



QUESTIONS AND ANSWERS No. 03

On-Call Microsoft Dynamics 365 CRM Support Services

Contract No. .070920

CONTACT: Juli Tuson, Contracts & Procurement Analyst

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DATE OF ISSUE QUESTIONS AND ANSWERS: Thursday, June 7, 2018					
Question #	BIDDER QUESTIONS	PORT RESPONSES	Question to Port Date	Response Issued - Date	Attached Document
1	We had a quick question to gain some clarification for a statement in one of the sections in the posted RFP for On-call MS Dynamics 365 CRM Support Services. Under "Contracting Description" it is mentioned you are looking for a "certified, qualified and experienced vendor", our question is to ensure we meet that qualification. We have several members on our team that are MS Dynamics certified even though the company is not....does that still meet your qualification requirement?	No. We only intend to contract with a Microsoft Certified Partner.	5/24/2018	5/24/2018	
2	On page 6 of the RFP, under "4. Compensation," you specify to include "Rate Sheet, Attachment F." There is no Attachment F in the RFP, but there is an "Attachment 'D', Hourly Rates" on page 21. Is Attachment D what should be included in "4. Compensation"?	Rate Sheet is Attachment D. There is not an Attachment F.	6/4/2018	6/6/2018	
3	You list the applications within the D365 customer engagement license. Do you have an plans to use other applications beyond the Customer Service application?	No currently defined plans.	6/5/2018	6/6/2018	
4	Do you have any known enhancements you can share insight on?	Please see Attachment A.	6/5/2018	6/6/2018	
5	Is the Commitment Tracking application a CRM solution? a. If so, is it managed or unmanaged?	The Commitment Tracking application includes 2 solutions: an unmanaged CRM Solution and Visual Studio 2015 .Net Console App solution to handle email notifications.	6/5/2018	6/6/2018	
6	Are there any customizations that are beyond the Out of the Box & Commitment Tracking (default Dynamics CRM) functionality which are in-scope?	Please see Attachment A.	6/5/2018	6/6/2018	
7	Are offshore resources allowed to work on the project as needed (the onsite resources will also be available as needed)?	Yes. An email address from the vendor awarded the contract must be used for correspondence and authentication, a signed POT NDA must be on file, and an approved POT network connection must be utilized.	6/5/2018	6/6/2018	



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8	Do you have an incumbent providing support for the environment in-scope?	Yes.	6/5/2018	6/6/2018	
9	What is your estimated level of effort of support required for the environment in-scope?	<ul style="list-style-type: none"> For on-call issue support and general CRM questions we probably average 1 hour per week of support from the current vendor We have a meeting every other week with our current vendor and heavy CRM users for general CRM issues and questions and to discuss roadmap items. 	6/5/2018	6/6/2018	
10	How many support tickets have been generated in the last 6 months and what are their severity levels?	<ul style="list-style-type: none"> We typically have a few issues or usage questions per month outside of major projects. In the past 6-12 months we have done two projects: <ul style="list-style-type: none"> Upgrade and migration to CRM D365 online (about 300 hours) Minor feature/customization work (about 16 hours) 	6/5/2018	6/6/2018	
11	Are there any planned projects/upgrades in the near future?	<p>We will be required to perform an upgrade to remain on a Microsoft supported version in 2018.</p> <p>We expect to implement a Email Marketing solution following an RFP selection process in 2018.</p> <p>We have several small to mid-size enhancement initiatives and potential projects on our CRM Roadmap. These are not currently well defined, scoped or scheduled.</p>	6/5/2018	6/6/2018	
12	Is your expectation that project work will fall under this support contract? Or simply minor enhancements?	See RFP Section B. Scope of Services.	6/5/2018	6/6/2018	
13	In section 4, page 6, there is a mention of Attachment F for the Rate Sheet, is that meant to be Attachment D? Or is there a separate Attachment F we need to provide and in that case, can you please provide Attachment F as mentioned in the RFP?	Rate Sheet is Attachment D. There is not an Attachment F.	6/5/2018	6/6/2018	



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14	What are the expected ongoing support hours? 24x7? Business hours? If so, please include hours and timezone.	Expected ongoing support hours are 8:00 to 5:00 M-F, Pacific Time Zone.	6/6/2018	6/7/2018	
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