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| Oklahoma Pinwheel Logo |  | Amendment of Solicitation |

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| **Date of Issuance:** | 4/7/2020 | **Solicitation No.** | 0900000433 |
| **Requisition No.** | 0900013783 | **Amendment No.** | 3 |
| Hour and date specified for receipt of offers is changed: | [ ]  No  | [x]  Yes, to: | 4/29/2020 | 3:00 PM CST |
| Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:(1) Sign and return a copy of this amendment with the solicitation response being submitted; or,(2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope. |
| ISSUED BY and RETURN TO: |
| U.S. Postal Delivery or Personal or Common Carrier Delivery:Office of Management and Enterprise ServicesATTN: RFP #09000004335005 N. Lincoln Blvd.Oklahoma City, OK 73105 | Sheri Diehm |  |
| Contracting Officer |  |
| 405-365-1964 |  |
| Phone Number |  |
| Sheri.diehm@omes.ok.gov |  |
| E-Mail Address |  |
| **Description of Amendment:** |
| a. This is to incorporate the following: |
| Questions 1-4 answered in Amendment #1.Questions continued, 5-14 answered in Amendment #2:Question 15: It has been asked to quote for education products. However, exhibit 1-6 does not contain any educatin product. Can you please share the EES/ education products you want us to share the pricing for?Answer 15: We want the same products but for education entities, for example we have entities to procure the O365 Education environments, Windows licenses etc.Question 16: It has been asked to quote for education products. However, exhibit 1-6 does not contain any education product. Can you please share the EES/ education products you want us to share the pricing&nbsp; for?Answer 16: Same question as above. See Answer #15.Question 17: The best practice for putting the price is a cost plus way, we recommend using the cost plus pricing manner as it will help state to get more clarity on pricing. Can we go ahead and put the pricing in a cost plus way?Answer 17: The state has requested this in a discount off MSRP.Question18: Can the state clarify the following?1) For Attachment A Section 11.1, it asks for a plan for a local account team member to visit current and prospective clients. Are these visits a requirement and if so, is there any guidance to frequency expected in the plan?2) If Microsoft changes products during a term, will an amendment be required or will the replacement/closest comparable solution be allowed to be purchased without amending the contract?Answer 18:1) There will be instances when someone from the successful vendor will need to be onsite for walk through of products, workshops etc. to ensure the services to the state are proficient. There is not a scheduled frequency2) We would need to amend the contract or update the pricing sheets via an amendment.Question 19: Can the state clarify the following?1) Will a local account team member visiting current and prospective customers be mandatory to bid (Amendment A, Section 11.1B)? If so, is there guidance to the frequency expected in executing this during a term?2) If Microsoft makes changes and/or replacements to products during a term, will an amendment be required or will purchases of replacement/closest comparable products be allowed without an amendment to the master agreement?Answer 19: This is the same question as above. See Answer #18.Question 20: Pass through sku's like azure monteary commit, resellers recieve 0% off of MSRP. Is this exempted from the discount off list we will have to apply?Answer 20: If that is the case, then please list 0% off MSRP.Question 21: As we are already a registered vendor with the State of Oklahoma’s Department of Central Services. Can we replace the submission of the Vendor Payee Form (as required in the Bidder Instructions document on page 6 in paragraph 8.2.B.v), with a screenshot of our Substitute W-9 form as registered with the State?Answer 21: Requirements on page 2 of the required Vendor Payee Form can be verified by providing a copy of your IRS Form W-9 (see attached). However, all information on the vendor section of page 1 of the Vendor Payee Form should still be completed and submitted with the IRS Form W-9. Vendor requirements for procurement qualification and direct deposit enrollment also require selected vendors to complete the online bid notification registration which must be completed and verified prior to contract award. Additional information, as well as the online vendor registration link may be found at vendors.ok.gov.Question 22: On page 3 of Attachment A in paragraph 6.1, it is stated that Bidders “[m]ust describe the methodology used to develop your firm’s internal performance standards, the processes and tools used to monitor and measure performance against those standards, and the management reporting systems that capture these data.” Will OMES please clarify what is being referred to by the phrase “performance standards”? In our reading we can interpret this to refer to several things including corporate governance, sales ability to meet response times, etc.Answer 22: Performance standards as it related to the services being provided on this contract. Customer Satisfaction, responsiveness, are some examples of just a few. How do you measure performance? What are the metrics? etc.Question 23: In the Bidder Instructions document, on page 5, paragraphs 8.1.B.iv and 8.1.F, it is noted that Customer References are required. Can OMES please clarify how many references are required and what type of information (i.e. Customer Name, Address, etc.) OMES is expecting to receive regarding this requirement?Answer 23: Three references are required. Provide Entity (Name & Address), contact person’s name, and contact information (Position Held, Phone number, Email address).Question 24: On page 1 of Attachment A, it is stated that OMES is seeking “solicitation responses for a mandatory statewide contract for a reseller of Microsoft products and services.” What are OMES’s priorities related to Microsoft Services (e.g. moving to Azure, M365, etc.)?Answer 24: The state has not contemplated priorities when it comes to services. And example of service may be to provide service to migrate users to Office 365 from an on prem email or Google mail, etc.Question 25: How will services be awarded in the case of a multi-bidder award?Answer 25: It is the intention of the state to be a single award.Question 26: What is OMES’s historical annual spend on services related to Microsoft software?Answer 26: Not to exceed $1 million, however the contract is open to all agencies outside of OMES and their totals are not contemplated in this answer.Question 27: In the Bidder Instructions----services pricing is required as “Hourly rates and roles for additional professional services in connection with the Project.” Can a bidder submit a service rate schedule to meet this requirement? How would the submission of a service rate schedule impact the evaluation of that bidder’s proposal?Answer 27: Yes the supplier can submit a rate card. |
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| b. All other terms and conditions remain unchanged. |
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| Supplier Company Name (**PRINT**) |  | Date |
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| Authorized Representative Name (**PRINT**) |  | Title |  | Authorized Representative Signature |