

RFP 2020-06 Office 365 Development and Support Questions and Answers

Questions:	Response:
<p>1. I have a question regarding RFP 2020-06. In Exhibit A – Scope of Work, the tasks are listed as</p> <ol style="list-style-type: none"> 1. SharePoint Operations 2. Requirements Gathering and Documentation 3. Security 4. Information Architecture <p>However, in Exhibit B, Attachment 1 – Cost Worksheet, the tasks are listed as</p> <ol style="list-style-type: none"> 1. SharePoint Operations 2. Daily Operational Support 3. Requirements Gathering and Documentation 4. Information Architecture <p>Can you tell me which list is correct?</p>	<p>The tasks listed in the Scope of Work are more detailed than the Cost Worksheet. For example, the Scope of Work lists Security and the cost worksheet does not. Security would be captured under “Daily Operational Support”.</p>
<p>2. Are there agencies currently providing SharePoint or Office 365 support services? If so, which agencies?</p>	<p>There are no agencies supporting Covered California’s SharePoint/Office 365.</p>
<p>3. What authentication methods are used for the SharePoint 2013 extranet?</p>	<p>ADFS</p>
<p>4. Are there any on-premises to cloud migrations planned besides the extranet?</p>	<p>Yes.</p>
<p>5. What versions of Nintex are being used? Cloud or On-Premises?</p>	<p>We are using both On-prem and Cloud based Nintex platforms.</p>
<p>6. RFP 2020-06,Section 3.2</p> <p>Please share details on the SharePoint Hybrid environment- Applications being supported,No of users and the underlying Infra</p>	<p>There are no applications being supported in the hybrid environment.</p> <p>All Covered California Staff and Contractors have access to SharePoint approx. 2,000 intranet and 15,000 extranet users.</p>

	We are using a virtualized environment. All information related to the underlying infrastructure will be provided to the successful bidder.
7. RFP 2020-06,Section 3.2 Please elaborate the Core functionality of SharePoint based Intranet & Extranet	Publishing of content, collaboration, and business process automation.
8. Exhibit A- Scope of Work,Part-A Please specify the Integration touchpoints of SharePoint 2013 Extranet	There are no integration touchpoints for the Extranet.
9. Exhibit A- Scope of Work,Part-A Please specify the Integration touchpoints of Office 365 Platform	There are none outside of the Microsoft ecosystem.
10. Exhibit A- Scope of Work,Part-D Please indicate the development required on SharePoint 2013 and 2019 environment	.Net, JavaScript, HTML, PowerShell, SPFx for online.
11. Exhibit A- Scope of Work,Part-A Please specify all the Microsoft tools and third-party tools being used,which require support	Nintex, ShareGate, Redgate, All Microsoft Apps.
12. Exhibit A- Scope of Work,Part-D Please elaborate on the no.of out of the box workflows,custom Nintex workflows and Power Automate flows that need to be developed/supported and if require building dynamic forms	The business requests for workflow, forms, etc. come in and are prioritized. At this time we are unable to provide a count as the backlog for these requests are expected to be completed prior to the start of the contract.
13. Exhibit A- Scope of Work,Part-D Please elaborate the data extraction requirement, import and export to external partners, systems and data repository	None currently.
14. Exhibit A- Scope of Work,Part-D Please indicate the security tools being used and out of the box or custom	Due to security requirements we are unable to provide this information. The successful bidder will be supplied with all required information at the start of the contract.
15. Exhibit A- Scope of Work,Part-A Please suggest the extent of customization done to your	Customization and custom code are being used.

<p>SharePoint environment, and if any custom code been written?</p>	
<p>16. Exhibit A- Scope of Work,Part-A</p> <p>What is the requested response time for support requests, please specify for each level separately.</p>	<p>Covered California deems SharePoint as an essential tool that requires 24/7 access. In the event of an issue the vendor would be expected to provide support.</p> <p>All non-urgent items are expected to be worked on during business hours. Direction for when items need to be resolved by will be communicated by the contract manager and team when they arise.</p>
<p>17. Exhibit A- Scope of Work,Part-A</p> <p>How many support tickets do you receive in a week? A month? A year? (On average?)</p>	<p>The vendor would be expected to support tier 2 and tier 3 support. These requests are minimal however they are more complex and require additional time to complete.</p>
<p>18. Exhibit A- Scope of Work,Part-A</p> <p>What is your vision for support in terms of a Service Level Agreement in terms of:</p> <ol style="list-style-type: none"> 1. Turn-around time for acknowledgement 2. Turn-around time for resolution initiation 3. Anticipated number of hours per week or month 	<p>See answer 16.</p>
<p>19. Exhibit A- Scope of Work,Part-A</p> <p>Please share your current Microsoft Office365 Subscriptions? No. of licences being currently used in Office 365</p>	<p>Covered California leverages G3 licenses and has approximately 2000 users.</p>
<p>20. Request for Proposal RFP 2020-06: Office 365 Development and Support; Key Action Dates</p> <p>Considering the nature and complexity of the RFP, may we request if the response submission timeline can be extended by a week at least?</p>	<p>Due to the need to continue SharePoint and O365 support the date for responses will not be able to be changed.</p>