Project:	**Microsoft SharePoint Software Development, Maintenance, and Support Services**	**Date:**	**February 24, 2021**
		RE:	**Addendum #3**
		# of Pages:	**14**

The following revisions and/or clarifications are to be made to the proposal documents for Microsoft SharePoint Software Development, Maintenance, and Support Services. They are a result of issues discussed at the pre-proposal conference held on February 10, 20201 and any questions received by 4pm on February 16, 2021.

Questions: (answers to all question are shown in Italics immediately after the question) for example:

1. Is there an incumbent company that is currently performing or has in the past performed SharePoint work for the BPCA? Will they be bidding on the RFP?
   We do not share information regarding an incumbent as part of the procurement process. The RFP is open to any qualified proposer.

2. Is there a requirement or expectation that some or all of the work will be performed onsite at a BPCA facility?
   No, the work can be done remotely as the SharePoint Site is cloud based.

3. Which version(s) and year(s) of SharePoint is/are in use at the BPCA?
   2013 with Office 365

4. Is BPCA's SharePoint cloud-hosted or self-hosted?
   The SharePoint site is cloud-hosted.

5. How many SharePoint users does the BPCA currently have?
   There are 125 current users.

6. How many active users access "SharePoint Site" and "Procurement Site" at any given time?
   The site needs to be able to handle 125 active users.

7. How many SharePoint Web applications does BPCA currently have?
   None.

8. How many site collections does the BPCA currently have?
   One.

9. How many SharePoint sites does BPCA currently have?
   There is one (1) SharePoint site accessible by all BPCA departments and users.

10. How many sub-sites does BPCA currently have?
    None.

11. Do you use any custom Web parts? If so are they connected to SQL Server and/or other database(s)?
    No.

12. Does the BPCA use any party components, solutions, or tools for SharePoint forms design, master pages or workflows? If so, what tool(s) are used?
None.

13. Does the BPCA have any Microsoft Flow and/or Power Apps licenses?
None.

14. Can a prime that is a MBE cover all of the 30% MWBE goal for the project? Or do we need to include a WBE firm to fully meet the 30% MWBE goal?
MWBE Prime Contractors are Prime contractors with the same responsibility to maximize the participation of MWBE firms on a project as other Primes. However, an MWBE Prime Contractor generally can receive credit for one certification (for 70% if the goal is 30%) as a prime contractor. MWBE goals would have to be met if opportunities exist for subcontractors. If the MWBE is also an SDVOB payments would count towards both goals.

NOTE: If there are no or adjusted subcontracting opportunities, the MWBE/SDVOB would be able to receive full credit for the contract value provided this is approved by BPCA.

15. Have any SDVOB firms with relevant skills expressed interest in this opportunity? If so, we would like to include on our team and would appreciate getting their contact info.
We do not provide information on other bidders as part of the procurement process. Please contact New York State Office of General Services (https://ogs.ny.gov/) to obtain a list of SDVOB's that may have the capacity to do this work.

16. We are a NYS MBE that will be submitting a proposal. Does that mean that we satisfy the MBE requirement and only need to have WBE and SDVOB on our team in addition to us in order to comply with the requirements?
Yes. Please also see question #14 above.

17. It was mentioned there is an incumbent currently working on SharePoint. Is the incumbent providing support and maintenance services as well or is internal BPCA staff providing those?
We do not share information regarding the incumbent as part of the procurement process.

18. Is it possible to provide a CSV export or similar detailing tickets per day/month and the type of ticket requests that occur?
No, requests are managed via email.

19. My organization has global delivery centers. Are we able to use offshore resources for this engagement? Can offshore resources be used for the troubleshooting and support purposes?
New York State laws governing this RFP apply, including Public Authorities Law Sections 2879(c) and 2879(d). Data shall be stored and acted upon solely in data centers in the Continental United States. Proposers will be required to follow any and all applicable laws.

20. Are the resources required to be present in office of Battery Park City Authority in New York or can the resources work remotely from within US boundaries or Outside US? Please clarify.
Services are not required to be completed at the physical location of the Battery Park City Authority. The work can be done remotely as the SharePoint Site is cloud based. Please also see Question #19 regarding international work.

21. As per the Minimum Qualification Requirements, Proposer must have an office in New York State (a New York City office is preferred). Please could you confirm if proposer must have

office prior to proposal submission, at the time of proposal submission or prior/at the time of contract award?
Please see Addendum #2 (https://bpca.ny.gov/apply/rfp-opp/). The selected Proposer will need to meet at all minimum requirements as a condition of entering into an agreement with the Authority to perform the services.

22. Is this a new requirement or any incumbent currently performing the services?
We do not share this information as part of the procurement process.

23. Is there any budget allocated to this RFP? What is the estimated budget for this RFP? If unknown, please provide the previous spending.
We do not share this information as part of the procurement process.

24. We are not a Microsoft Gold Partner but have 20 years of experience with MS platforms. We have around 8-9 years' experience with SharePoint with major Fortune 500 customers. Let me know if we qualify?
Please review the qualifications listed in the RFP to determine if you are qualified.
Per the RFP: The firm must be a Microsoft Gold Certified Partner, or have another comparable certification/ qualification that demonstrates expertise in SharePoint-related services. The firm must have at least (5) years' experience as a service provider for Microsoft SharePoint. All Proposals will be evaluated per the information set forth in Section IX: SELECTION PROCESS of the RFP.

25. How many servers are in the farm?
One

26. What CU are they currently on?
SharePoint 2013 version is in use. BPCA has not made any updates, or cumulative updates (CU) to the site.

27. How many in house custom solutions are deployed?
None.

28. Is custom Branding Deployed?
No.

29. What year and version of SQL is the farm using?
2012.

30. When SharePoint was installed, did you use best practices and setup a SQL instance to connect to?
There is SQL instance to connect.

31. Do you have any specific security requirements in your organization?
No.

32. Do outside users see the SharePoint site?
No. It is accessible only with a BPCA-assigned email address and login.

33. How many departments are presently within BPCA and does each one have a SharePoint subsite?
There are seventeen departments or similar units. There is only one site and no sub-sites are

present.

34. Does BPCA have a development methodology in place. If yes does it follow waterfalls or Agile?
No.

35. How many development/ enhancement tasks are handled in a Quarter and what could a usual size (in man hours or man days) of one such task be?
As there is an on-call nature to the services, BPCA is unable to provide an estimated number of tasks or hours required per task.

36. Do the existing SharePoint sites have any integration with any other systems in place?
No.

37. What is the total size of data/documents in SharePoint sites?
It is around 55 gigabytes.

38. What are the different environments that are present in BPCA for development of applications? For example - Dev / Test / QA / UAT / Staging / Prod?
Production and test environments are present.

39. Any plans to upgrade to latest version of SharePoint on Prem or SP Online?
There are no current plans to upgrade.

40. Which framework/tool is used for the implementation of custom workflows? For example like SP designer, Visual Studio or Nintex?
SharePoint Designer was used.

41. How many support tickets do BPCA generate on a daily basis?
There are an average of five to seven tickets per day.

42. Do you have any ticketing system in place for managing support tickets? Is the proposer expected to develop one?
There is no automated ticketing system in place. There are currently no plans to develop a ticketing system.

43. The cost proposal instructions mentions a flat monthly fee along with hourly rates. Please confirm the flat fee is only for support related tasks and not new application functionality. Our understanding is application functionality changes, additions will be estimated and if approved separate hourly rate tasks.
Please see Exhibit A: Scope of Work and Exhibit B: Cost Proposal Format, which detail which services are to be billed at the flat monthly rate and which are to be billed at the hourly rate.

44. Is there a rough estimate of the number of hours of monthly support that would fall under the flat monthly fee?
As there is an on-call nature to the services, BPCA is unable to provide an estimated number of hours per month required.

45. Is the current site a SharePoint classic site and if so are you looking to implement a SharePoint modern site?
The current site is a SharePoint classic site. There are no plans currently to change this to a

modern site, although that may change during the contract term.

46. How were workflows created? Was SharePoint Designer used, Power Automate or another method?
    SharePoint Designer was used.

47. Is Power Automate or Power Apps used at all currently? If not is there interest in leveraging them?
    No, they are not used and we do not have interest in using them at this time.

48. Was the SharePoint project implemented by a vendor in 2017? If it was, is the vendor still supporting the system?
    We do not share information regarding an incumbent as part of the procurement process.

49. How many employees are supporting SharePoint currently?
    We do not share information regarding an incumbent as part of the procurement process.

50. Do we include only three hourly rates in the cost proposal? What if we have more types of employees?
    Please include only the rates requested in Exhibit B: Cost Proposal Format. Though a Proposer may have multiple job descriptions, the three types of hourly rates will be used for billing purposes in the contract.

51. The RFP states that the Proposer must have at least five (5) years' experience in providing computer consulting services in New York City. Would staffing for NYC meet this qualification?
    Please review the qualifications listed in the RFP to determine if you are qualified.

52. May proposers see the page?
    The SharePoint site is not available to proposers as part of the procurement process.

53. Does the agency expect proposers to submit a Service Level Agreement (SLA) for the Support and Maintenance task, or is it provided by the agency?
    The procurement will use a BPCA agreement. See EXHIBIT G – BPCA'S STANDARD FORM OF CONTRACT.

54. What is the recovery point objective, should the site go down?
    Four hours.

55. Is the site most commonly used during normal business hours?
    The site is most commonly used Monday through Friday from 8am to 6pm, although users need to be able to access it at all times.

56. The minimum requirements say the proposers must have an office in New York State. Is it mandatory for the vendors to have an office in New York State? Is an office in New Jersey acceptable?
    Please see Addendum #2 (https://bpca.ny.gov/apply/rfp-opp/). The selected Proposer will need to meet at all minimum requirements as a condition of entering into an agreement with the Authority to perform the services.

57. Do you have full documentation of what the custom Workflows do?
    Yes.

58. Do you know how the Workflows are present and programmed?
    They were developed using SharePoint Designer and will be triggered when the user completes all previous non-workflow steps in procurement site.

59. Are the Workflows 2010 or 2013?
    2013.

60. Is agency more in favor of OOB features vs Custom developed features?
    The preference is for out of the box (OOB) solutions, rather than custom developed features.

61. In addition to the Vendor Responsibility Questionnaire and the W-9, do we need to include the following with the response to the RFP? Any other forms? Great Plains Vendor Maintenance – Request for Set Up of New Vendor? ACH Enrollment Form?
    Please refer to Section VI. INFORMATION REQUIRED of the RFP for full information on what is required in each proposal.

62. Are all responders required to submit a Utilization Plan regardless of their answer to question 8, page D9?
    Yes.

63. If responders answer NO to question 8, page D9, should we request a waiver? If yes, how should a waiver be requested?
    This project has MWBE and SDVOB Goals, Please see the description of the waiver and goal setting process in the RFP in Exhibit G: BPCA's Standard Form of Contact. The Director of Diversity can address general process questions related to goal setting and waivers.

64. Are responders able to request a waiver with their proposal, or must responders wait until being awarded a contract?
    Goal adjustments may be requested prior to execution. Waiver requests can be initiated after a contract is executed should they become necessary Notwithstanding, BPCA vendors are expected to keep documentation of all efforts to achieve Diversity goals.

65. Are proposers able to simply choose a NY State certified MBE/WBE/SDVOB from the state's directory, or should an agreement be in place with a subcontractor prior to submitting a proposal?'
    No prior agreements are necessary. MWBE/SDVOB Utilization plans show the Vendor's intent to use the listed firms for the specific tasks provided. Changes to sub-contractors should include an updated Utilization Plan during the life of the contract.

    Contractors should engage subcontractors according to their internal policy and best practices.

66. Are proposers asked to show Good Faith Effort documentation regardless of whether we partner with an MBE/WBE and a SDVOB company?
    Yes.

67. Proposers are asked to make attempts to work with NY state certified MBE/WBE/SDVOB companies throughout the contract period. If that is an expectation, must an awarded contractor wait until the end of the contract to request a waiver?
No. In fact, we strongly encourage Vendors to alert BPCA as early as possible to any potential issues with utilization.

    Waivers can be requested at any time during the life of a contract. Waivers apply to the contract value and scope of services as of the date of a request.

68. If Proposers are awarded a contract and request a waiver at the end of the contract period but are denied a waiver, must contractors then pay back the funds that would have gone to subcontractors to the BPCA?
The BPCA contract language describes the waiver process, you can also contact the Director of Diversity with questions. Please also see Exhibit G: BPCA's Standard Form of Contract.

69. In the Utilization Plan, pages 12 and 14 of the Mandatory Forms, proposers are asked to state Workforce Percentages. Has the BPCA published Workforce Percentage goals for the project?
Currently, workforce goals do not apply to this project for software services. Upon selection, BPCA requires all successful vendors to report EEO data in accordance with NY State and Federal Law.

70. Can you clarify what is meant by Workforce Percentages that are in the tables on pages 12 and 14 of the Mandatory Forms?
Currently, workforce goals do not apply to this project for software services.

71. Should proposers post their Utilization Plans to the NY State Contract System?
No. The Utilization Plan that is provided in the Mandatory Forms Section should be submitted with all proposals in the format provided, including submissions by vendors who are MWBE/SDVOB certified. Successful vendors will be asked to provide utilization plans in the NY State Contract System upon selection.

72. Is a certificate of insurance required with proposal submission?
No. The selected proposer will be required to submit proof of compliance with all insurance requirements as a condition of entering into an agreement with BPCA.

73. Where can vendors access SDVOB Utilization Plan Form 100, as referenced on page 53 of the RFP? The link is not working.
The SDVOB Utilization Plan Form 100 can be found here: https://its.ny.gov/document/sdvob-utilization-plan-100

74. Would BPCA consider relaxing the requirement the vendors have an office in New York State, given that many offices have been vacated during the pandemic? Could BPCA amend this requirement to include offices in the Tri-State area or just the ability to serve NYS and NYC clients?
Please see Addendum #2 (https://bpca.ny.gov/apply/rfp-opp/). The selected Proposer will need to meet at all minimum requirements as a condition of entering into an agreement with the Authority to perform the services.

75. Are the costs associated with the monthly fee only for the support and maintenance for the existing SharePoint sites and not for new project enhancement and upgrades?
Please see Exhibit A: Scope of Work and Exhibit B: Cost Proposal Format, which detail which services are to be billed at the flat monthly rate and which are to be billed at the hourly rate.

76. Is the SharePoint sites hosted on Office 365?
No.

77. Is the SharePoint sites hosted in SharePoint on-premise, if so what version?
Yes, SharePoint 2013. It is cloud based.

78. Is support required for items not related to the sites included in this RFP? As an example, active directory, user provisioning, networking, etc.
No.

79. Can you provide screen shots of the sites and solutions?
We do not provide this as part of the procurement process.

80. Can the meaning of site be defined? Is this a single site collection or one web?
It is a single site.

81. Who manages the farm that supports these sites?
BPCA manages the farm, but supported by the vendor.

82. Is support of the farm to be included into this response?
Yes.

83. How many sites are there to support?
There is one SharePoint site.

84. How are the current customizations deployed?
Customizations are deployed first in a test environment before going live.

85. Are there currently known broken or inoperable components of the solution?
The SharePoint site is fully functional as of this writing.

86. In addition to SharePoint, what are other technologies or services are used for the solution?
None.

87. What languages are used to develop the current solution?
SharePoint, .Net, jQuery, JavaScript, REST API, CSS, HTML, Azure AD Connect were used.

88. Is there a desired language required for future development?
Existing languages can be used for future developments as well. See #87.

89. Is there currently known system enhancements, if so what are they?
Yes. Automation of the contract approval process in Procurement site and consolidation of the

calendars in Intranet site.

90. On page A-1 of Microsoft-SharePoint-Software-Development-Maintenance-and-Support-Services-RFP.pdf mentions 'reasonable efforts to respond to support calls within four (4) hours of receipt. Is this 4 hours for initial response or resolution?
Four hours is the response time expected for the initial response.

91. Are the current SharePoint sites currently utilizing Azure Active Directory for authentication?
Yes.

92. Does the solution currently require any third-party software?
No.

93. Does the Battery Park City Authority currently have all licenses and support for all third-party software?
Yes.

94. What is the current version of Great Plains?
2019.

95. Do you currently have maintenance support for Great Plains?
Yes.

96. Where is Great Plains hosted?
It is hosted on a BPCA server.

97. What version and edition of Open Text?
Version 5.31.

98. Does the Battery Park City Authority own any tooling to migrate Open Text to SharePoint?
No.

99. How many awards does the BPCA plan to make?
Per Section II: General Provisions of the RFP, BPCA reserves the right to award the Work, in whole or in part, to one or more Proposers.

100. How many staff is currently working under the current contract?
We do not provide this information as part of the procurement process.

101. Please describe the issues/problems that the BPCA is facing under the current contract?
We do not provide this information as part of the procurement process. Please see Exhibit A: Scope of Work for what would be required under the proposed contract.

102. To meet the MWBE participation goal of 30%, can vendors take 1 MWBE firm as a subcontractor for the overall goal of 30%, or do the vendors need to take 2 individual MBE and WBE firms to meet the goal? Are respondents required to subcontract with both an MBE vendors at 15% and a WBE and 15% or can we subcontract with one at 30%?

Goals are set as contract terms and are fixed unless a proposer suggests a change in the distribution between MBE and WBE firms that still adds up to 30% that is reflected in the MWBE Goal plan and supported with documentation justifying the change. Goals lower than 30% will not be accepted initially. Waivers are generally not considered until a vendor has been selected.

103.　　It is our understanding that for the "Development and Expansion of SharePoint Site and Procurement Site" the BPCA will share the requirement with the awarded vendor as per the need. Is it correct?
As this is an on-call project, once development project goals have been finalized by BPCA, these will be shared with the selected proposer. Please see Exhibit A: Scope of Work for the current planned expansion items.

104.　　As per the pre-bid meeting, the BPCA receives an average of 5 to 7 tickets in a day. Could you specify the average time taken by the staff to resolve these tickets?
As there is an on-call nature to the services, BPCA is unable to provide an estimated number of hours required per task.

105.　　We would like request to the BPCA to extend the due date for this RFP.
Please see Addendum #1, which can be found here: https://bpca.ny.gov/apply/rfp-opp/

106.　　If no responses are received from New York state certified MBE/WBE vendors to subcontract, how should that be reflected in submitting the Utilization Plan?
Any proposed changes must be supported by documentation of your outreach to MWBE/SDVOB firms. Please contact the Director of Diversity if you have questions on this process.

107.　　Will responders be disqualified if we have not secured an MBE/WBE subcontractor for the Utilization Plan but have secured a SDVOB subcontractor?
Utilization plans can be a reason a vendor is disqualified if the plan is deficient and not approved by BPCA. See EXHIBIT D – MBE/WBE/SDVOB REQUIREMENTS, MBE/WBE AND EEO POLICY STATEMENT & DIVERSITY PRACTICES QUESTIONNAIRE *for information on disqualification. Search results, call logs, and bid responses should be retained and/or documented as part of a proposer's Good Faith Effort to maximize participation of MWBE's and SDVOBs.*

108.　　Could you please clarify where on the BPCA website the response is to be submitted?
Proposals are to be submitted via email. Please see IV. GENERAL REQUIREMENTS, D. Submission of Proposals for full information on submission requirements.

109.　　Does the specified page limit of 10 single sided pages includes the response to the information requested in section VI A and VI B? If yes, would you consider increasing the page limit or if we can provide some of the information pertaining to these sections as separate attachments or appendixes?
Yes, it does include the information requested in sections VI A and VI B. At this time there are no plans to increase the maximum page limit.

110.　　Does item 1c in the scope of work (Ensure that the BPCA domain is authenticated via Microsoft Azure) refer to a migration to Azure Enterprise Applications SSO from a current authentication provider, or just supporting that as current functionality?

Yes, it refers to the migration.

111.   For item 1c, does that refer to authentication for any applications other than SharePoint? Asking since the word 'domain' was used instead of 'SharePoint'
No, only for SharePoint.

112.   Do you allow external users into your SharePoint environment? This would exclude any content available anonymously and seeks to understand if there is an extranet or partner login functionality where users from other domains can be authenticated.
No, only users with a BPCA-issued email address and login are able to view the site.

113.   Do you have a test farm that mimics production?
No.

114.   Do you currently have an update strategy involving scheduled monthly updates happening during dedicated maintenance windows?
No.

115.   Are support requests currently triaged through a helpdesk system?
No.

116.   Does BPCA have a governance body guiding adoption and growth of the SharePoint environment?
The SharePoint site is overseen by the MIS department, under the direction of the Vice President of Administration. This team coordinates changes to the site with the relevant stakeholders, including the organization's department heads and frequent employee users of SharePoint.

117.   Do BPCA users have access to SharePoint training materials?
Yes.

118.   Should the Vendor also provide hourly rate for Testers/Quality Analyst along with rates for other defined roles in case Vendor is expected to provide testing services as well.
Proposers should provide only the hourly rates requested in Exhibit B: Cost Proposal Format.

119.   What is the size and skillset of the current team supporting the application?
We do not provide that information as part of the procurement process.

120.   What are some common examples of support requests in day to day operations or the BPCA SharePoint environment?
Delete items, restart process from beginning, replacement of documents, and retrieve documents from library.

121.   Does BPCA engage in any Hybrid topologies with SharePoint Online such as using MS Teams sites in the cloud?
No.

122.	Are there currently any development projects actively in progress?
No.

123.	Do you currently have a form and workflow solution? If so, what is that solution?
No.

124.	Can you describe the Procurement site at a high level, including any custom development that has been deployed there?
Please see Exhibit A: Scope of Work and Exhibit C: Technical Specifications Of SharePoint Site and Procurement Site

125.	Is the procurement site is specified in the summary section of the RFP, as a custom site within the main SharePoint site. Just want to clarify. Is procurement a subsite, or is it perhaps its own web application with its own URL.
The Procurement Site is a series of webpages and workflows on the SharePoint site. It is not a sub-site.

126.	Are procurement processes based on .net solutions, or forms and workflows?
Procurement processes are based on workflows.

127.	Are there any integrations between SharePoint and other systems in the RFP?
No.

128.	Does Battery Park City Authority plans to utilize their internal team to perform Unit and System integration testing of application?
No.

129.	What is the common maintenance task that support team is expected to perform on regular basis (daily, weekly, monthly) - e.g. data cleanup, backup restore, deployments?
Some common requests include deletion of items, restarting procurement processes from the beginning, replacement of documents, and retrieval of documents from library.

130.	How many types of external and internal users are accessing the site presently?
There are only internal users.

131.	Please provide the current # of users and also expected # of users in next 2 and 5 years.
The number of current users is 125. This is not expected to vary by a large degree.

132.	Does SharePoint site has integrations with any third-party tools, systems (CRM, SAP etc.) or on-premises systems (Active directory, ADFS, SQL Databases etc.)? If yes, will that also be part of scope of work and will need to be maintained or managed by the proposed team?
No.

133.	Which ITSM support tool is used at present to log issues reported by users?
An ITSM support tool is not utilized.

134.   Who is responsible for logging of tickets/issues in the ITSM tool? Will it be managed by Battery Park City Authority internal IT support or business users or logging of tickets (Helpdesk) will also be vendor's responsibilities?
An ITSM support tool is not utilized. Requests are managed via email.

135.   Our understanding is that BPCA internal IT support team will be responsible for L1 support and we will be handling issues related to L2 and L3 support. Please validate our assumption.
BPCA will fields calls and gather information from users concerning their issues and then forward all relevant information to the vendor.

136.   Is there a deployment process for all new applications documented from DEV, Stage, and PROD?
Yes, this project was documented through development, staging, and production.

137.   Is SharePoint Framework utilized? (assuming SP 2016 or SP 2019 is the current version)?
Yes, on SharePoint 2013.

138.   What is the customization level of the current portal? How many custom web parts, workflows, add-ins, etc. are there?
Medium to complex. There are ~10 custom webparts/add-ins, ~12 workflows and 1 custom .Net utility

139.   Are there any InfoPath forms involved in the current SP sites?
No.

By signing the line below, I am acknowledging that all pages of the addendum have been received reviewed and understood, and will be incorporated into the bid price submitted. This document must be attached to the proposal for consideration.

_____   _____
Print Name   Signature   Date

Number of pages received: _____<fill in>

Distributed to: All present and all prospective Proposers