

Project: Microsoft SharePoint Services

Date: March 11, 2016

RE: Addendum #3

The following revisions and/or clarifications are to be made to the proposal documents for “**Microsoft SharePoint Services**”. They are in response to questions submitted by prospective proposers.

Clarifications:

1. The due date for responses to the RFP is hereby extended from March 18, 2016 to March 25, 2016 at 5:00 PM.
2. Please be reminded that you must follow all of the requirements in the RFP, including MWBE utilization, insurance, mandatory forms, and proposal format and contents to be considered for this opportunity

Questions and answers:

Answers to vendor questions:

Question	Answer
1. Kindly provide details on business drivers/objectives of this RFP.	Consolidating sharing space of information
2. Kindly provide details on business drivers/objectives of this RFP.	same as above
3. In which version of the SharePoint is the application residing?	Testing SharePoint Office 365
4. Are the sites accessed by users spread across multiple geographies?	No
5. Does the application support multiple languages? If yes, please list the languages supported by the application.	No
6. Could you please give more information about your Sharepoint Infrastructure? Number of web applications Number of Content DB's Approximate total size of all content DB's	Minimal, as it is a Test site

7. What is the level and complexity of customization for all SharePoint applications?	None at this time
8. Could you please provide the following information about sharepoint customization? - Number of masterpages (custom) - Number of custom (non OOTB) page layouts - Custom web parts or features? If so: *Total number of customizations, and their complexity *Technology/platform (i.e. .Net, infopath) *Any third party customizations or products used in the SP Farm? (i.e. Bamboo) *Any customized workflows? If so, SPDesigner, or Visual Studio?	None at this time
9. What is the volume of data in the Current SharePoint Environment?	Miminal as it is a Test site
10. Are any page level customizations like Javascript, JQuery, CSS changes done?	Not at this time
11. Please provide details on expected service levels (SLA) for the support?	Normal business hours support
12. How would you rate the criticality of the application to your business? Please categories applications in Low, Medium and High category	Medium to High
13. Please provide details on average volume of tickets/month	Irregular amounts
14. Is their any ticket tracking tool been used, Please provide details of ticketing tool. Can we get ticket	Yes, Track-IT

details of past for references of ticket trend and nature of tickets?	
15. Do BPCA have designated business owner, SME, Point of contacts within BPCA for different areas of sharepoint application?	Yes
16. Is BPCA having any data points related to open issues, problem management tickets in the envoinrment?	No
17. Is there any Knowledge management, Standard Support Operation Document, L1 support matrix questionnaire document available with BPCA.Please share the same ?	No
18. Please provide indicative number of enhancement requests and total effort spent for last 12 months.	None at this time
19. What nature of support is required (Level 1, Level 2, and Level 3)? (L1 - Help Desk and call routing to appropriate team, L2 - SharePoint administration and service request support, L3 - SharePoint application support which includes bug fixes and minor enhancements	All listed
20. How much content needs to be migrated as mentioned in the services document migration section	Unknown at this time
21. Any specific tool needs to be used for document migration from open text. Are there orther source systems than Openttext for migration?	No
22. Are there any documents provided for the standard naming conventions of the documents	No

23. Is there an existing functionality for automatic notifications on ending contracts and please provide the complexity for the same.	No
24. What is BLOCKID mentioned in the services document migration section?	City Block ID system used for property
25. Please provide details on the number of workflows, level of customization present in the application	Processing projects, invoices, or tasks
26. Is there data/application level security defined in the existing solution? Or do we need to implement the security level for the application	None defined but do need it in the future
27. What is the purpose of Third Party tools present in the environment?	Not present
28. Please elaborate the scope of the Third party softwares and what is the complexity of this software for integration with SharePoint (any customisation included)	For financial and geographical information
29. Are the applications in scope of this RFP mobile enabled?	No
30. Please elaborate the scope of the search criteria for geographical information?	Information regarding physical location
31. Please elaborate the scope of the Searchable term under the section services for Document Management	Search criteria
32. Is the below criteria limited only for Government projects or will the experience in Commercial sector also count The Proposer must have at least five (5) years' experience in providing on-call computer	all types of on-call computer consulting experience will be considered

consulting services in New York City	
33. If you are going to require Call center services what volume of calls would vendor be expecting per month?	Unknown at this time
34. Will the consultants require to be onsite or can they work remotely.	Both
35. Will the consultants get tasked by the BPCA Project Manager / Team Lead?	Yes
36. Would there be any piece of work assigned to a team of consultants or would they all work as individual contributors?	Work will be assigned to the selected consultant and not a team.
37. Is there any minimum guaranteed hours / week or month during which the consultants would be engaged?	No.
38. What are the different skill sets required? Would it include roles like Business Analysts / Project Leads /QA leads etc.?	Project Manager, Project Lead, Technical Analysts, and helpdesk.
39. Would the consultants be provided with required licensed software / systems by BPCA?	Yes
40. Is there a provision of year-on-year increase in Hourly rates or does it have to be fixed over the period of 36 months.	Fixed
41. What type of on-call support is required? Does it have to be 24x7 follow-the-sun type of support?	Normal business hours.
42. Would on-site support be required?	Depends on the issue or assignment.

43. What is the anticipated volume of support calls on a weekly basis?	Unknown at this time
44. What areas does the required support need to cover? SharePoint Admin support and/or Sharepoint Application support?	Both
45. Would you need supplier to provide a HelpDesk site to log support calls?	No
46. In case of needing to develop / convert / migrate a SharePoint application would the end-to-end Project be given to one particular supplier?	No
47. Does NYBPCA already have a SharePoint environment? If so what is the version?	Testing SharePoint Office 365
48. Is NYBPCA planning to upgrade to latest version of SharePoint (2016)?	Unknown at this time
49. Are there plans for moving to the cloud (Office 365) in the near future?	Yes
50. What is the size of the existing SharePoint support team at NYBPCA?	5
51. Is SharePoint to be enabled for external access to vendors/customers?	Yes
52. Is a specialized application used for project scheduling and tracking?	No
53. Does BPCA have an Information Architecture in place for the	No

structure of SharePoint sites/site collections?	
54. Does NYBPCA have a SharePoint Governance policy and associated standards in place?	No
55. Is custom branding/user interface applied to NYBPCA SharePoint sites/site collections?	Yes
56. Is a help system available for NYBPCA SharePoint sites?	No
57. Is there a plan to digitize paper forms and make those accessible in SharePoint?	Yes
58. Is there a plan to digitize archived documents and move those to SharePoint?	Yes
59. Does NYBPCA use any type of master data management system?	Not at this time
60. Are there any custom solutions deployed in SharePoint environment?	No
61. Is there a plan of providing mobile-based access/mobile apps for SharePoint content?	No
62. Are there any compliance rules in place for content in SharePoint?	No
63. Is the vendor expected to provide 24x7 support for the "On Call" hours?	No
64. Are there any published SLA's which the vendor must adhere to?	No.

65. Does Battery Park currently have an instance of SharePoint running? If so, what version, and what is it utilized for?	Testing SharePoint Office 365
66. Has a specific version of SharePoint been outlined to be utilized for the solutions within this RFP?	No
67. How many Users will be utilizing this system? How much content is expected to be stored?	Approximately 250 users. Unknown amount of content to be stored at this time.
68. Are all Q&As from all vendors published and shared between all respondents?	Yes
69. This project sounds more like IT Staffing than outsourced project work, where the Vendor is responsible for the whole Project life cycle. True?	No
70. Is the purpose of this RFP process to establish a Master Services Agreement (MSA) with one or more selected vendor(s)?	Yes
71. If true, thereafter, within the MSA will be specific Statement of Work (or Project Agreement) based on the required on-call Sharepoint project, with a not-to exceed project bid amount?	Yes
72. When each Project is requested, will BPCA have detailed requirements at that time to facilitate a more accurate not-to-exceed cost estimation?	Yes
73. If the above understanding is correct, then for this round of proposal, all we need to provide is individual resources' burdened resource cost (ie. Salary +	Yes

benefits + insurance, employment taxes etc.)?	
74. Does BPCA prescribe a markup percent on top of the burdened salary cost or do we bid a Price/hour/Resource?	Yes
75. Can the Vendor propose to have 1 or 2 senior resources onsite, and have the dev/test team offsite (Seattle, WA and India)?	Yes
76. If not, how do you see the Vendor project team in terms of working logistics (provision of facilities like desk, computer etc.), physical locations, team size and composition etc.	See above
77. Do the Vendor staff needs to be employees in New York State? Though we provide services to customers in New York, and registered with the New York State business, our staff are not New York based.	No
78. If so, we can hire consultants in New York State for the lead roles- is that acceptable?	Not applicable
79. We are a 100% Minority Owned Business in WA & MN State. Do we still need to hire minority businesses/staff from New York State or can we use our employees on the project?	To qualify as an MBE for the purposes of this RFP, you must be a NYS certified MBE. If you are not a NYS certified MBE, then you will be expected to utilize NYS certified MBEs and WBEs to fulfill the 30% MWBE goal assigned to this project. If you have questions regarding certification, please call Anthony Peterson, BPCA's Director of Diversity at (212) 417-2337.
80. What is the likely start date for the project/contract?	To be determined
81. What version and edition of SharePoint? Is Sharepoint already installed?	Testing SharePoint Office 365

82. What does BPCA use for Project management? Is it Project Server for PM/Tracking though some references indicate it to be excel-based?	Excel is fine
83. Which version of Great Plains is in use with BPCA? Is GL the only module in use?	GP2013
84. Who and how many are the target users of this system?	250
85. Is there any existing setup for which on-call support is being provided?	No
86. How many service requests are expected to be on-call?	Unknown at this time
87. The firm must be a Microsoft Gold Certified Partner, or have another comparable certification/qualification that demonstrates expertise in Sharepoint-related services. What are other comparable certification/qualifications or Sharepoint related services that would be accepted?	<ol style="list-style-type: none"> 1. Demonstrate high level technical expertise, strategic thinking, and hands-on skills in the subject matter. 2. Demonstrate technical expertise and knowledge of IT infrastructure, business intelligence requirements in their services for consulting, implementation, maintenance, and support. 3. Employ Microsoft Certified Professionals who have demonstrated technical expertise and proven ability to deliver Microsoft solutions. 4. Access to direct support services when required
88. Also must have at least (5) years' experience as a service provider for Microsoft Dynamics Great Plains and other Enterprise Resource Planning business software systems.	Minimum as stated.
89. Our Assumption: All networking configuration would be taken care by BPCA.	BPCA to handle VM. Consultant to handle SharePoint DR and HA.

<ul style="list-style-type: none"> In RFP BPCA mentioned about virtual machine with 640 GB, and one physical 128 GB server. Does vendor have to create a virtual environment by implementing Disaster Recovery and High availability by Consuming from these environments? Vendor(ISM) will surely provide guidance on HA and DR and Strategy for it. 	
<p>90. We assume Hardware and software cost would be engrossed by BPCA.</p> <ul style="list-style-type: none"> We assume Vendor will at least get bare minimum OS configured Virtual machine. Vendor's responsibility would be configuring SharePoint or any other licensing product e.g. Workflow. 	Yes
<p>91. Should additional third party software cost for e.g. Nintex Workflow to be estimated in proposal separately?</p>	Yes
<p>92. How many numbers of Total users and Concurrent active users of system?</p>	250
<p>93. Assumption: OpenText Core has been configured with Active Directory as LDAP Provider for single sign-on for integration with SharePoint. This will help us to estimate integration efforts.</p>	Yes
<p>94. Is BPCA planning to move to Public cloud in future (e.g. o365 or hybrid</p>	The proposal should focus on experience and staffing for the project as well as other requirements noted in the RFP; architecture will be dependent on the

<p>SharePoint implementation)? If so, our architecture has to be changed accordingly.</p>	<p>specific BPCA requests as noted in Exhibit A and can be for on premise only, cloud only, or hybrid</p>
<p>95. Please explain the level of integration required for following systems proposed in RFP. Below are our assumptions</p> <p>a. Microsoft Dynamics Great Plains: We assume that GP will have same authentication method and Vendor will provide create project option from GP to project server and it should copy all budget related artefacts from GP to Project server.</p>	<p>Yes</p>
<p>b. Paramount Workplace: we will integrate paramount software Purchasing order information to be displayed in Project server SharePoint site.</p>	<p>Yes</p>
<p>c. Track lease agreement information on geographical location: extract metadata information from Lease agreement and store in SharePoint library?</p>	<p>No metadata exists now.</p>
<p>d. Construction Management software: Please provide more clarity on integration part.</p>	<p>Contact management and project flow management.</p>

e. Track contracts based on block ID and lease agreement: Reporting capability after successfully categorizing documents in SharePoint library.	Enter data after library is established.
f. Ability to pull GIS information for contract based on lease agreements: Extract GIS information and store in Metadata document property?	Yes.
96. Is primary use of OpenText for Compliance reasons only? If so, we can leverage SharePoint for that and then use third party tools like Gimmal to achieve similar capacity by reducing licensing cost of OpenText. (This can be future steps or engagement).	Document retention / data sharing
97. Is there an expectation that this would be between normal business hours or does BPCA require 24X7 support?	Normal business hours
98. Is the plan to migrate FROM OpenText to SharePoint or have the two platforms co-exist?	Migrate off Open Text
99. Can we submit as sub-contractors to an organization that is currently on the State of New York's approved vendor list?	Yes

100.Does BPCA expect the project manager to be provided by us or by a third party contractor?	Provided by main company
101.If we are already approved and licensed in the State of New York, do you still need all mandatory forms or evidence that we are approved?	Yes
102.Is the intention to build a SharePoint Farm from scratch on premise or is BPCA considering Office 365?	Both ways are being considered
103.What are the expected hours of operation? Does BPCA have an SLA defined for quick resolution (e.g. 1 hour, 1 day, 1 week)?	9-5:30, M-F. No defined SLA.
104.Does BPCA have a governance plan and information architecture in place for its current infrastructure (files shares and OpenText)	No.
105.Does BPCA have a backup data center capacity in place today? If not, will BPCA require assistance building this?	Yes.
106.Does BPCA currently use or is planning a Project Management product such as Project Online?	No.
107.Does BPCA follow the Agile Methodology for projects?	No.
108.Have you used SharePoint in the past? If so, what version and will you want to maintain that data moving forward?	Testing SharePoint Office 365
109.Double checking the version of SharePoint that will be	All ways are being considered.

implemented (2013, 2016, SharePoint Online etc.).	
110. Will SharePoint be implemented on premise, hosted with a 3 rd party provider, or in the cloud (SharePoint Online). Will a hybrid implementation be a requirement?	All ways are being considered.
111. Please confirm that the \$800,000.00 limit referenced in the RFP is for all services to be provided for the entire duration of the intended contract (including call center, all analysis, development, testing, training and additional support services).	Yes
112. What versions of the software listed in the RFP is BPCA currently using? SharePoint – SharePoint Online (Office365)?	SharePoint Online (Office365)
113. What versions of the software listed in the RFP is BPCA currently using? Great Plains? a. Is all GP data in SQL Server? If so, what version?	GP 2013. SQL 2012
b. IS GP hosted locally? Please provide details regarding the current GP environment.	Yes. On VM environment
c. Paramount Workplace?	Paramount Workplace 12
d. MS Office?	MS Office 2013
e. MS Exchange? Also please provide details of the host environment.	MS Exchange 2010 Dedicated

f. Third party GIS Software or service?	Cold Fusion.
114.What is the current infrastructure / hosting environment profile? Is BPCA using its own local servers, State data center, online/cloud services, dedicated third party hosting, or some combination? Please provide detail.	Local server VM environment. Third party dedicated servers. Microsoft cloud services.
115.Does BPCA have data in any other applications/databases?	Yes
116.Please confirm that BPCA currently does not have any service level requirements in mind for call center support except the following: a. Support should be available to BPCA employees via phone.	Yes
b. Phone support should cover anything delivered by the chosen vendor during this engagement, and will be provided for the entire length of the contract.	Yes
c. BPCA is interested in recommendations from the selected vendor as to service level standards and support model.	Yes
117.Please confirm that work is expected to be performed both on and off site, depending upon the delivery needs for a given task order (i.e., it may be more appropriate to perform business analysis on site at BPCA, while development activities may be	Yes

performed at the selected vendor's offices).	
118. Please confirm that there is not currently any time/schedule driver for the implementation of the scope items described in the RFP, nor is there a clear order of priority for delivery.	Yes
119. Page 5 states that proposers must submit 10 paper copies of the proposal and 1 CD. Page 9 states that proposers must submit 6 copies of the Cost proposal. Please confirm that the Technical and Cost proposals are to be submitted in separately sealed envelopes, with 10 copies of the Technical proposal and 6 copies of the Cost proposal. Should the CD include both proposals, or only the Technical proposal?	6 copies of technical proposal, 6 copies of the cost proposal (sealed). CD Can include both technical and cost proposals.
120. Is it possible to submit evidence of completing the NYS Vendor Responsibility Questionnaire online through the VendRep system, rather than submitting original hard copies?	Please submit original hard copies
121. Are New York State businesses defined as any business that has a location within the State of New York? Does the prime contractor's status as a New York State business matter for the purposes of this form?	The prime contractor must be licensed to do business in the State of New York.
122. Is the not-to-exceed reimbursement amount of \$30,000 for approved expenses included within the \$800,000 contract maximum, or in addition?	Included within
123. Does BPCA require us to provide a breakdown of the salary components itemized on page 27,	A list of fully loaded rates

