



QUESTIONS & RESPONSES #02

RFP / TITLE
CONTACT
EMAIL
PHONE NUMBER
SUBMITTAL DUE DATE
Q&A ISSUE DATE

071692-MICROSOFT 365 AND AZURE SUPPORT SERVICES
Michelle Walker, Contracts & Procurement Analyst
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253-888-4744
8/19/22 @ 2:00 PM
8/11/2022

Question	Answer
How do you define on-call support?	Per page 2 of the RFP document, "on call support services".
Is there an expectation of a service level agreement?	Yes, we will need to have an agreed upon service level agreement as part of the awarded contract.
Whether companies from Outside USA can apply for this? (like,from India or Canada)	Firms outside the United States may propose if they can meet the requirements of the RFP.
Whether we need to come over there for meetings?	Yes, a few meetings maybe in person
Can we perform the tasks (related to RFP) outside USA?	Firms can perform some tasks outside the USA, but all PORT DATA must remain in the USA.
Can we submit the proposals via email?	Per page 1 "PLEASE SUBMIT ALL QUESTIONS AND PROPOSALS VIA THE NEW PROCUREMENT PORTAL." If you are unable to, please contact Michelle Walker prior to submission deadline.
"Any contract resulting from this award will be non-exclusive" – If multiple contracts were to be awarded to different vendors, they would each be allocated a portion of the NTE amount of \$270,000?	Yes, however we are looking to award this contract to only one vendor/service provider who will be our on-call and service provider. See page 2 of RFP document.
Is the expectation that we would be able to address any Microsoft-related support issue sent our way? Can you provide a list of expected services you would like support on?	See page 2 section B Scope of Services and continued on page 3 for list of expected services.
Are there any limitations on escalating support to Microsoft where required?	No.
Is this request for unlimited support over 3 years, even if the funds awarded have been exhausted?	Contract has a not to not-to-exceed clause for \$270,000 within the 3 year period. A contract extension is possible by one year and additional amount increased at Port's discretion. See page 2 under background section.

Is the understanding that the NTE amount would represent a ceiling for “as-needed” work and once reached, the amount may be increased or the project ended?	Yes, the not to exceed limit is the ceiling for this contract for the 3-year period. The contract allows for a one-year extension and amount increase based on Port discretion. See Page 2 under background in RFP Document.
Is this requirement for support only on an “as-needed” basis, and would this be 24x7?	Support is "as-needed". Support is not required 24/7.