the scope?
No

13. Can you please clarify / confirm whether the 50 hours of support mentioned in the document, refers to the support, which requires having Microsoft Support Representatives in the meeting or email communications? If not, then please help us understand better.
The 50 hours of support with the partner would only include actual time necessary by the partner. If the support shifts from the Partner to Microsoft, then that time will not count towards the 50 hours. The Partner will only be paid for the time of support provided to the District. In the event the support is less than an hour, the support will be paid in increments of fifteen (15) minutes.

Is there any other key info, which we, partner should be aware of at this stage, which would help us do the sizing of the scope, before submission of bid?
This is only for support for MS changes or new services we might decide to add in the future.

14. Are you available for MS-Team meeting to clarify other sub-question, if any, which might arise after going through your responses?
No.