

Hosted Email RFP Q & A

Q1: I have a question regarding the RFP for hosted email communications and collaboration services. On page 8 of the RFP, it states that this contract will be for a duration of 6 years, but on page 11, it states that the duration will be for 3 years. Could you please clarify that for me?

A1: 6 years

Q2: is there an incumbent to this contract or is this a new opportunity?

A2: There is no incumbent.

Q3: Do you have an estimated seat count?

A3: Estimated number of users is 2400.

Q4: Can you point me toward a list of MBE / WBE vendors?

A4: Please contact the MBE/WBE office at the City Airport, as listed on page 12 of the RFP.

Q5: On 4.0 Scope of Work, N., your requirement states that the solution include word processing, spreadsheet, and a presentation package. We can provide these but they are not integrated into our hosted Email solution. Will this disqualify our bid?

A5: Hosted email solution is essential.

Q6: On 6.0 - Statement of Qualification, B. Minimum of (5) years of providing email services. My company just released our hostedEM solution late this summer in an agreement with another company. So we cannot meet this requirement. Will this disqualify our solution?

A6: We seek a proven solution for Hosted Email. The five years is a requirement to be a qualified bid.

Q7: On 4.0 Scope of Work, N., your requirement states that the solution include word processing, spreadsheet, and a presentation package. We can provide these but they are not integrated into our hosted Email solution. Will this disqualify our bid?

A7: The use of 3rd party vendors is not a problem and as long as there is some integration, we would encourage you to respond to the RFP.

Q8: Do we would need to provide the MS licensing or if the City will be providing licensing?

A8: Please provide the MS licenses in your proposal

Q9: My team has requested, due to the number of Forms to be completed and the effort it would take to rebuild them could you please send us these forms in a Word Format?

A9: They are not available in Word format.

Q10: Evidently, we do not have the Fee/Pricing Table in our RFP? Section 5.0 refers to 6.I but we don't have a 6.I (ends at 6.H) and in the summary of items to include it refers to Section 5.0 and 18.N but they all refer back to 6.I?? If you can please provide us the 6.I table that would be great.

A10: Ignore the section in 5.0 that refers to 6.1