



South Orange County Community College District

RFQ&P No. 5791-2022

Information Technology Consulting Services for District IT Technology Initiatives

Addendum No. One (1)

September 12, 2022

Nick Newkirk

Purchasing and Contracts Manager

Note:

All documents remain unchanged except section or parts added to, revised, deleted and/or clarified by this Addendum.

1. The responses to the questions received by the RFI deadline of September 2, 2022, at 5:00 PM and the responses to the questions from the mandatory pre-proposal meeting held on September 8, 2022, at 10:30am are shown below:

Q1: Do you have an estimate for each Labor Category; the expected ratio of On-site vs. Remote Work anticipated?

A1: Anticipated Projects Over Next 12 Months are identified in Section 5 of the RFQ&P. Hybrid and/or remote work may be accommodated for certain resources at the discretion of the District.

Q2: Does a Bidder need to bid all thirteen (13) categories?

A2: It is preferred but not required that proposers submit pricing and resumes for all thirteen consultant roles.

Q3: Does a bidder need to supply three (3) resumes per category bid?

A3: Proposers shall submit a minimum of three (3) resumes for each proposed consultant role.

Q4: The agreement we have in place and the new RFP look very similar. What is the difference between the projects?

A4: The scope of services contemplated for this RFQ&P consists primarily of smaller technology projects which are typically outside and/or in support of the core Student Information System development effort.

Q5: How many active user accounts exist within the District's user directory?

A5: >100k

Q6: What is the breakdown between Faculty, Staff, Students and other major constituencies

A6: Approximately 4,500 employee accounts and 50k student accounts.

Q7: How many Office 365 users are within the District's tenant

A7: Approximately 4,500 employee accounts and 50k student accounts.

Q8: Please describe how Office 365 is used within the District.

A8: Email, office productivity, cloud storage, collaboration, security

Q9: How many GSuite users are within the District's Tenant

A9: Approximately 4,500 employee accounts and 50k student accounts.

Q10: Please describe how GSuite is used within the District.

A10: GSuite is used primarily for online education and document collaboration.

Q11: What Quantity, make and model of each of the following that are in use within the District: A. Firewalls
B. Switches C. Routers D. Wireless Apps E. Desktops F. Laptops G. Mobile Devices

A11: This information is not relevant to the scope of services contemplated for this RFQ&P.

Q12: What EDR is in place today and what is planned for the future?

A12: An industry standard EDR solution.

Q13: Please provide a position / anonymized organizational of the District's IT Department.

A13: This information is not relevant to the scope of services contemplated for this RFQ&P.

Q14: What IAM Product(s) are in use today and what is planned for the future?

A14: The District currently utilizes a home-grown provisioning system that integrates with the ERP and User Directory.

Q15: Describe how SharePoint on-premises and SharePoint online are used in the District's approach to Information and Collaboration.

A15: The District is moving three (3) instances of on-premise SharePoint to SharePoint online. SharePoint online is used as a document repository and collaboration platform.

Q16: Describe the District's current and future plans regarding electronic forms.

A16: This information is not relevant to the scope of services contemplated for this RFQ&P.

Q17: Describe the organization's current OS and software patching strategy.

A17: A commercial standard patch management solution is used.

Q18: What audits have been or are planned, for which a security engineer consultant would assist with remediating?

A18: PCI-DSS and GLBA.

Q19: What is the District's approach to log correlation and is a specific SIEM used?

A19: The District utilizes an industry standard log correlation solution.

Q20: How does the District handle its end user computer imaging?

A20: This information is not relevant to the scope of services contemplated for this RFQ&P.

Q21: Does the District use virtual desktops to support end user computing needs? In what ways?

A21: VDI is utilized extensively District-wide. The District is evaluating DaaS as a potential next step.

Q22: FORM A: In the FORM A, RFP calls for the submission of small, minority, women, and/or disabled veteran business enterprise. Inclusion of any of these certificates will have an any edge in evaluation criteria. Please clarify.

A22: Proposal Form A states that firms shall indicate if the firm is a small, minority, women, and/or disabled veteran business enterprise by providing a copy of the current certification. While the District encourages participation of small, minority, women, and/or disabled veteran businesses, no preference shall be given as part of the proposal evaluation / scoring criteria.

Q23: FORM B: Bidder need to submit three (3) Resumes for each role under FIRMs payroll as per FORM B. Our firm will assure to provide a sample resume of the candidates and shall provide the resources as and when required. Please confirm.

A23: The District intends to select the most qualified individual for each of the consultant roles identified in the RFQ&P and will be making that determination based on the review of resumes.

Q24: FORM E: Bidder Certification: The proposer certifies that this bid is made without previous understanding, agreement or connection with any person, firm, or corporation making a bid on the same services, and is in all respects fair and "without collusion or fraud." As per FORM E. It is presumed that the bidder need not submit any separate format/letter/certificate to confirm the same. Please confirm.

A24: There is no need to submit separate documentation. Proposal Form E covers this requirement.

Q25: FORM E: Financial Statement: Prior to the award of contract, the District reserves the right to request, and the proposer shall provide the current financial statement of the proposer that is reviewed or audited by a Certified Public Accountant. As per FORM E, it is presumed that no such statements to be provided along with the bid, please confirm.

A25: The District reserves the right to request the information prior to the award of contract, but it is not required as part of the firm's proposal submission.

Q26: Cl No.: 6.5 - Payment: Mode of payment for the invoices made is not specified anywhere in the RFP document, it is presumed that payments will be made direct bank transfers. Please confirm.

A26: Payment is addressed in Section 6 of provided sample agreement (Appendix D).

Q27: Pg. No: 12 of 58: ACCESSIBILITY OF INFORMATION TECHNOLOGY: The vendor shall provide a product or service that meets the District's Accessibility and Usability requirements and maintain documentation describing the conformance to specified standards on a public website. The vendor will assume financial responsibility for any accommodation expenses incurred, due to a failure of the product/service to meet accessibility requirements. Please elaborate.

A27: 508 compliance is a legal requirement. Per section 12.31 of the provided sample agreement (Appendix D), any firm not meeting the requirements of Section 508 shall be required, at their own expense, to make the services accessible.

Q28: Please confirm the due date and time for proposal submission.

A28: Proposals are due via email to purchasing-dept@socccd.edu by no later than September 23, 2022, at 12:00 PM.

Q29: What is the estimated budget for this RFQ&P?

A29: There is no established budget for the services contemplated in the RFQ&P. Each resource request contingent to project needs will be established via a duly authorized Work Order.

Q30: Shall we submit sample resumes (or) actual / live resumes along with proposal response?

A30: Actual resumes that show the capabilities of an individual for the consultant role identified is required.

Q31: What is the budget for this contract?

A31: There is no established budget for the services contemplated in the RFQ&P. Each resource request contingent to project needs will be established via a duly authorized Work Order.

Q32: Are you looking for actual resumes?

A32: Actual resumes that show the capabilities of an individual for the consultant role identified is required.

Q33: Is there any page limit for the response, or is it only for a cover letter?

A33: The page limit requirements are stated on the applicable proposal forms in the RFQ&P.

Q34: Do we need to answer in proposal forms only? Or can we answer the questions on a word document separately as well?

A34: Firms can recreate the forms on their own Word/PDF/etc. documents, so long as the exact order, format, and language is utilized.

Q35: Provide a list of incumbent vendors.

A35: Management Applications, Inc. and iSpace are the incumbent firms.

Q36: Request you to provide previous spending on this contract.

A36: The approximate cumulative total spent between August 22, 2017 and August 21, 2022 was \$3,124,246

Q37: Can we provide sample resumes on the positions mentioned for consultant roles?

A37: Actual resumes that show the capabilities of an individual for the consultant role identified is required.

Q38: How many vendors does the agency intend to award on this contract?

A38: The District is looking to establish a qualified pool. There is no specific limit to the number of firms in the qualified pool.

Q39: What is the budget for IT?

A39: There is no established budget for the services contemplated in the RFQ&P. Each resource request is contingent to project needs that will be established via a duly authorized Work Order.

Q40: How much are you currently paying the incumbent?

A40: The approximate cumulative total spent between August 22, 2017, and August 21, 2022, was \$3,124,246.

Q41: How many endpoints will the new firm manage?

A41: Approximately 2,600 EDR endpoints exist.

Q42: Do you need cybersecurity?

A42: Yes, see RFQ&P.

Q43: What level of cybersecurity do you need?

A43: This question is too vague to provide an adequate response. Clarification was requested in the open Q&A session of the pre-proposal meeting with no response.

Q44: How many servers do you have?

A44: Several hundred servers are in scope.

Q45: Are the servers virtual?

A45: Virtualization is used extensively.

Q46: How many firewalls?

A46: There are approximately twelve (12) firewalls in scope.

Q47: What is the make and model of the firewalls?

A47: Industry leading commercial enterprise-class firewalls are used.

Q48: How many AP's?

A48: This information is not relevant to the scope of services contemplated for this RFQ&P.

Q49: How many switches?

A49: This information is not relevant to the scope of services contemplated for this RFQ&P.

Q50: What type of backup are you currently using?

A50: A commercial standard enterprise-class backup solution is used.

Q51: Do you require 24/7/365?

A51: Consultant resources may be required to work after hours periodically to reduce service interruptions, however the frequency of such work is minimal.

Q52: SLA expectations?

A52: Consultant resources must be available during normal Pacific time zone business hours (8am-

5pm PST).

Q53: Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.

A53: Management Applications, Inc. and iSpace are the incumbent firms.

Q54: Please confirm if we can get the proposals or pricing of the incumbent(s).

A54: The approximate cumulative total spent between August 22, 2017, and August 21, 2022, was \$3,124,246.

Q55: Are there any pain points or issues with the current vendor(s)?

A55: This RFQ&P is not being issued due to problems or points with the incumbent providers. The pool has expired, and a new pool must be created.

Q56: Please confirm the anticipated number of awards.

A56: The District is looking to establish a qualified pool. There is no specific limit to the number of firms in the qualified pool.

Q57: How does this RFP relate to the previous RFP No. 380D Student Information Systems Managed Services?

A57: The scope of services contemplated for this RFQ&P consists primarily of smaller technology projects which are typically outside and/or in support of the core Student Information System development effort.

Q58: 6. Does the District require resumes for all categories or is it acceptable to provide resumes to a select few categories?

A58: Selected categories is acceptable.

Q59: Upon empanelment, will selected vendors be providing resources to be managed by SOCCCD only? OR will SOCCCD be asking firms to provide project services where the selected vendors will need to provide timelines/deliverables/cost structure for the project? If so, would projects need to be structured as fixed pricing or will time and material estimates be acceptable?

A59: Each resource request will be contingent to project needs and will be established via a duly authorized Work Order.

Q60: Can a single resource with overlapping skillsets be proposed for multiple roles?

A60: Resources with overlapping skillsets will be considered.

Q61: Is there a designated number of IT consultants for each working category for onsite, hybrid, or remote? Would the campus consider offshore resources to fulfill all/any of the roles?

A61: Hybrid and/or remote work may be accommodated for certain resources at the discretion of the District.

Q62: In the event that a proposed resource(s) is unavailable, can new resources be proposed for that role? Meaning, the resumes that we proposed for each role, can those change over the course of 5 years?

A62: Yes, new resources can be proposed if a resource becomes unavailable. The selection of the resource will be contingent to the District resume review, interview, and selection of the candidate.

Q63: What is the proper process to submit redlines for terms & conditions?

A63: The instructions to submit redlines are contained within the highlighted section of the cover sheet for the sample agreement (Appendix D)

Q64: If the remote option is preferred, would the support hours need to be aligned to the Pacific time zone?

A64: Yes, it is expected that all resources align work schedules to existing Pacific time zone team schedules. (8:00 AM-5:00 PM PST)

Q65: Form B requires us to submit a minimum of three (3) resumes for each role identified in section four (4). Are the resumes of actual candidates or sample resumes? If upon award, these candidates are no longer available, can they be replaced with different candidates who match the criteria?

A65: Actual resumes that show the capabilities of an individual for the consultant role identified, is required. Yes, new resources can be proposed if a resource becomes unavailable. The selection of the resource will be contingent to the District resume review, interview, and selection of the candidate.

Q66: Is 100% remote/onsite/hybrid work allowed?

A66: Hybrid and/or remote work may be accommodated for certain resources at the discretion of the District.

Q67: How many resumes do we need provide with our response for each position?

A67: Proposers shall submit a minimum of three (3) resumes for each proposed consultant role.

Q68: Can we submit a sample resume?

A68: No. Actual resumes that show the capabilities of an individual for the consultant role identified

is required.

Q69: What is the estimated budget for this project/effort?

A69: There is no established budget for the services contemplated in the RFQ&P. Each resource request is contingent to project needs and will be established via a duly authorized Work Order.

Q70: How many full time equivalent (FTE) resources are required for this effort?

A70: For the current initiatives the District requires four (4) FTE.

Q71: Can the offeror bid on certain positions? Do we need to bid on all positions?

A71: It is preferred but not required that proposers submit pricing and resumes for all thirteen (13) consultant roles.

Q72: Do we need to have an office in California?

A72: No.

Q73: To do business in California, do we need to register to participate in the RFP process?

A73: Yes.

Q74: Form B. Do we have to provide three (3) resumes for each title of people on our payroll? Or can we provide resumes of qualified potential consultant for each job title?

A74: Proposers shall submit a minimum of three (3) resumes for each proposed consultant role.

Q75: How many positions is the District looking for?

A75: Thirteen (13) consultant roles are identified in the RFQ&P. Some consultant roles may require more than one individual.

Q76: In the RFP, under Financial Statement it mentions the following: Prior to the award of contract, the District reserves the right to request and the proposer shall provide the current financial statement of the Proposer that is reviewed or audited by a Certified Public Accountant. Is any financial information required to be included with the response? If yes, please elaborate on which.

A76: The District reserves the right to request the information prior to the award of contract, but it is not required as part of the firm's proposal submission.

Q77: What is the expected length of the on-site quarterly visits from key personnel? See page 40, section 11.

A77: The District will not require quarterly visits/check-ins to be onsite. Quarterly visits/check-ins may be conducted remotely, via zoom or a phone call. The length of the visits/check-ins will vary based on the discretion of the District.

Q78: Under Financial Statements, is it possible to submit a Dun and Bradstreet Report as a substitute, if the financial statements are not available?

A78: The District reserves the right to request the information prior to the award of contract, but it is not required as part of the firm's proposal submission. The type of financial statements, if requested by the District, it would be handled during the negotiations phase.

Q79: Question: With regard to remote work, is the district open to resources working outside of the US?

A79: Hybrid and/or remote work may be accommodated for certain resources at the discretion of the District. It is required that all resources will align work schedules to existing Pacific time zone team schedules. (8:00 AM-5:00 PM PST).

Q80: SOCCCD is looking to hire from the same pool of resumes that has been shared or this resume pool is to understand the experience and type of resumes that vendor can present.

A80: The District is looking to establish a qualified pool of firms that can provide a deep consultant resource pool for the consultant roles identified in the RFQ&P. The District may request to work with the individuals provided in the proposer's response or request additional resumes. For each Work Order, the District will solicit resumes specific to the project and consultant role.

Q81: How many candidates you will select for each position?

A81: Each resource request will be contingent to project needs will be established via a duly authorized Work Order.

Q82: If we are not able to share a resume pool for a few of the categories, can we qualify for all the given categories or only for those categories for which we have presented the resume pool.

A82: It is preferred but not required that proposers submit pricing and resumes for all thirteen (13) consultant roles.

Q83: Will you consider offshore resource?

A83: Hybrid and/or remote work may be accommodated for certain resources at the discretion of the District. It is required that all resources will align work schedules to existing Pacific time zone team schedules. (8:00 AM-5:00 PM PST)

Q84: Will the proposed personnel be requested in the interview?

A84: All interviews will be conducted via Zoom. The District reserves the right to request the proposed personnel during the interviews, but it is anticipated that the interviews will be directly with the proposing firm's management.

Q85: What is the expected response time when a work order is released?

A85: It can vary on the project and the skill set required, but the District generally would like someone onsite within 3-4 weeks of the request.

Q86: Can we get the transcript of this call?

A86: A transcript of the pre-proposal meeting will not be made available. All necessary and binding information regarding this procurement is contained within the RFQ&P document and all addenda issued.

Q87: Under Proposal Form F, references page 29 of the solicitation document, is it necessary that we should have past performance with only higher education and community college districts, or will federal or any other state past performance be accepted?

A87: References of higher education clients is highly desirable, but not absolutely required.

Q88: As per proposal Form B Pointer 3; we are required to indicate how many years the consultant has been on the firm's payroll. Will the length of relationship with firm affect evaluation?

A88: These factors may be considered during evaluation, but the primary objective to establish a qualified pool of firms that can provide a deep consultant resource pool for the consultant roles identified in the RFQ&P.

Q89: Is it OK if the resources are contractors available to the responding firm?

A89: See section 12.20 of the proposed sample agreement Appendix D.

Q90: Can we have the minutes of the meeting?

A91: Minutes for the pre-proposal meeting will not be made available. All necessary and binding information regarding this procurement is contained within the RFQ&P document and all addenda issued.