**ATTACHMENT A**

**SOLICITATION NO. 0900000433**

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

### **Purpose:**

The State of Oklahoma (The State), Office of Management and Enterprise Services (OMES), Information Services (IS), is seeking solicitation responses for a mandatory statewide contract for a reseller of Microsoft products and services.

The State’s objectives are to reduce current expenses with price protected offers while optimizing services to participating State Entities. In addition, the State is seeking the highest level of customer service available.

 The bidder shall indicate if the Bidder is a direct authorized reseller for Microsoft and services and shall provide the certification level for resale of Microsoft products and services

### The State is requesting responses to this solicitation for software that falls within the four (4) categories provided below. Additionally, bidders shall provide any new products or services and/or value-added products or services that could be made available to the State which are in the scope of the solicitation. If any of these products or services are scheduled to end before the end of this agreement, please provide the end date for those services.

#### Servers

#### Productivity

#### Office Suite

#### Operating Systems

**1. Contract Term, Renewal and Extension Option**

1.1 The initial contract period shall begin on the effective date and shall extend through One (1) Year (the “Initial Term”) unless renewed, extended, or terminated in accordance with applicable contract provisions. The Supplier shall not commence work, commit funds, incur costs, or in any way act to obligate the State until so notified in writing of the approval of the contract. The authorized State representative is the only individual who can transmit that approval to the Supplier.

1.2 Under Oklahoma law, the State may not contract for a period longer than one (1) year (the “Initial Term”). By mutual consent of the parties hereto, it is intended that there shall be four (4) options to renew, subject to the terms and conditions set forth herein, each for duration of one (1) year.

1.3 After the Initial Term, the Agreement may be renewed annually upon mutual written consent of the parties. Prior to each renewal, the State shall subjectively consider the value of this Contract to the State, the Supplier’s performance under the Contract and shall review certain other factors, including but not limited to the a) terms and conditions of Contract Documents to determine validity with current State and other applicable statutes and rules; b) then current products pricing and price discounts offered by Supplier; and c) then current products and support offered by Supplier.

1.4 If the State determines changes to a Contract Document are required as a condition precedent to renewal, the State and Supplier will cooperate in good faith to evidence such required changes in an Amendment.

1.5 The State, at its sole option, may choose to exercise an extension for ninety (90) days beyond the final renewal option period, at the Contract pricing rate. If this option is exercised, the State shall notify the Suppler in writing prior to contract end date. The State, at its sole option, may choose to exercise subsequent ninety (90) day extensions, by mutual consent and at the Contract pricing rate, to facilitate the finalization of related terms and conditions of a new award or as needed for transition to a new Supplier.

1.6 In the alternative, the State CIO reserves the right to extend any Contract awarded if it is determined to be in the best interest of the State.

1. **Experience**

2.1 Must provide a brief written narrative describing the Bidder’s experience as a Microsoft product and service reseller.

2.2 Must provide a list of State Governments within the United States of America, at which the Bidder provides Microsoft products and services.

1. **Service Level Agreements & Escalation Process**

Must provide a brief written narrative describing the Bidder’s performance levels outlining the escalation process.

1. **Renewal Process**

Must provide a brief written narrative describing the Bidder’s process for renewals and renewal notifications.

1. **Online Catalog and Ordering System**

5.1 Must provide a detailed description of online catalog and ordering, fulfillment, and tracking systems. Capabilities for ordering workflow, routing and approvals. Capabilities for support of state Pcards or Purchase Order purchasing. Include Pcard thresholds if any. Provide screen shots as necessary, general user manual, etc.

5.2 Must include whether your solution provides effective interactive control and use with non-visual means and provide 508 compliance in accordance with the IT Accessibility and 508 Compliance and shall describe how this functionality is achieved. Must include a completed Voluntary Product Accessibility Template (VPAT). The State may choose to request test links to a sample order catalog and portal to vet the VPAT responses.

1. **Performance Standards Methodology**

6.1 Must 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.

6.2 Must indicate your firm’s present customer satisfaction rating, summarize customer satisfaction criteria, and describe the methodology used to measure customer satisfaction. Must include any relevant publication ratings or articles.

6.3 Must describe if your organization sends out customer surveys to recover feedback on its strengths and weaknesses in supporting its clients.

1. **Governance and Compliance Management**

Must describe your firm’s management processes that ensure governance and compliance with all federally mandated laws and regulations used by your industry, and in provision of your services to your customers. Also, must provide a detailed description on how you will provide governance and compliance with any of the Authorized User’s required security and data privacy requirements, or any other requirements specified in this solicitation.

1. **Security Risk Management Overview**

Must provide an overview of your firm’s comprehensive security risk management processes including your application, monitoring, and management of the controls used. Must provide details as to how you establish the context for security risk-based decisions, how you assess the risk, how you respond to the risk once it’s determined, and how you monitor the risk on an ongoing basis using communications and feedback for continuous improvement within your organization.

1. **Disaster Recovery/Security Plan**

Must describe in detail your firm’s plans to mitigate against any disaster that would affect the ability to provide the proposed Solution. Shall provide a detailed plan of your firm’s security infrastructure including, facility and information technology security and provide your firm’s plans of action for the following security incidents, as applicable to this solicitation:

1. Interruption of service including denial of service attacks
2. Vulnerability incidents
3. Data loss or compromise
4. Insider attacks
5. **Reporting**

10.1 Must describe and provide examples as necessary your firm’s ability to produce the following:

1. Monthly newsletters that include such things as trends in Microsoft programs, new releases, Microsoft Workshops, etc.
2. Monthly price lists from Microsoft reflecting any and all changes from Microsoft.
3. Produce custom reports for Authorize Users on their Microsoft license purchase with details like name of Authorized User, order number, Microsoft Master Agreement, Enrollment Number etc.
4. Any additional reports that would be a benefit to Authorized Users.
5. Reports to be automatically sent to business owners for items such as renewal of Software Assurance, enrollments expiring, etc.
6. Ability to pull and scrub historical reports in order to provide customers with data for usage.

**11. Account Support**

11.1 Must describe your firms approach to manage the business and performance aspects of an awarded contract. Including the following:

1. Dedicated account team member or members that have experience in servicing Microsoft Enterprise, Select Plus Agreements, etc.
2. Plan for local account team member(s) to visit current and prospective clients across the entire State to keep them informed on current and emerging software products from Microsoft.
3. **Value-Added Services**

Bidder should provide information on any value-added products or services that it may provide including, but not limited to, training, consulting, installation and home-use program.