

## RFP # 22-08 Total Cloud Solutions & Services Q&A

1. There are multiple services requested - CSP, Private Cloud, Cloud Application, Managed Cloud, etc., Services. Do partners get scored on each service capability? Or do they get scored on overall capability to deliver all services?

***Products/Services will be evaluated as submitted; however, Region 4 is seeking a comprehensive offering in order to provide members agencies multiple solutions. Please refer to Evaluation Process & Criteria outlined in RFP***

2. Can a partner respond to only one or a few of the services, or do they have to respond and deliver on all services?

***Respondents who offer these solutions either individually or in a combination are qualified to respond to this solicitation.***

3. Kindly confirm if a vendor can bid for a selective offering or not?

***Please refer to # 2***

4. What is the budget for this contract?

***The estimated annual volume is approximately \$100 million. Please refer to RFP pg. 3***

5. Is this a new contract? If not, are there any incumbents working on this? If yes, please provide us with the incumbent details?

***This is a re-solicitation of a current contract. Incumbent information can be found on the OMNIA Partners website at <https://www.omniapartners.com/publicsector>***

6. Are there any addendum issued by the agency for the conference?

***Yes, Please refer to website***

7. When will the recording be available for the conference? If not held, what will be the next date for the conference.

***Conference call was not recorded; there are no future conferences being held. Questions asked during the call are included in this Q&A document.***

8. As per the Calendar of events mentioned in the RFP this opportunity was released on 9<sup>th</sup> March and the questions are due on 23<sup>rd</sup> March. Since we received the RFP today itself and will require some time to review it, we would like to request you to extend the Question submission date to 29<sup>th</sup> March

***Please refer to Addendum No. 2***

9. We tried attending the pre-proposal conference with the following information but was not able to connect to the zoom call. Did this get postponed? If not, do you happen to have a recording of the call that we can access?

***Please refer to question # 7***

10. We would like to request an extension of the due date by two weeks. We, as are many of our partners, are currently transitioning our virtual environment back to a physical presence due to changing COVID-19 protocols.

***Please refer to Addendum No. 3. Questions submitted by the deadline of March 24<sup>th</sup> @ 5pm CST will be posted no later than Monday, March 28<sup>th</sup>***

11. I just had a quick question on does this RFP have any **Supplier Diversity Utilization like MBE/WBE and sub-contracting plan for professional services**. My organization is a MBE/WBE and intends to be a diverse supplier for this RFP.

***MWBE/WBE certification is not a requirement for Region 4 but will be considered as part of the evaluation for those participating agencies who are required to satisfy this requirement.***

## RFP # 22-08 Total Cloud Solutions & Services Q&A

12. Given that the evaluation is based on a discount or discount range per CSP/OEM, and considering that cloud providers update their catalogs frequently, please confirm that an electronic copy of a soon to be outdated catalog is not necessary at the time of bid by removing the requirement (2. a. ii.) in its entirety. Removing the requirement will not adversely affect Region 4 ESC's ability to evaluate proposals. Perhaps make this requirement a "post-award" requirement?

***Offerors are required to submit pricing at the time of proposal submission. If clarification is needed, please provide with your pricing submission***

13. In the past several years, all major IaaS/PaaS/SaaS CSPs have moved to a distribution model and no longer require direct authorization to resell. Please confirm the requirement will be revised to reflect the current environment: b) *Provide proof of your company's authorization to resell;* → Proof of authorization to resell may come from either the CSP or an authorized distribution channel.

***Offerors may propose exception/modification for review and consideration***

14. Due to the incredible acceleration of cloud computing, particularly SaaS, since the original contract was formed, we recommend updating this requirement to only be applied to IaaS/PaaS CSPs. Otherwise, Region 4 ESC will be inundated with reviewing terms and conditions from hundreds of SaaS CSPs.

***Offerors may propose exception/modification for review and consideration***

15. In the past several years, the CSA STAR Certification has been superseded by a host of industry standards such as ISO/IEC 27001, 27017, 27018, 20000-1, FedRAMP, etc., that collectively far exceed CSA STAR Certification. (CSA requires only ISO 27001). CSA STAR certification is self-certifying, whereas most industry standards require independent, third-party audits or appraisals. While a number of top-tier cloud providers have CSA STAR Self certifications, we recommend removing this requirement as it will reduce the number of eligible cloud providers bidders may propose.

***Offerors may propose exception/modification for review and consideration***

16. Since the formation of the last contract, several other CSPs are now considered top tier providers. Also, resellers of CSPs are fast becoming providers of managed services to augment their customer's CSP implementations and provide customized support. Suggest updating this requirement to reflect the current landscape:

a) Is using or has used the bidder's organic implementation services (not third-party or) for an Azure, AWS, Google, Oracle, or IBM solution SaaS solution.

b) Is using or has used the bidder's organic managed services (not third-party or subcontracted) in a multi-CSP environment (more than one of Azure, AWS, Google, Oracle, or IBM).

c) An academic/education institution leveraging an Azure, AWS, Google, Oracle, or IBM solution.

d) Is using or has used an Azure, AWS, Google, Oracle, or IBM solution IaaS/PaaS solution

e) Is using or has used an Azure, AWS, Google, Oracle, or IBM solution SaaS solution

***Offerors may propose exception/modification for review and consideration***

17. Due to ongoing disruptions in the global supply chain, particularly the significant delays in shipping times, would Region 4 ESC allow online submissions to ensure timely delivery of responses?

***No, online submissions are not acceptable***

18. Considering the breadth of solutions Region 4 ESC is requesting and the desire for vendors to provide the most comprehensive offering, please consider extending the deadline by three weeks, to be due on Tuesday, May 17<sup>th</sup>.

***Please refer to question # 10***

## RFP # 22-08 Total Cloud Solutions & Services Q&A

19. Given the dynamic nature of cloud solutioning and that it is procured differently than traditional hardware products, please expand on what Region 4 ESC is specifically looking for in the vendor's question to "What is Offeror's average Fill Rate?".

**Standard language; Not applicable to this RFP**

20. Given the dynamic nature of cloud solutioning and that it is procured differently than traditional hardware products, please expand on what Region 4 ESC is specifically looking for in the vendor's question to "What is Offeror's average on-time delivery rate? Describe Offeror's history of meeting the shipping and delivery timelines.

**Standard language; if applicable to your offering please provide shipping & delivery timelines**

21. Please elaborate on what Region 4 ESC is specifically looking for in the vendor's question to "Describe the Offeror's safety record."

**Standard language; Not applicable to this RFP**

22. In order to provide Region 4 ESC with up-to-date and accurate pricing, we request that vendors be allowed to provide a URL to a web-based catalog rather than an electronic copy of the catalog. Not only does this offer accuracy but also consistency across vendors regarding solution catalogs - optimizing solution comparison and the overall evaluation process.

**This is acceptable**

23. Please confirm that Region 4 ESC will allow pricing options that include, but are not limited to, consumption-based pricing and custom pricing options where appropriate.

**Yes**

24. What is the competitive range for this solicitation?

**Please refer to Value Add, pg. 14 (d) 3**

25. Please confirm it is acceptable to offer these solutions with support contracts or other appropriate options when warranties are not available

**Yes, please elaborate in your proposal where applicable**

26. Does the RFP scope include hybrid cloud infrastructure solutions or other solutions that require physical infrastructure, specifically hardware products (servers, racks, etc.) to accommodate Private Cloud Infrastructure environments?

**Offerors encouraged to submit their complete cloud offering**

27. Can you please provide a new zoom meeting link for the opening session on April 26<sup>th</sup>?

**Please refer to Addendum No. 3**

28. Can a 100% wholly-owned subsidiary company leverage the experience, references, and capabilities of its parent organization?

**No, the requested information must be that of the Offeror.**

29. We would like to know the value of sales (*contract sales report*) 'region 4' did in the past 12 months and 2 years respectively using a similar cloud cooperative contract.

**The estimated volume is approximately \$100 million annually. Additional information can be provided to Awardee.**

30. Do we need to provide 2 pricing models, one as standard and the other one as a discounted price for the proposed product/solution/services?

**The Offeror shall determine how they wish to respond**

## RFP # 22-08 Total Cloud Solutions & Services Q&A

31. If there's any travel required for implementing or providing any of the services(s) to the end customer, how do we incorporate travel cost in our pricing?

***The Offeror shall determine how they wish to respond***

32. Do you have any pricing structure/format for both hourly projects and project-based fees that can be used? Please suggest.

***The Offeror shall determine how they wish to respond***

33. We assume the offeror can choose to propose selective Products/Services from the provided list in the RFP, the offeror doesn't need to respond to all the Products/Services, correct?

***Correct***

34. Can the offeror position their other products connected with cloud applications to be part of their services or these are the only categories that the offeror can go for?

- Public Cloud Service Providers (CSPs)
- Private Cloud Infrastructure
- Cloud Application
- Managed Cloud Services
- Other Services

***Offerors are encouraged to submit their entire catalog, but keep in mind the scope & breadth of this RFP***

35. Is there any proposal format/proposal content sequence to be followed while preparing a response to this RFP? Please share

***Please refer to Section III, Instructions to Offerors, Proposal Format; pg. 6-7***

36. Please confirm if email submission of proposal is acceptable by ECS

***Please refer to question # 17***

**The following statement is provided as response to questions below unless otherwise indicated:**

***Offerors are encouraged to read the requested products/services outlined in this RFP and determine if and how they wish to respond.***

- **Products and Pricing**

- Section A.I & II
- Section A.II
  - Is it Region 4's intent for this contract to cover all cloud offerings from a supplier? If so this could be thousands of line items and a single price list could be impossible. Can a respondent instead provide a sampling price file or include a link to an electronic catalog?
  - Which clouds are in consideration for this contract? For example, Google Cloud Platform, Google Workspace, Microsoft Azure, Microsoft Office 365, Amazon Web Services, IBM Cloud, etc..?
  - As Public clouds provide public pricing for thousands of parts, what is the expected manufacturing part list?
- **Private Cloud Infrastructure:**
  - How is "Private Cloud Infrastructure" defined? For example, does this include hosting providers who sell Colocation and/or Private hosted IaaS services?
  - Does it include technology manufacturers who create private cloud infrastructure that may be purchased such as DellEMC, HPE, PureStorage, Cisco, and other technology manufacturers?
  - Are there any requirements that can be provided for the public cloud infrastructure?
  - Which company authorizations are required? Ex: DellEMC authorization

## RFP # 22-08 Total Cloud Solutions & Services Q&A

- **Cloud Application:**
  - In the event that the vendor cannot provide services with it's employees, can a vendor subcontractor or partner perform work under this contract?  
***Please refer to Appendix A; section 10***
  - Section A:
    - Which clouds are included as "Customer clouds"?
      - Example: AWS, Azure, Oracle Cloud, etc..
    - Is a list of applications and, if possible, their desired end state available? If so, can that list be provided?
      - For example: .NET application w/ SQL 2008 migrated to Azure VM & Azure SQL Managed Instance.
  - Section B:
    - Which clouds are included as "Customer clouds"?
      - Example: AWS, Azure, Oracle Cloud, etc..
    - Is a list of application requirements available?

### **Managed Cloud Services**

- In the event that the vendor cannot provide services with it's employees, can a vendor subcontractor or partner perform work under this contract?  
***Please refer to Appendix A; section 10***
- For vendor led managed services, would an overview of capabilities and offerings suffice?
- Do these scenarios require application-level support, infrastructure level support, or both?
- If application-level support is required, what applications will require support?
- Which types of clouds are in-scope?
  - For example, Google Cloud Platform, Google Workspace, Microsoft Azure, Microsoft Office 365, Amazon Web Services, IBM Cloud, etc..?
- What hypervisors do these private clouds use?
- Are there required SLAs (Services Level Agreements) for these managed services? If so, please provide the requirements.
- Are there financial penalties for uptime performance? If so, please stipulate the performance criteria and corresponding penalties

### ○ **Services**

- In the event that the vendor cannot provide services with it's employees, can a vendor subcontractor or partner perform work under this contract?  
***Please refer to Appendix A, section 10***

### ● **Performance Capability**

- OMNIA Partners Documents
  - What are "Samples" in Section 22, Page 10?  
***Standard Language; not applicable to this RFP***
  - Will references be contacted?  
***Upon discretion***

### ● **Qualification and Experience**

- C.VI
  - Is education expected to provided by the vendor as a value-added (unpaid) or professional service (paid)?