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TO: All Respondents Receiving Request for Proposals (RFP) 2018011 IT Solutions & Services

FROM: Sharon Brause, Senior Procurement Officer

DATE: October 16, 2017

SUBJECT: Addendum #2

All respondents are hereby notified that the solicitation for IT Solutions & Services has been revised by this addendum.

1. **Scope of Work / 8. Award.** It states, "it is the City's intention that a single or limited number of awards will be made under this solicitation however at the City's sole discretion, the City may consider multiple awards". Is the City of Mesa's **desire** to sole award over multiple awards? If yes to question 1, if one single vendor can meet all the needs and requirements contained in this RFP, will all vendors that cannot meet the same needs be eliminated?
City Response:
As described in the solicitation, it is the City's intent to award to a single or limited number of awardees and the City reserves the right to make multiple awards as it sees fit. The number of awardees depends on the responses received by the City and whether the City believes it is in their best interests to make additional awards.

2. **Instructions / 2. Responsibility.** Near the end of the question it states, "The City reserves the right to inspect and review Respondent's facilities, equipment and personnel and those of any identified subcontractors". Can you please provide more details here like how often, planned or supervised visits, etc"?
City Response:
At the City's discretion, the City may request to review a respondent's facilities, equipment, personnel and those of any identified subcontractors to determine if a vendor's response is responsible. Since it is contingent that the City award to the most advantageous response that is responsive and responsible. If conducted, site visits or inspections would occur prior to award.

3. **General**. Should it be mentioned anywhere in the RFP response previous products and services the responding vendor has had with the City of Mesa in the past? This RFP appears to be more oriented to product providers and distributors rather than product, services, and consulting providers – is this a correct assessment?
City Response:
If you feel that providing that information as part of your proposal response would help the City better evaluate your proposal, then feel free to do so. This RFP allows for vendors to provide products and services on a wide variety of items and allows for vendors to provide pricing for their entire product offering.

4. Should an OEM be awarded the contract, is there an option for adding Resellers to the Contract?
City Response:
Yes, if an OEM submits a response, the OEM should address how the OEM proposes to distribute products including identifying any proposed resellers.

5. Attachment D, Page 4, Section 2.1 - Requirement: "Suppliers primary go to market strategy for public agencies". Question: Is the City or IPA expecting the awardee to make this contract their exclusive contract for public agencies?
    City Response:
    Suppliers should discuss in their response how they will position the City of Mesa contract available through National IPA among any other public sector cooperative contracts the Supplier holds.

6. Attachment D, Page 7, Section 3.3M. Requirement: Guaranteed sales numbers for the 1st three years – the Awardee is expected to pay 1.5% on either the actual total sales on contract or the Guaranteed Sales, whichever is higher.   Question: Will prior contract information be available in order to determine what past sales were on this contract?
    City Response:
    Refer to Addendum # 1 issued on September 21, 2017, administrative fee is 3%. Suppliers are not required to guarantee sales. If suppliers guarantee sales they are responsible for an administrative fee on the greater of the guaranteed sales or the actual sales.

7. Attachment D, Page 6, Section 3.3D and City of Mesa RFP Page 14, Scope of Work #3.   Website for the contract once awarded in app d page 6 section 3.3D does not require an ordering interface however the requirements listed in the City of Mesa RFP Scope of work state that internet ordering is a requirement. Is it expected that the awardee will provide an internet catalog for ordering purposes?
    City Response:
    Suppliers should state in their response all methods in which participating agencies, including the City of Mesa, are able to place orders.

8. RFP Section 4 / pages 4 and 5; Attachment D Exhibit A Section 3.0. Requirement: "Include a detailed response to Attachment D Exhibit A." Issue: Section 4. Response Format for Tab 2 and Tab 4 and Attachment D Exhibit A Section 3 Supplier Qualifications contain the same or similar requests for information.   Question: Is it acceptable to only answer requirements that are listed under the Tabs in the RFP Section 4 Response Format? Or do you also want us to address each requirement in Attachment D Exhibit A Section 3 even though we've provided content under The Response Format sections? Please clarify what you are expecting regarding content to avoid redundancy.
    City Response:
    Suppliers should address requirements in all sections. If the information is provided in another section of the supplier's response, the supplier may reference that section.

9. RFP "Scope of Work", Page 16. Requirement: 8. AWARD**.** It is the City's intention that a single or limited number of awards will be made under this solicitation however at the City's sole discretion, the City may consider multiple awards (See "Reservations"). Question: Would the City of Mesa consider a multiple award by Category and by Brand.
    City Response:
    See answer to question #1.

10. Market Basket Pricing. Question: Is the listing of specified brands a full representation of key brands being purchased on the existing National IPA contract held by CDWG.
    City Response:
    The City has provided various sample items on the City of Mesa Market Basket Pricing (See Attachment A – "Pricing") for pricing evaluation purposes. These items may not be a full representation of the "Key" brands being purchased through this agreement but represent items that the City currently purchases.

11. Item # KVR16R11D4K4/64 is discontinued, and to find a replacement part for it, we'd need the make and model of the system. Is that something you'd be able to provide?
    City Response:
    We have updated the Item # to be CT64G4LFQ424A.

12. Exhibit A, section 1.2 suggests that suppliers must pay an administrative fee based upon the greater of either Contract Sales or Guaranteed Contract Sales. Could you please clarify this requirement? How are Guaranteed Contract Sales determined, and are there circumstances under which a supplier would be required to pay fees on sales that had not occurred?
City Response:
Suppliers may propose an alternative fee as part of their response to National IPA Exhibit A for consideration and include justification for the change.

13. How many vendors are participating in this RFP response? Please share their names, point-of-contact and contact information.
City Response:
The City does not know who is participating in the RFP response until the City receives the responses. The City encourages responses from both distributors and manufacturers capable of providing products nationwide. If you would like to see a list of vendors who attended the preproposal conference, please contact Sharon Brause for a list.

14. Can vendors respond only to those Pricing Groups that are their strength areas? We intend to respond with a "Not Applicable" for areas that we cannot serve. Please provide your guidance on how the City of Mesa / National IPA will treat such responses.
City Response:
Yes; The City will evaluate all proposals based on the evaluation criteria as identified in section 29 of the instructions portion of the solicitation.

15. Scope of Work, Section 3 "Minimum Requirements. Does "**free of charge**" apply to: 1. the product itself or 2. distribution/delivery of the product or 3. Both
City Response:
This section applies to the distribution/delivery of the product.

16. Attachment A "Pricing", Group 11 "Services". Could you please list all the technology and software platforms for which the following services are in scope:
1. Design and Analysis
2. Configuration
3. Implementation
4. Installation
5. Training
6. Maintenance and Support
City Response:
No, the City is unable to give you this information as it is too broad of a   question   and   would require too much time to complete fully.

17. Attachment A "Pricing", Group 11 "Services". For each response provided for Question #4 above, please list the following for each technology and/or platform:
a. Type and head-count of skills currently in place (include employees and contractors). Please provide details at the technology and/or functional level, e.g. Project Manager, Enterprise Architect, Java developer, DevOps administrator, DBA, HP ALM test automation specialist, Selenium performance engineer, iOS developer, etc.
b. Type of skills that will be required over the next 5 years.
c. Experience level of current skills listed for 5.a above.
d. Experience level of anticipated skills required over the next 5 years, for skills listed in 5.b above.
City Response:
No, the City is unable to give you this information as it is too broad of a question and would require too much time to complete fully.

18. Attachment A "Pricing", Group 11 "Services". Please list the current in-flight projects that are in development stage, that will go into production in the next 12 months. For each project listed, please provide peak project head-count, % completed, budget, budget consumed and estimate-to-complete.
City Response:
No, the City is unable to give you this information as it is too broad of a question and would require too much time to complete fully.

19. Attachment A "Pricing", Group 11 "Services". Please list the current IT budget for all Capital projects for the 2017 and 2018 budget years.
City Response:
No, the City is unable to give you this information.

20. Attachment A "Pricing", Group 11 "Services". Please list the current and planned IT budget for all maintenance and support projects and the supported systems for the 2017 and 2018 budget years.
City Response:
No, the City is unable to give you this information.

21. Attachment A "Pricing", Group 11 "Services". Please articulate the planned growth/decline in IT budget for the five-year period, starting in January 2018.
City Response:
No, the City is unable to give you this information.

22. Attachment A "Pricing". What is the City of Mesa's total IT spend in 2017? What is the planned IT budget for 2018?
City Response:
No, the City is unable to give you this information.

23. Attachment A "Pricing". What percentage of the 2017 IT Budget for the City of Mesa is allocated to:
a. Capital spend
b. Operating expenses
c. Repair/maintenance/replacement of hardware, peripherals, etc.
d. Discretionary expenses.
e. Miscellaneous expenses.
City Response:
No, the City is unable to give you this information.

24. Attachment A "Pricing". What percentage of capital spend has the City of Mesa experienced for the 2017 budget year, allocated to non-services related spend (e.g. hardware, software, peripherals, networking, etc.)?
City Response:
No, the City is unable to give you this information.

25. Attachment A "Pricing". How does the City of Mesa decide which projects to fund, which systems are to be sunset, etc. How does the City of Mesa determine the shape, size and health of their IT Portfolio? Can you share the IT Heat Map document for the City of Mesa's IT portfolio?
City Response:
No, the City is unable to give you this information.

26. Attachment A "Pricing". For systems that are currently in the City of Mesa's IT portfolio that are in maintenance/support stage, what SLA's, if any, are in place for each system? Please list minimum and maximum SLAs.
City Response:
No, the City is unable to give you this information.

27. Attachment A "Pricing". What mechanisms has the City of Mesa put in place to ensure data privacy for its citizenry. What data privacy practices and/or regulations would the City of Mesa expect vendors to comply with?
City Response:
No, the City is unable to give you this information.

28. What are the standard configurations of your desktop, notebook and workstation model?
City Response:
The City uses a variety of different computer configurations and is unable to give you this information.

29. Since the Market Basket tab is deemed an evaluation of pricing and the National tab is each vendor's presentation of pricing and solution, how much emphasis will be graded on the market basket evaluation pricing?
City Response:
Prices contained in the Market Basket will be what the City uses to evaluate Pricing. Respondents are required to utilize the proposed national pricing discounts when completing the market basket. Suppliers are encouraged to provide pricing on as many items as possible.

30. Can multiple vendors partner up to provide a single solution to the RFP?
City Response:
Yes, if you feel that partnering up to provide a single solution would be more advantageous to the City and National IPA members, the City would review and evaluate it.

31. Is National IPA's 3% administration fee imposed on all POs issued by City of Mesa regardless of hardware or services?
City Response:
Yes

32. In the event that the exact product(s) are no longer available, can the Offeror propose an alternative that is equal or better?
City Response:
Your firm will be required to price the items identified in the market basket, no substitutions.

33. Regarding the website requirement, is Offeror required to accept and payments as a feature of the website.
City Response:
No

34. If payments are to be processed through the website, what form of payment will be used (PO, PCard, etc.)?
City Response:
Multiple forms of payment may be utilized.

35. Regarding pricing, will the Offeror be required to extend discounted pricing to non-governmental entities (employees of the City, contractors, etc.)?
City Response:
No

36. Regarding reporting, will the City of Mesa (or its partners) develop a standard reporting template?
City Response:
Not sure what you are asking. Is this in reference to purchases made under the National IPA agreement or are you asking about question 10, tab 5 of section 4 Response Format? If the first, National IPA provides a sample report in attachment D, Exhibit E as a template. If you are asking about question 10, please identify the reporting capabilities available to the City and the City may choose to develop a standard reporting template or use one of the vendors preconfigured reports.

37. On Attachment C- City of Mesa Market Basket tab:
What should we put for items on list that are showing as discontinued?
City Response:
Your firm will be required to price the items identified in the market basket, no substitutions.

38. What should we put if the units show no MSRP?
City Response:
Your firm will be required to price the items based on a verifiable price list if a MSRP is not available.

39. What if there are items we can't purchase, how should we indicate that, just leave them blank?
City Response:
Yes, you may just leave the pricing document blank for that item or group of items.

40. On attachment C- National Pricing Tab:
Is there a limit to the number of manufacturers we can add to the product categories, it looks like you currently have column F & G for an additional manufacturer? Would we add additional manufacturers in column H & I, etc? Some of the accessories have multiple manufacturers.
City Response:
There is no limit to the number of manufacturers you can add to the excel document. The excel document was created for proposers to add additional manufacturers. For each item listed on the National Pricing Tab, Offerors are encouraged to provide a discount off a verifiable price list by all manufacturers proposed. For example, Group 2, Item 5 is Keyboards. Offeror(s) may wish to propose more than one manufacturer of keyboards, such as Logitech, Fellows, Belkin, Kensington, Tripplite, etc. Offeror(s) should provide a separate discount for each manufacturer being proposed. Offeror(s) should add additional columns to the pricing page(s) to accommodate additional manufacturers' discounts. In addition to indicating your proposed discounts, you must also apply those discounts to the sample items in the City of Mesa Market Basket tab.

41. Can we give a general minimum discount for a product category that covers all the manufacturers that we have in our catalog?
City Response:
Yes

42. Tab 2 Question 1 – Can National IPA explain how they will help us map our customer list to theirs to be able to provide the National IPA Participating Agency # per customer order, as required in the reporting template? Does Mesa have any reporting requirements?
City Response:
National IPA will work with the awarded supplier(s) on the reporting requirements to make the reporting process as efficient as possible.

43. Tab 2 Question 4 – Is the City looking for this program to provide Federally certified historically underutilized businesses or state/local certified businesses?
City Response:
Suppliers should provide their abilities in their response. The City of Mesa currently does not use this program, however other agencies accessing the resulting contract may require it.

44. Tab 2 Question 7 – If we do not own all the distribution facilities we use (as they are partners' facilities) can we count these numbers? Do we list them separately from our own?
City Response:
Suppliers should include all their abilities in their response. We would encourage you to identify how your firm meets this response criteria.

45. Tab 2 Question 11a. – Does email count for online support?
   City Response:
   This question is for you to propose your firms offering as it relates to online support. If email is your firms form of online support, then please submit it as such.

46. Tab 2 Question 17 – If we charge a fee for credit card/procurement card use, should we note it here or with our response to General Questionnaire #4?
   City Response:
   Both sections.

47. Tab 4 Questions 2-5 – Should responses be specific to our public sector offering? Does public sector include Federal and Healthcare?
   City Response:
   The resulting City of Mesa contract will be available through National IPA to its participants. National IPA participants do not include federal agencies. See the RFP for the types of agencies eligible for National IPA participation.

48. Tab 4 Question 5 – Should we provide public sector sales by segment?
   City Response:
   Yes.

49. Tab 4 Question 5 – can you clarify "real time inventory"? If our site is updated daily does that count? Does it have to be displayed on the site itself or can it be on an upload-able document?
   City Response:
   Suppliers should include their capabilities in their response.

50. Tab 5 Question 9 – if we normally charge for some of the customizations listed, do we note those charges in this response?
   City Response:
   Yes, please note all applicable charges.

51. Tab 5 Question 12 – if there are charges associated with this service, do we just confirm or do you want us to note the applicable charges here as well?
   City Response:
   Since implementation may vary from system to system, the more information you could provide (including costs associated with integration, if possible), would help the evaluation team better review your proposal.

52. Tab 5 Question 13 – when you say website do you mean our general company website or the contract website?
   City Response:
   Suppliers should include in their response the website they propose.

53. General Questionnaire #6 – must we extend them to all agencies listed or can we elect to extend the offer to only certain types of agencies?
   City Response:
   This is up for your firm to decide however please understand that the intent of this contract is to ultimately award a contract that advantageous to both the City and National IPA members.

54. Attachment C Respondent Questionnaire – do these have to be public sector references?
   City Response:
   No however suppliers should attempt to include in their response the certain types of agencies they propose to extend the offer.

55. Attachment D 3.3 Marketing and Sales #M – we would like to confirm that vendors do not have to meet the sales volumes listed for year one ($500 million) as a contract this large take a while to get up and running.
City Response:
Correct, National IPA will work with the awarded supplier(s) to boost the volume in each contract term.

56. Can you confirm if we will enter into a Master Agreement once we win the bid, as in reference to the Response for National IPA Program doc, page 9?
City Response:
The Master Agreement is the awarded contract between the City of Mesa and a supplier(s) which is then accessible by National IPA participants. The awarded supplier(s) will enter into an Administration Agreement directly with National IPA.

57. For pricing purposes, you are wanting us to be firm with the **percentage discount off MSRP**, is that correct?
City Response:
For evaluation purposes, the City is asking for a firm percentage discount off MSRP. If a supplier believes there is a bettering pricing structure, the supplier may offer the proposed pricing structure in addition to the percentage discount off MSRP structure.

58. Exhibit 1 Draft Agreement: section 6 requires us to submit "appropriate supporting documentation" for price adjustments. What are you specifically looking for in this case?
City Response:
This is to change a price % and would only apply after the initial term (5 years) was completed. What the City is requesting is information that would substantiate your pricing change. Generally, this could be through a wide variety of areas such as manufacturer's pricing changes, environmental and political changes, CPI/PPI, etc.

59. City of Mesa Market Basket lists multiple manufacturers. If we do not list a specific manufacturer on the National Pricing Tab that's listed on Market Basket tab, should we not apply discount to that item?
City Response:
Please see response to question #40.

60. Are we allowed to replace part #s on City of Mesa Market Basket tab with either a comparable item, or alternative?
City Response:
Your firm will be required to price the items identified in the market basket, no substitutions.

61. Are we required to provide a manufacturer discount for each group and category?
City Response:
Please see response to question #40.

62. Will this be a single award, or possibility for multi-award?
City Response:
It is the City's intention that a single or limited number of awards will be made under this solicitation however at the City's sole discretion, the City may consider multiple awards (See "Reservations").

63. Item 3 – group 1 "Systems – dell OptiPlex 7050 small form factor; item #S02807050SFFUSR; actual part number is 83F9F per dell
City Response:
Use actual part number, please utilize new pricing document to reflect change.

64. Item 4 – group 1 "Systems" – dell latitude 5480 laptop; item #S022L548014USR; Actual part # is 4C99R per Dell
City Response:
Use actual part number, please utilize new pricing document to reflect change.

65. Item 22 - Group 5 – Storage Devices -Seagate Video 3.5 HDD ST4000VM000 4TB; item # ST40000VM000; End of life with replacement ST4000VX007 per Seagate
City Response:
Use actual part number, please utilize new pricing document to reflect change.

66. Item 23, group 5 – storage devices - Dell PowerVault RD1000 RDX USB external; item #RD1000; Item is only sold as part of a configuration, it is not sold separately per Dell
City Response:
Item has been removed from pricing page.

67. Item 43, group 9 – collaboration & IP telephone - Avaya Business Series Terminal T7208 - Digital Phone; item #NT8B26AAMAE6; End of life with no replacement per Avaya.
City Response:
Item has been removed from pricing page.

New Pricing document "Exhibit B" is attached. No additional questions will be accepted at this time. All other terms and conditions remain unchanged.

Please contact Cyndi.Gonzales@MesaAZ.gov with any questions you may have regarding this addendum.

c: file 2018011