

Addendum #1 - Questions and Answers to Pre-Proposal Conference
RFP Development of the Microsoft Identity Manager (MIM) Program Pool
RFP 2016 - 76

No.	Question	Answer
1	Is this a single award or multiple award?	This is anticipated to be a multiple award.
2	Is there any incumbent on this RFP? If yes, please provide the incumbent details.	There is no incumbent.
3	Please let us know the last year's spending on this RFP.	Not available.
4	What is the annual budget for this RFP?	The Vendor will determine this.
5	Is it possible to receive the current Employee Pay Rate, Bill Rate, and Markup for the current contract?	Not available.
6	How many temps do you have currently?	None.
7	Please provide the approximate spend for each job class covered by in last contract?	Not available.
8	What does the City need, i.e. resume, company references, hourly rate, etc.	This is stated in the RFP.
9	How many resources are required for this project?	This will vary based on the skills needed for the specific scopes of work that are issued.
10	Does the City want the price proposal built out for each year?	Yes. Vendor will build out costs for the first three years, plus optional years in addition.
11	What does "Pool" of vendors mean?	The City could award multiple contracts to multiple vendors.
12	Do you want the proposal in a phased model?	Yes.
13	How do you want the cost proposal structured?	The cost proposal shall include a rate sheet identifying skill sets, pricing, experience, and the vendor's availability.

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14	Provide additional information about your environment and needs, as specifically related to MIM, including, as examples: a) size of the environment (number of users, servers, applications, etc.)	The City uses 5,000 users as a sizing measure. There are approximately 300 servers in the environment; up to 50 n-tier business systems; several of which are SAAS. Most of our servers are Windows with a few Linux. More than 90 percent of servers hosted under City management are virtualized in a third-party private cloud environment.
15	What is envisioned for the overall project approach?	Approach is to develop a roadmap and phase in MIM capabilities where MIM is the appropriate solution platform.
16	Will the awarded service provider own and deliver all of the project (design, testing, implementation, etc.)?	In most cases, yes. It is likely some scopes will require input/participation from/by City or managed-services teams.
17	Are there key design or implementation roles the City will own?	The City will have a Project Manager assigned, Security Dept. team, and technical resources available.
18	Provide target start and end dates.	Start and end dates are the term dates for the contract. There is an initial scope of work that could begin shortly after the contract is signed.
19	Will the service provider work primarily with the City IT department or also heavily with various City departments and/or outside firms, etc.?	Service provider will work primarily with City teams. The City has a number of third-party service providers that could be involved in scopes of work depending on the desired deliverables.
20	Are there features / functions of MIM the City is not interested in utilizing (self service, hybrid, etc.)	Not at this time. Provider is expected to help the City evaluate MIM features against other City platforms that might have overlapping capabilities to determine which is the best to meet the City's needs.
21	Expand on the role of the service provider to "Assist with operational readiness for solutions deployed to end users, providing content and trainers for end-user training." Are you asking us to train all end users, etc.?	Training end-users could be a deliverable of any given scope of work under this contract. Other training deliverables could include train-the-trainer or help in producing video-learning modules.

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22	What is the timeline for this project?	Start and end dates are the term dates for the contract. There is an initial scope of work that could begin shortly after the contract is signed. The expectation is that the provider could be awarded multiple scopes of work over the term of the contract that can be considered as individual "projects".
23	What does the team look like that we will be supporting?	Provider will work primarily with the Security Services and Infrastructure Services teams, but could work with anyone in IT depending on the desired deliverables for a given scope of work.
24	What will the deliverable look like? Will this be something that will be purely staffing, or will this be an outsourced project solution?	The expectation is that the provider could be awarded multiple scopes of work over the term of the contract that can be considered as individual "projects." Current plan is to host the MIM environment in a City-managed data center.