REQUEST FOR OFFER

LEVERAGED PROCUREMENT AGREEMENT
INFORMATION TECHNOLOGY DIRECT SERVICES
MICROSOFT SOLUTION DEVELOPER
RFO #11-044-ITS

ADDENDUM #2

QUESTIONS/STATEMENTS AND ANSWERS

1) Question(s)/Statement(s):

"I noticed in many if not all of the CPHCS bids that the "desirable" qualifications aren't in the evaluation criteria. Do these still carry any weight in the evaluation process or are just nice-to-have's?"

Answer(s)/Statement(s):

As presented in RFO #11-044-ITS, desirable qualifications are not specified in Best Value Criteria, however, they may support and/or confirm Contractor's mandatory qualifications.

2) Question(s)/Statement(s):

"The RFP requires at least 5 years of experience in CRM 4.0/2011. However, CRM 4.0 was released in early 2008, making it impossible for anyone to get the full score for that requirement. Would CPHCS consider revising the required years of experience to three (3)?"

Answer(s)/Statement(s):

Yes; upon confirmation that MS Dynamics Customer Relationship Management (CRM) 4.0 was released in 2008, CPHCS will consider revising Best Value Criteria, Technical Experience, Item 1.

CPHCS will also consider previous experience with Microsoft CRM version 3.0 to meet the 5 years of experience requirement,

3) Question(s)/Statement(s):

"Given the requirements around development and configuration experience, does this imply that this effort includes modification/updates to existing functionality? Or is the goal of this effort to just mirror existing functionality once the migration is complete?"

Answer(s)/Statement(s):

RFO #11-044-ITS seeks consultant services to support migration of (existing) Microsoft (MS) SQL database integrated with clinical applications to a Tier III datacenter.

However, please recognize that contractor may be required to perform any other duties as requested by CPHCS including, but not limited to, modification/updates to functionality.

4) Question(s)/Statement(s):

"Can CPHCS clarify the number of CRM instances, as well as the relationship of those instances to the SharePoint/MOSS servers?"

Answer(s)/Statement(s):

CPHCS has three (3) Microsoft CRM environments; each with a single instance.

CPHCS' CRM is configured to link to its SharePoint system for document storage and management. CPHCS' SharePoint 2010 system is maintained as a separate and distinct system in relation to CPHCS' Microsoft CRM implementation; and SharePoint shall be migrated separately from the services requested in RFO #11-044-ITS.

5) Question(s)/Statement(s):

"Does CPHCS have a current vendor or vendors in place to support CRM and SharePoint?"

Answer(s)/Statement(s):

Yes; CPHCS has a migration team (i.e., CPHCS management and staff, and contractors) currently in place to support the Microsoft CRM based applications and SharePoint server cluster.

6) Question(s)/Statement(s):

"Is the contact length based on a current estimate of effort and/or project schedule? If not, is CPHCS open to a bid that provides a cost estimate based on a shorter duration based on our own estimate of effort?"

Answer(s)/Statement(s):

The proposed contract term (i.e., one-year) is based on the number of estimated weeks for completion of all deliverables and any other duties as requested by CPHCS.

Please recognize, however, that CPHCS seeks a detailed description of Contractor's approach for completing services including, but not limited to, contractor's proposed costs and period of performance that may be less than one-year, etc.

7) Question(s)/Statement(s):

"Is CPHCS open to an alternate sequencing of the deliverables if we see an opportunity to deliver them more efficiently?"

Answer(s)/Statement(s):

CPHCS seeks a detailed description of Contractor's approach for completing said services.

8) Question(s)/Statement(s):

"Does CPHCS have any documentation on the current architecture of the CRM/SharePoint installations, or should we assume the first deliverable is to create this architecture documentation from scratch?"

Answer(s)/Statement(s):

CPHCS has documentation and information regarding its current CRM and SharePoint implementations, which may need finalization and/or revisions by Contractor.

Contractor shall revise and/or finalize architecture documentation in accordance with RFO #11-044-ITS deliverable performance.

9) Question(s)/Statement(s):

"To provide ample time for a thorough response based on answers to the above questions, would CPHCS consider an extension to the due date?"

Answer(s)/Statement(s):

No.