CONTACT: **Michelle Walker, Contract and Procurement Analyst**
EMAIL: procurement@portoftacoma.com
PHONE NUMBER: **253-888-4744**
SUBMITTAL DUE DATE: **October 2, 2023 @ 2:00 PM (PST)**
Q&A ISSUE DATE: **10/6/2023**

#	Question	Answer	Question #
1	Q1- What is the total number of participants? Q2- In the attachment C – Cost breakdown offer the project roles are mentioned, but can we add roles, for example: Content Developer, Trainer?	Q1: Number of participants can vary. The Port has 20 departments and 174 office workers. Q2: Yes, you can add roles.	Q-001830
2	How many users is this training for? Are they different delegates to train on each year or are you planning to spread the training out for the	See Answer to Question 1.Q1	Q-001837
3	Q1-What is the general size of the classes, number of students? What is the minimum / maximum per class / session? Q2-How long duration would you like the classes, 1hr, 2hr , 1/2 day or full day? Q3-How many sessions in one day? Q4-In reference to the Non-Microsoft tools, what technologies / versions would this entail?	Q1: minimum of 5 max of 25 Q2: 1hr sessions Q3: 2 sessions per day max. Sessions can be held multiple days a week to accomodate staff availability. Q4: Open to suggestions for non-microsoft tools	Q-001840
4	Q1. How long has POT been on MS365? Q2. What are the other MS Tools to be trained on apart from SharePoint, Teams & OneDrive? Q3. What are the non-MS Tools you are looking for training on? Q4. Are there any key performance indicators (KPIs) or success metrics you would like to see because of the training? Q5. How do you plan to evaluate the effectiveness of the training, and will there be opportunities for participant feedback?	Q1: Since 2018 Q2: Primary focus is SharePoint, Teams & OneDrive. May require training on additional MS tools as needed. Q3: See question #4 line 3 Q4: Number of users attending the trainings. Q5: A survey will be sent to the participating members to evaluate the training. The results will be shared with the seleted training firm as part of the weekly check-in.	Q-001842
5	**Target Audience** 1. Who are the primary target audiences within the Port staff for this training? Are there different levels or roles that require specific training? 2. How many staff members are expected to participate in the training? 3. Who are the primary target audiences within the Port staff for this training? 4. Are there different levels or roles that require specific training?	Q1: The primary audience will be office staff, but can include field workers. Roles can include admin staff to executive level. Q2: See Answer to Question 1.Q1 Q3: The primary audience will be office staff, but can include field workers. Roles can include admin staff to executive level Q4: Potentially	Q-001843
6	**Existing Knowledge and Skills:** Q1. Can we assume the current level of knowledge and skills for the below workloads are at Beginner level?	Q1: Users can very from beginners to advanced.	Q-001843
7	**Microsoft SharePoint/Teams/OneDrive/Records management** Q1. What are the top 5 issues staff are experiencing with MS365? Q2. Who are the primary target audiences within the Port staff for this training? Q3. Are there different levels or roles that require specific training? Q4. What type of training has been provided and in what tools?	Q1: The knowledge, ability, & adoption of MS365 tools Q2: See Answer to Question 5.Q3 Q3: See Answer to Question 5.Q3 Q4: Various training have been provided on using SharePoint and OneDrive delivered virtually on Teams.	Q-001843

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8	**Preferred Training Format** Q1. Do you prefer in-person training, virtual training (e.g., via Teams), or a combination of both? Q2. What is the expected duration and frequency of the training sessions? e.g., 2 hours, 4 hours, full day. Q3. Customization and Collaboration Q4. How involved would you like the training vendor to be in co-developing the training plan with the Port project team? Q5. Are there specific customization requirements for training materials to align with Port's processes and branding? Q6. Do you have a Training Team that will be involved with us? Q7. Do you have a Change Management Process? Q8. Will POT be responsible for Change Management or are you looking to vendor for helping with Change Management as well?	Q1: The preference would be vitural, however staff are in office on Wednesday and not opposed to having in person training. Q2: See Answer to Question 3 Q3: Question is unclear. Q4: The project team would be partnering to provide guidance on ideas of what the topic for training. The project team will review the material to provide input before the material is finalized for delivery. Q5: Yes Q6: No, there will be no dedicated traning team. The project team will part with the vendor to provide the topic and review the materials before training is delivered. Q7: We do not have a formal change management process. We would be looking for assistance from the training vendor to assist. Q8: See Answer to Question 8.Q7 (michelle)	Q-001843
9	**Content and Materials** Q1. Are there specific topics or modules within SharePoint, Teams, OneDrive, or records management that should be prioritized in the training? Q2. What types of training materials are most important to you, such as videos, slide presentations, quick reference guides, or best practice guides? Q3. What all types of Trainings are you looking for – Admin Trainings, Content Author Trainings, Train the Trainers, End User trainings, any others? Q4. Will you accept a Train-the-Trainer (TTT) model for End Users? Q5. Are there any existing training materials or resources that have been used previously?	Q1: The Port would collabort with selected vendor to prioritize training topics. Q2: All materials listed would be important for the Port. Q3: See Question #7 Q3. Q4: No Q5: Yes, we have exisiting materials that were developed in house that are recycled to users for training.	Q-001843
10	**Records Management Specifics** Q1. Are there any Records Management policies defined, even if they are not set up yet? Q2. Do you have an Information or Records Manager identified and in place? Q3. Approximately how many need to be trained on Records Management?	Q1: No. Q2: The Port has a Records Officer and a Records deparment in place. Q3: Depending on the records topic. The number of staff can range from 1-170+	Q-001843
11	**Support** Q1. What is the support model PORT is expecting (24*7, 24*5, or 8*5 etc.)? Q2. Are there any specific Support SLAs that PORT is looking at during the support period? If yes, please provide any existing SLAs and incident management priorities. Q3. For Technical Support our understanding is PORT 's internal staff will provide the Level 1 (L1) resolution (typically first-level service to sort out the user issue through email and/or a dedicated call-in number based on documentation and user guides provided by the selected Vendor), and the selected vendor will provide the L2 (Level 2) and L3 (Level 3) services where more technical skills are needed after the PORT 's L1 team contact the selected Vendor's L2 team. Please confirm if this assumption is correct.	Q1: Not applicable. Q2: The Port, is not expecting to set a SLA agreement. Q3: Not applicable. This RFP is to select a training vendor to assist with training related to topics at the Port's request specifically to Microsoft 365.	Q-001843

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12	**General Question** Q1. Is Port open to a hybrid team working on this project, with a mix of domestic and offshore resources if it helps optimize costs and resources? Q2. Is there an incumbent? If yes, can you please provide the name? Q3. We assume that we do not need to submit any resumes of the personnel. Please clarify. Q4. Request you to clarify if references required. If yes, how many references need to be submitted? Q5. We request PORT to provide us with 2-week extension for the proposal submission, since we would need time for completion once we have received the response of our queries form Port. Q6. We request the PORT to extend the proposal page limit to at least 30 pages for vendor to provide a fruitful response. Q7. Can you provide more details about the current state of your IT infrastructure and the existing systems? Q8. Are there any specific pain points or challenges you are currently facing?	Q1: Yes Q2: No Q3: Provide resumes of individuals that will be delivering training Q4: 3-5 references. Q5: At this time we are not granting extensions. If the Port does not have a selected vendor in November, we will republish the RFP. Q6: The Port can accomdodate the request to extend to 30 pages. Q7: Will be provided to the selected vendor as needed. Post contract award. Q8: See Question 7 #1.	Q-001843