



Washington Health Benefit Exchange

RFQQ 16-006 Addendum 3

November 4, 2016

TO: Potential Bidders for RFQQ 16-006 and Other Interested Parties
FROM: Erin Hamilton, RFQQ Coordinator
SUBJECT: Addendum 3 to RFQQ 16-006 for "WAHBE SharePoint Version 2.0"

PURPOSE: The purposes of this addendum are:
1) To amend specific sections of the RFQQ for accuracy and clarification purposes; and
2) To provide responses to questions submitted by potential bidders by the October 21 deadline.

ATTACHMENT: One, entitled "Vendor Questions and WAHBE Responses for RFQQ 16-006"

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1. Section 4.2.4 is amended to read as follows, where ~~interlined~~ material is deleted and underlined material is new:

4.2.4. Written Summary of Qualifications and Experience of Vendor (Mandatory, Scored)

"The Vendor shall provide a written non-technical summary of the Vendor's/Firm's overall corporate background and experience as it relates to providing services specified herein. The response must demonstrate proven ability to identify and make available resources and candidates as described in this RFQQ. This summary should be no more than ~~ten (10)~~ twenty (20) pages and at minimum, address the following:"

2. Section 4.2.4.6 is amended to read as follows, where ~~interlined~~ material is deleted and underlined material is new:

4.2.4.6. Describe the Vendor's experience with Office 365/SharePoint projects. Include a list of contracts the Vendor has had during the last five (5) years that relate to the Vendor's ability to provide the services under this RFQQ. Describe no more than two (2) similar Projects where ~~Web Content Management System integration~~ SharePoint design and implementation activities were provided by the Vendor, preferably in a comparable industry such as a Healthcare or Banking institution. Include the outcomes and deliverables achieved for the customer. List each contract reference numbers, the contract period of performance, contact persons, addresses, telephone numbers, and e-mail addresses for each contract.

3. Section 4.2.5 is amended to read as follows, where ~~interlined~~ material is deleted and underlined material is new:

4.2.5. Work Plan (Mandatory; Scored)

The Vendor will provide a high level work plan that specifies the work necessary to complete the SharePoint design and implementation ~~of the Web Content Management System~~. The work plan will identify the tasks, timeframes, and key personnel for each task, and highlight key milestones. The work plan must contain, at minimum, the scope of work and deliverables identified in Section 2. Otherwise, the Vendor must specify why it is preferable to use different deliverables. The work plan submitted by the Vendor may be included in the contract pursuant to this RFQQ at the discretion of WAHBE.

4. WAHBE responses to bidder questions submitted by the October 21 deadline are provided as an attachment to this amendment.

Please contact the RFQQ Coordinator at contracts@WAHBExchange.org if there are any questions concerning this Addendum.

Respectfully,



Erin Hamilton

RFQQ Coordinator

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Vendor Questions and WAHBE Reponses for RFQQ 16-006

Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
1	16-006 WAHBE SharePoint RFQQ	1.2 Background	Page 1 "Integration with ADP" bullet	Does ADP currently integrate with WAHBE's SharePoint instance? If so, is it integrated on premise or in the Cloud?	No it doesn't currently integrate. Yes, it's in the cloud
2	16-006 WAHBE SharePoint RFQQ	1.2 Background	2	Please confirm WAHBE's existing SharePoint Online environment (Dedicated or Shared Office 365 tenant environment)?	Shared Office 365
3	16-006 WAHBE SharePoint RFQQ	1.2 Background	2	Is there a scope of defining Information Architecture for this engagement since Metadata for documents is not currently used?	To be decided as a result of user needs research.
4	16-006 WAHBE SharePoint RFQQ	1.2 Background	2	Are there any document retention policies defined?	Yes.
5	16-006 WAHBE SharePoint RFQQ	1.2 Background	2	Is there any documentation on existing Microsoft Dynamics CRM SharePoint integration, if yes please share the same.	No.
6	16-006 WAHBE SharePoint RFQQ	1.2 Background	2	We assume users are using WAHBE Network credentials to login to SharePoint, please confirm?	Correct. In some cases, for external access, Microsoft accounts are used.
7	16-006 WAHBE SharePoint RFQQ	1.2 Background	2	Is there any Active Directory sync setup on the SharePoint Online environment?	Yes
8	16-006 WAHBE SharePoint RFQQ	1.2 Background	2	What level of ADP integration is required?	To be decided as a result of user needs research
9	16-006 WAHBE SharePoint RFQQ	1.2 Background	2	Will OOTB (Out of the box) search suffice or enterprise search is required? What particular search functionalities are needed?	Enterprise. To be decided as a result of user needs research
10	16-006 WAHBE SharePoint RFQQ	1.2 Background	1st paragraph	In 1.2 you state, "The current WAHBE SharePoint site is organized by twelve departments." In 1.4 you state, "WAHBE is organized by seven departments including Legal/Human Resources, Finance, IT, Project Management, Operations, Communications, and Policy." Can you please clarify the departmental breakdown of the SharePoint site?	The site was originally designed to accommodate 12 departments, but WAHBE is organized by seven departments including Legal/Human Resources, Finance, IT, Project Management, Operations, Communications, and Policy
11	16-006 WAHBE SharePoint RFQQ	1.2 Background	Page 1	Of the 250 users, how many have My Sites? If there are My Sites, are these in scope?	None. They are not in scope. We do not support "My sites" and there is no plan to have them.
12	16-006 WAHBE SharePoint RFQQ	1.2 Background	Page 1	Describe the level of integration and usage with Microsoft Dynamics CRM	To be decided as a result of user needs research

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
13	16-006 WAHBE SharePoint RFQQ	1.2 Background	Page 1	Is there a prioritization of areas for improvement?	Search functionality, template design, organization and governance are all areas for improvement. The priorities will be determined as a result of user needs research.
14	16-006 WAHBE SharePoint RFQQ	1.2 Background	Page 1	Are the areas for improvement considerations or expected to be in scope?	Expected to be in scope.
15	16-006 WAHBE SharePoint RFQQ	1.2. Background	para. 1	Does this project have an incumbent? If so, please provide the company and contract information including contract value.	The current SharePoint site was built in-house by WAHBE staff. There is no "incumbent" for this project.
16	16-006 WAHBE SharePoint RFQQ	1.2 Background	Page 1	Will any Dynamics CRM integration or development be in scope for the RFP?	Integration only.
17	16-006 WAHBE SharePoint RFQQ	1.2 Background	Page 1	For single sign-on requirement, what other applications are required in addition to O365 and SharePoint?	ADP (possibly) - to be determined
18	16-006 WAHBE SharePoint RFQQ	1.2 Background	Page 1	Describe the desired functionality with ADP integration.	To be determined through user needs research
19	16-006 WAHBE SharePoint RFQQ	1.3 Objectives	Page 1	For discovery sessions and user research, tell us more about the target audience. How many people would be in the sessions? How many departments?	7 departments - between 14 - 20 people total.
20	16-006 WAHBE SharePoint RFQQ	1.3 Objectives	Page 2	Are the 2 part-time SharePoint administrators already employed by WAHBE?	Yes
21	16-006 WAHBE SharePoint RFQQ	1.3 Objectives	Page 1	The RFP states "due to resource constraints and concurrent priorities, WAHBE requires this project to be completed in an efficient manner...". What do you mean by resource constraints and what are the concurrent priorities at WAHBE?	Open Enrollment (Nov-Jan) is the busiest time for WAHBE employees. The new intranet must go live prior to Open Enrollment 2017 with time for employees to be trained and accustomed to the new tools. Many of the resources (individuals needed for design, training, testing and governance) have other job duties. Starting Feb 1, 2017 this project will be a priority however not all resources will be available at all times and the same time.
22	16-006 WAHBE SharePoint RFQQ	1.3 Objectives	Page 1	How much visual design are you wanting? Is WAHBE wanting a completely new look and feel or mainly out of the box look and feel but moving around sites and content?	New look and feel within existing branding guidelines.
23	16-006 WAHBE SharePoint RFQQ	1.3 Objectives	Page 1	How many child page template layouts? Each for department (12)?	This needs to be determined in the design and user testing phase.

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24	16-006 WAHBE SharePoint RFQQ	1.3 Objectives	Page 1	We understand that the proposed solution will be design and development of new intranet site on Office365 with migration of existing site content to the same. Please confirm.	Correct
25	16-006 WAHBE SharePoint RFQQ	1.3 Objectives	Page 1	Will the existing site be retired after development of new intranet site or existing site will continue to work integrated with new proposed site?	Retired
26	16-006 WAHBE SharePoint RFQQ	1.3. Objectives	p. 2	How many resources and resource hours does WAHBE expect to carry out the scope of work?	We have not determined the resources or hours at this time. We expect vendors to propose the resources and hours needed from WAHBE to accomplish this project.
27	16-006 WAHBE SharePoint RFQQ	1.3. Objectives	Page 1	We understand that the site must integrate with Microsoft products and other programs. 1. What other MS products needs to be integrated apart from MS CRM dynamics? For this project the scope is restricted to provide integration with MS Office or are there any specific MS products needs to be integrated. 2. Apart from MS Products, Please specify if there are other products / programs/ applications that need to be integrated.	MS Office, CRM for sure. Others TBD
28	16-006 WAHBE SharePoint RFQQ	1.3. Objectives	1	We understand that the site must integrate with Microsoft products and other programs. Please elaborate on which products and programs are to be integrated?	ADP, CRM
29	16-006 WAHBE SharePoint RFQQ	1.3 Objectives	2	Are there any specific performance needs for landing and other pages?	When opening pages, they must render within one second.
30	16-006 WAHBE SharePoint RFQQ	1.3 Objectives	2	What are the number of sub sites and what is total size of the site collection?	We are looking for a complete redesign. This can be determined in the design phase.
31	16-006 WAHBE SharePoint RFQQ	1.3 Objectives	2	We understand that we will be doing improvements on the existing build, please confirm.	Yes, on the same tenant
32	16-006 WAHBE SharePoint RFQQ	1.4 Overview of WAHBE	Page 1	Users who access the site via the extranet, do they require VPN or simply authentication?	Authentication.
33	16-006 WAHBE SharePoint RFQQ	1.4 Overview of WAHBE	Page 2	For vendors or external users, how are they authenticated?	Granted permissions. They must create a Microsoft account with an organization email address. (No Gmail, or Hotmail email addresses).

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34	16-006 WAHBE SharePoint RFQQ	1.6 Minimum Qualifications	1st paragraph	In 1.6 you state, "The Vendor for this project must have a minimum of five (5) years of experience in development and/or installation of SharePoint sites." By installation are you referring to install and configuration of SharePoint on a server that does not have SharePoint installed or are you referring to new SharePoint site collection and site creation and configuration?	New SharePoint site collection and site creation and configuration
35	16-006 WAHBE SharePoint RFQQ	1.6 Minimum Qualifications	Page 2	However, RFQQ requires 5-year experience for the company. Co-founders and other technical resources in our company have 5+ years of experience in development and/or installation of SharePoint sites for government and private organizations. Does this meet the qualification?	Yes
36	16-006 WAHBE SharePoint RFQQ	1.7 Location	2	The RFQQ states: While most tasks needed to complete this project can be accomplished from the Vendor's worksite, the Vendor may be required to attend meetings and trainings or perform specific activities on-site at WAHBE in Olympia, WA. Can the State clarify if "vendor's worksite" is restricted to work location within the United States only?	Washington Health Benefit Exchange is not under the State Agency umbrella, so we cannot speak to what the state restricts. However, for HBE, vendors must be fully licensed to operate a business in the United States and Washington State specifically, in order to be considered for this project.
37	16-006 WAHBE SharePoint RFQQ	2.0 Project Phases, Scope of Work, Deliverables	Page 4	For this project can Vendor assume that the migration is restricted to documents without persisting metadata and versions? Please confirm.	There is currently no metadata, but there can be versions. To be further decided during user research.
38	16-006 WAHBE SharePoint RFQQ	2		From documentation it seems like design of the landing page of the site along with each department sub site needs to be done. Can you shed more light on exactly what pages and the # of pages needs to be designed.	To be decided as a result of user needs research.
39	16-006 WAHBE SharePoint RFQQ	2.1.2 WAHBE Responsibilities	Page 4	Please clarify how many WAHBE employees will be dedicated to supporting this project, including their roles and approximate percentage of hours each week (e.g., half-time project manager).	The core group will likely be a project manager, IT manager, IT SharePoint administrator, Marketing and communications and various other part time resources as needed. Please include any other resources you will need from WAHBE in your proposal.

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
40	16-006 WAHBE SharePoint RFQQ	2.1.2 WAHBE Responsibilities	5	Is data migration required? If yes, what is the amount of data that needs to be migrated (volume of current files existing)? Also share volume of files generated and uploaded into SharePoint on monthly and annual basis.	Yes. The volume needs to be determined by WAHBE.
41	16-006 WAHBE SharePoint RFQQ	2.2.2. Project Management Plan	Page 4	We understand that project execution approach to be provided as part of proposal and detailed plan to be provided during the actual implementation. Please confirm or else please explain in case of any deviation in the understanding.	Yes, the "high level" work plan is a mandatory submittal element (see RFQQ section 4.2.5), but the detailed "project management plan" is only expected of the winning vendor. This detailed plan must be completed within the first month of contract execution.
42	16-006 WAHBE SharePoint RFQQ	2.3 User Research & Assessment	1st paragraph	In 2.3 you state, "The Vendor will lead user testing and research during an initial discovery phase," in 2.3.2 you state, "During the initial discovery process, WAHBE will work with the Vendor to determine the scope and breadth of user testing and research," and in 2.3.4 you state, "Review intranets of similar agencies and industry leaders to determine industry standards." As such, can you please provide an estimated minimum number of days or hours you expect 2.3 User Research & Assessment to take based on the breadth and depth of the work you are intending to define after the project launch in order to provide a baseline for our estimates?	We estimate that the discovery phase to take at least a week, based on the 14-20 member stakeholder group and other research requirements. However, this is just an estimate. We are relying on your professional expertise to identify the actual number of days it will take to accomplish the research stated in section 2.3
43	16-006 WAHBE SharePoint RFQQ	2.3.3 Analytics Review	Page 4	Once a baseline for website analytics is established, is it within the scope of this engagement to implement metrics tracking beyond the out of the box capabilities of the platform?	No.
44	16-006 WAHBE SharePoint RFQQ	2.3.3 Analytics Review	6	Do you need analytics capabilities for the new website? If yes, Please mention the KPIs that need to be measured.	We will use built in SharePoint analytics and may be interested in an interface with an existing Google Analytics account.
45	16-006 WAHBE SharePoint RFQQ	2.3.4 Competitive Analysis	Page 5	Is there a defined list of competitive agencies for analysis and a set of criteria to be used that is already defined?	No. We would expect competitive analysis to include organizations similar in size to WAHBE with an innovative culture.
46	16-006 WAHBE SharePoint RFQQ	2.3.5 Employee Survey and Findings	6	How many external users are envisaged to use the application?	100 to 150.

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47	16-006 WAHBE SharePoint RFQQ	2.3.5 Employee Survey and Findings	Page 5	Is there a subset of users identified as stakeholders for participating in surveys and outreach or is it expected that these efforts encompass all employees?	User research may assumed to be focused on 14-20 employees, surveys may be sent to all staff.
48	16-006 WAHBE SharePoint RFQQ	2.3.5. Employee Survey and Findings	Page 5	Do you require the intranet to be extended to external users or non WAHBE stakeholders? If so, - Do such users require login? - What is the desired functionality for these users?	Yes. They need authentication and then the same functionality as on site users.
49	16-006 WAHBE SharePoint RFQQ	2.3.5. Employee Survey and Findings	Page 5	Can we conduct an online survey to gather information regarding staff perception or we need to meet each individual in person to gather this information?	User research may assumed to be focused on 14-20 employees, surveys may be sent to all staff.
50	16-006 WAHBE SharePoint RFQQ	2.4.2		The theme that needs to be done, is this going to be for branding the whole site.	The desired final project is a SharePoint site that has a new look and feel within existing branding guidelines.
51	16-006 WAHBE SharePoint RFQQ	2.5 Usability Testing	Page 5	The RFP mentions "prototype". Does WAHBE want a clickable prototype? Typically, wireframes and visual comps are fine – Can provide clickable prototypes if requested by WAHBE.	Wireframes and visual comps are acceptable.
52	16-006 WAHBE SharePoint RFQQ	2.5 Usability testing	1st paragraph	In 2.5 you state, "Provide a digital prototype of the homepage and child page wireframes to use in 1:1 facilitated usability testing with a core group of staff from WAHBE." So we can estimate time of 1:1 facilitated usability testing, what is the number of staff in the "core group of staff" we will be conducting testing with?	Approximately 14-20 people.
53	16-006 WAHBE SharePoint RFQQ	2.6.2. Help determine requirements ...	Page 6	Please provide desired scope for sub-sites and web parts in scope.	To be decided as a result of user needs research.
54	16-006 WAHBE SharePoint RFQQ	2.7 Final Site Development	Page 6	As per the details provided, Vendor is expected to setup DEV and QA environments. Is it acceptable if we setup limited user accounts on these environments or do we need to synchronize the complete active directory?	Limited user accounts are acceptable

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
55	16-006 WAHBE SharePoint RFQQ	2.7 Final Site Development	Page 6	Does the State require vendor to setup ADFS/Ping federation on DEV and QA environments? Please confirm.	HBE does not require this
56	16-006 WAHBE SharePoint RFQQ	2.7 Final Site Development	Page 6	What existing customizations have been implemented in SharePoint? (Workflows, custom web parts, third party integration, etc.)	A template with fly out navigation. Three sites currently have workflows. There are no custom web parts.
57	16-006 WAHBE SharePoint RFQQ	2.7 Final Site Development	Page 6	Is responsive design a requirement in scope for this project?	Yes.
58	16-006 WAHBE SharePoint RFQQ	2.7.1 Functional development	Page 6	Is client side scripting/SP Add-Ins allowed in case OOTB SharePoint web parts do not suffice business requirements?	Yes, but will required detailed documentation and code base.
59	16-006 WAHBE SharePoint RFQQ	2.7.1. Functional development	Page 6	The section "2. Final Site Development 2.7.1. Functional development" states "The vendor must provide an Office 365/ SharePoint development environment." hopefully this mean only office 365 implementation and not SharePoint on-prem. Please confirm	SharePoint Office 365
60	16-006 WAHBE SharePoint RFQQ	2.7.2 Sitemap	1st paragraph	In 2.7.2 you state the Sitemap will cover "How documents, lists will be organized on the site." Normally a SharePoint sitemap will include site and subsite navigation, as well as the navigation to the various site and subsite pages and not how documents or lists are organized (such as through list settings). Can you please clarify the level of detail you would like in the sitemap?	A SharePoint sitemap with site and sub site navigation, as well as the navigation to the various site and sub site pages is preferred.
61	16-006 WAHBE SharePoint RFQQ	2.7.4 Configure SharePoint's out-of-the-box Team Site templates	Page 7	"Incorporate the intranet's new style across the site, including remaining subpages not addressed by a homepage, department, or functional page template." How many subpages (Approx.) we can assume?	This would be determined after the design and user testing phases. We anticipated a minimum of 7 sites. The actual number to be determined through user needs research.

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62	16-006 WAHBE SharePoint RFQQ	2.8.1. Testing / QA of new site	6	We assume that performance testing of the SharePoint site may be essential in ensuring acceptable response time for various pages. Please confirm if this is in scope. If so, could you share the performance requirements and details of any tools currently used for performance testing?	We currently do not have any tools for performance testing. We are expecting a response time for simple webpages to be under a second to render. More complicated sties may render with a response time of up to be not exceeding 2 seconds. Performance testing would be in scope.
63	16-006 WAHBE SharePoint RFQQ	2.8.1. Testing / QA of new site	6	Could the state provide details on the current number of pages, user types, navigation flows, business flows, internal and external links of the SharePoint site?	Since this is a redesign WAHBE does not believe looking at the current number of pages, user types, navigation flows, business flows etc. will matter for the next version.
64	16-006 WAHBE SharePoint RFQQ	2.8.2 Quality assurance testing	7	Please elaborate on assistive technologies and what is expected of it?	Basic ADA compliance is required but no other specific assistive technologies are used by the organization at this time. Please feel free to propose.
65	16-006 WAHBE SharePoint RFQQ	2.9 Deployment/ Go Live	Page 7	Regarding integration of ADP and CRM on the DEV and QA environments, will WAHBE provide separate instances of ADP and CRM for QA and PROD environments?	There is currently a sandbox for CRM. ADP will likely be pass-thru connectivity.
66	16-006 WAHBE SharePoint RFQQ	2.9 Deployment/ Go Live	2.9.1	RFP mentions there may be new workflows. Are there already identified workflows that have been identified and would be in scope for this project?	There are a minimum of three workflows currently. They are in scope and would need to be migrated. New workflows will need to be determined as part of user research.
67	16-006 WAHBE SharePoint RFQQ	2.9 Deployment/ Go Live	2.9.1	How many site collections currently exist? Which site collections, if any, allow external sharing with users not licensed through WAHBE? Do you allow anonymous sharing of sites/folders/files?	36 site collections. Approximately 4 sites allow external sharing with user not license thought WAAHBE. Anonymous sharing is not allowed.
68	16-006 WAHBE SharePoint RFQQ	2.9 Deployment/ Go Live	2.9.1	What is the estimated number of documents stored in each site collection?	We cannot give a good estimate at this time. However, not all current documents will need to be migrated to the new site
69	16-006 WAHBE SharePoint RFQQ	2.9 Deployment/ Go Live	2.9.1	Are you using content types? If so, how many custom content types have been created?	We are not currently using content types. However, we may use these in the new site as a result of user research
70	16-006 WAHBE SharePoint RFQQ	2.9 Deployment/ Go Live	2.9.1	Are you using the metadata hub feature to manage content types or navigation?	Not at this time, but we are interested in this in the new site

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71	16-006 WAHBE SharePoint RFQQ	2.9 Deployment/ Go Live	2.9.1	Are you currently using any custom InfoPath, SharePoint Designer, or other forms?	Yes. Three sites have forms. SharePoint Designer is used.
72	16-006 WAHBE SharePoint RFQQ	2.9.1 Design and implementation of the new site structure	Page 8	Need more details on integration with ADP	To be decided as a result of user needs research.
73	16-006 WAHBE SharePoint RFQQ	2.9.1 Design and implementation of the new site structure	Page 8	What is the expectation and final outcomes from this integration?	To meet expressed, trending user needs in a solid, sustainable, efficient way
74	16-006 WAHBE SharePoint RFQQ	2.9.1 Design and implementation of the new site structure	Page 8	What specific functionality is being requested with respect to integration with ADP and SharePoint Online?	To be decided as a result of user needs research.
75	16-006 WAHBE SharePoint RFQQ	2.9.1 Design and implementation of the new site structure	Page 8	For each department sites/pages (up to 12 sites) need to implement new workflows. Need more insight on content approval workflows like: How many types of content approval required? How many approval levels are needed? How many InfoPath forms are used?	Currently 3 sites use InfoPath forms. There is no use of content approval workflows but this is needed. Approximately 3 levels of approvals are needed.
76	16-006 WAHBE SharePoint RFQQ	2.9.1 Design and implementation of the new site structure	Page 8	Need more details on Single Sign-on (SSO) capability?	WAHBE would like the ability for a user to sign in their machine and then be able to access SharePoint.
77	16-006 WAHBE SharePoint RFQQ	2.9.1 Design and implementation of the new site structure	Page 8	Is SSO is needed from any specific LOB application? If yes, then provide details for that application's platform?	ADP. We do not have details concerning the platform. We do not expect a large amount of products that require SSO.

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78	16-006 WAHBE SharePoint RFQQ	2.9.1 Design and implementation of the new site structure	Page 8	As mentioned, there are new department sites/pages (up to 12 sites) needs to be implemented, so how many pages (Approx.) each department site will have?	To be decided as a result of user needs research.
79	16-006 WAHBE SharePoint RFQQ	2.9.1 Design and implementation of the new site structure	1st paragraph	In 2.9.1 you indicate site/page implementation may include "Integration with other MS products such as CRM/Dynamics as well as ADP" and "Single sign-on." Are these currently configured and working in your current SharePoint environment or would these be new features for the WAHBE intranet?	Some of these will be new features. We currently have integration with CRM and several Microsoft products. We do not have integration for ADP.
80	16-006 WAHBE SharePoint RFQQ	2.9.1. Design and implementation of the new site structure	Page 7	<u>Workflows</u> _ Please provide no. of workflows for each department site. - Also provide complexity details of these workflows. <u>Integration</u> - What is the integration requirement with mentioned product suite. - Will this be a one way integration or both ways? - We assume the mentioned products provide OOTB web services for the integration. Please confirm.	Only three workflows are used currently for the entire organization. One workflow includes notifications and 9 if statements and 2 else if statements. The other workflows are less complicated. Integration is addressed in question #79. Integration will, at a minimum, be one way. This is to be determined more fully through user research.
81	16-006 WAHBE SharePoint RFQQ	2.9.1 Design and implementation of the new site structure	8	How many unique workflows are required (running across the existing system / to be created in proposed system)? Please enlist summary of actions, actors, type of workflow and any additional details?	Currently there are three workflows. Other workflows need to be determined through the design process.
82	16-006 WAHBE SharePoint RFQQ	2.9.3 Support go-live activities	1st paragraph	In 2.9.3 you state, "Help WAHBE to apply templates to SharePoint site first on a test page, and then to the true homepage." To estimate go-live support requirements: Who (WAHBE, vendor, or other entity such as DES/WaTech) will be responsible for the direct implementation of the new and modified files to the live environment? If WAHBE or other entity, has this staff gone through this process successfully before?	The Vendor will be responsible for the direct implementation of the new and modified files to the live environment. Note: WAHBE is not an agency of the state so we do not utilize DES/WaTech. We have not gone through this process previously.

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83	16-006 WAHBE SharePoint RFQQ	2.9.5 Support communication campaign to inform staff of new site	1st paragraph	In 2.9.5 you state, "Provide screenshots, detailed use cases and other project updates that support the WAHBE communications team to provide updates to WAHBE All-Staff and build momentum toward Go Live." To estimate this work, is the expectation of the WAHBE Communications Team that this can be met with the deliverables already required elsewhere in the project requirements or that new, specific deliverables not provided or used elsewhere in the project will need to be created for the WAHBE Communications Team? If new deliverables, how often does the WAHBE Communications Team expect to be providing updates to the WAHBE All-Staff?	WAHBE communications will leverage vendor/project materials. No new deliverables are expected
84	16-006 WAHBE SharePoint RFQQ	2.9.5. Support communication campaign to inform staff of new site	Page 7	Will communications regarding project logistics and related to change management be issued by WAHBE communications staff or project team?	WAHBE communications will leverage vendor/project materials.
85	16-006 WAHBE SharePoint RFQQ	2.10 Staff Training and Governance Committee Establishment	Page 7	Does WAHBE have facilities to record training sessions?	A conference room can be provided. WAHBE does not have recording equipment such as video cameras. However, we can provide a conference room and WebEx for presentations. WebEx tools can be used to record voice and visual presentation.
86	16-006 WAHBE SharePoint RFQQ	2.10 Staff Training and Governance Committee Establishment	2.10.5	Would WAHBE like help putting together governance team, conducting governance workshops, and putting together a governance plan?	Yes. This is a requirement. See Sections 1.3 and 2.10.5 of the RFQQ document.
87	16-006 WAHBE SharePoint RFQQ	2.10.1 Staff Training Governance Committee Establishment	9	For training materials, will word/ppt documents suffice or videos are expected to be created?	Both Videos and PowerPoints/Word documents. See RFQQ section 2.10.1 and 8.5.

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
88	16-006 WAHBE SharePoint RFQQ	2.10.5 SharePoint Governance Document & Committee	1st paragraph	In 2.10.5 you state, "Work with SharePoint core group and WAHBE to establish a SharePoint Governance document and committee. Create SharePoint RACI matrix." To estimate this work, can you please provide an estimated minimum number of days or hours you expect this would take in order to meet WAHBE expectations?	30 days
89	16-006 WAHBE SharePoint RFQQ	2.11 Post-Go Live Support	Page 8	The RFQQ states that the contract should complete by September 1, 2017. Is the described post-go live support for one month <i>after</i> September 1, 2017? In other words, is the envisioned go-live date August 1, 2017 or September 1, 2017?	September 1, 2017 go live and post live support through October 1, 2017
90	16-006 WAHBE SharePoint RFQQ	2.11.1 Operating new site for one month	1st paragraph	In 2.11.1 you state, "Foster new content for one month after official launch date." So we can estimate this work, can you please clarify what mean by "foster" in this instance.	Assist WAHBE with training and content creation and publishing for the department landing pages and the main landing page.
91	16-006 WAHBE SharePoint RFQQ	3.2 Optional Vendor Conference	Page 10	Is there a recording of the conference that can be shared? Are there any screenshots of current site that can be shared?	The PowerPoint presentation will be provided to vendors by written request (email) to the procurement coordinator identified in the RFQQ.
92	16-006 WAHBE SharePoint RFQQ	4.1 Response Format	4.1.1	In 4.2.1 you state, "The Letter of Transmittal must be submitted as a separate document" and in 4.1.1. You state, "The Letter of Transmittal and RFQQ responses are to be submitted via email in unrestricted Word, Excel or "PDF" format." It is clear that the Letter of Transmittal is a separate document. Do you also want the RFQQ sections and related documentation (such as the resumes or any exhibits) as separate documents or would you prefer all the RFQQ sections and related documents as a single combined PDF document with bookmarks?	Correct. The Letter of Transmittal should be a separate document. It is preferred, but not required, that all RFQQ sections are related documents are combined as a single PDF with bookmarks.
93	16-006 WAHBE SharePoint RFQQ	4.1 Response Format	Page 14 Section 4.1.3	The RFQQ states that "Pages are to be formatted as standard 8.5" x 11" white paper." For large diagrams (e.g., the Work Plan requested), is it acceptable to use larger paper sizes so that the diagrams are legible?	Yes, it is acceptable to use larger paper for diagrams and exhibits related to the RFQQ response.

Vendor Questions and WAHBE Reponses for RFQQ 16-006

Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
94	16-006 WAHBE SharePoint RFQQ	4.1 Response Format	Page 14 Section 4.1.3	The RFQQ states that "Font size can be no less than 11 point." Please confirm that smaller font sizes are acceptable for tables and graphics, as long as they are legible?	Yes, it is acceptable to use font smaller than 11point for tables and graphics, provided the documents are still legible to the naked eye.
95	16-006 WAHBE SharePoint RFQQ	4.1 Response Format	Page 14 Section 4.1.3	The RFQQ states that "margins can be no less than 1 inch." Please confirm that it is acceptable for headers and footers to be contained within the 1" margins as long as the copy/content complies with this.	Yes, it is acceptable for headers and footers to be contained within the 1" margins.
96	16-006 WAHBE SharePoint RFQQ	4.1 Response Format; 5.2.2 Proposal Scoring	14, 20	The RFQQ states the following: (a) Write the RFQQ response in the order given in Section 4.2.1 through 4.2.8 (b) Cost will be scored based on the Vendor's response to Section 4.2.8 However, there isn't any Section 4.2.8 in the whole RFQQ document. Could the Exchange please recheck and confirm?	This was a formatting error. Please see the revised language in RFQQ 16-006 Addendum #2, in which subsections 4.2.7.4 through 4.2.4.6 are removed from section 4.2.7. and added to Section 4.2.8.
97	16-006 WAHBE SharePoint RFQQ	4.2.1. Letter of Transmittal	16	The RFQQ states the following text: "Any alternate contract language the Vendor wishes to propose (see section Error! Reference source not found.) ". Request the Exchange to provide correct text please.	Please see Addendum #1 to RFQQ 16-006 was posted to the Washington Electronic Business Solutions (WEBS) website and the WAHBE website on October 4, 2016. A revised Certification and Assurances form was provided that identifies the correct contract reference (subsection 3.16 - "Contract Requirements").
98	16-006 WAHBE SharePoint RFQQ	4.2.4 Written Summary of Qualifications and Experience	Pages 16-17	The RFQQ limits this section to 10 pages; however, the RFQQ asks for a lot of information. To allow for adequate and complete responses, we respectfully request WAHBE increase the page limitation on this section to 20 pages.	Yes, we will allow up to 20 pages. This is addressed in addendum #3
99	16-006 WAHBE SharePoint RFQQ	4.2.4.2 Written Summary of Qualifications and Experience of Vendor	Page 17	The RFQQ response requirements do not appear to request a full technical approach to the scope of work. Is Section 4.2.4.2's intent to understand vendors' technical approach? Please clarify.	We would like to better understand how you would approach this project, as well as how you have approached similar projects in the past.

Vendor Questions and WAHBE Responses for RFQQ 16-006

Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
100	16-006 WAHBE SharePoint RFQQ	4.2.5. Work Plan	17	The RFQQ states: The Vendor will provide a high level work plan that specifies the work necessary to complete the implementation of the Web Content Management System. Does the Exchange mean Web Content Management system or SharePoint design & implementation?	SharePoint design and implementation. The reference to a Web Content Management System was used in error and is removed in addendum #3.
101	16-006 WAHBE SharePoint RFQQ	4.2.7.2.		In regards with "4.2.7.2. Provide resumes (two pages or less) for the lead person and other key personnel who comprise the Contractor's proposed design project management and installation team.", what is the scope of work for the installation team since from my understanding Installation team is usually responsible for installing SharePoint on-prem and other servers which is out of scope of this project.	The installation team will need to install the templates, workflows and any other web parts/apps needed. They will also be responsible for migration of content and ensure configurations are set correctly.
102	16-006 WAHBE SharePoint RFQQ	Exhibit B Cost Proposal Worksheet		If the phase cost table (1), the additional work hourly rates table (2), and the maintenance hourly rates (3) are provided, may we also include additional pertinent information within the cost proposal?	Yes, you may provide additional information as long as you also provide the cost information required in 4.2.8, in the format requested. Additional information needs to be separate from the submittal of 4.2.8 requirements.
103	16-006 WAHBE SharePoint RFQQ	Exhibit B Cost Proposal Worksheet		What is the project cost range WAHBE is estimating for this project? Alternately, is there a maximum project cost for this project?	We expect vendors to propose their best price to accomplish the work stated in the RFQQ. As such, we are not releasing information on our budget or maximum project cost.
104	16-006 WAHBE SharePoint RFQQ	General	General	Please share the number of Screens and Components of the existing application	WAHBE is looking for a complete redesign. Through design and user testing phases this will be determined.
105	16-006 WAHBE SharePoint RFQQ	General	General	Do you need social media widgets branding and integration?	No.

Vendor Questions and WAHBE Reponses for RFQQ 16-006

Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
106	16-006 WAHBE SharePoint RFQQ	General	General	We are going with the assumption that new portal will be designed, developed and tested considering the below mentioned devices and browsers. Please confirm. Platform: Desktop, Tablet, Smartphone OS: iOS, Android, Windows Browsers: Windows Explorer and Chrome (latest versions) in Windows. Default Browser in Android and iOS Device: 1 android mobile & tablet, 1 iOS mobile & tablet	Confirmed
107	16-006 WAHBE SharePoint RFQQ	General	General	Since the deadline of submission of RFQQ is November 09, 2016 and exchange would publish answers on October 28, 2016, we would urge the exchange to publish answers to our questions sooner than the deadline. If releasing answers before Oct 28 is not possible, then we request exchange to consider extending the RFQQ submission deadline to enable us to incorporate the answers in our solution.	The schedule has been revised via Addendum #2 which was released on WEBS and the WAHBE website on October 25.
108	16-006 WAHBE SharePoint RFQQ	General	General	What would be the standard time period required by Exchange for approval of deliverables? We are requesting this information as the next phase/deliverable could be dependent on approval from Exchange and a delay in approval / advise of re-work required may change the project schedule.	We estimate that 1 week will be the normal turnaround. However, this can be fully explored and mutually determined after project start. The final decision will be documented in the project plan.
109	16-006 WAHBE SharePoint RFQQ	General	General	Can companies from Outside USA can apply for this?	Vendors must be fully licensed to operate a business in the United States and Washington State specifically to be considered for this project.

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
110	16-006 WAHBE SharePoint RFQQ	General	General	Can we perform the tasks (related to RFP) outside USA?	We believe a successful project will require onsite collaboration throughout the duration of the project. Certain tasks may be considered and approved for work outside the US and will be negotiated after contract award. If you would like us to consider this, please identify the tasks proposed for work outside the US, as well as the country the work will be accomplished, and submit this as a request for alternate terms and conditions (see RFQQ sections 3.16 and 4.2.1.10 for information and instructions).
111	16-006 WAHBE SharePoint RFQQ	General	General	Do we need to come over there for meetings?	Yes. Vendor would be expected to attend some in-person meetings in Olympia. We believe that on-site engagement is best for at least initial engagement and user research. Technical work can be done off-site.
112	16-006 WAHBE SharePoint RFQQ	General	General	Can we submit the proposals via email?	Yes. See RFQQ section 4.3 for instructions regarding email delivery.
113	16-006 WAHBE SharePoint RFQQ	General	General	What is the total outlay limit of this project?	We expect vendors to propose their best price to accomplish the work stated in the RFQQ. As such, we are not releasing information on our budget or maximum project cost.
114	16-006 WAHBE SharePoint RFQQ	General	General	Please share the details of the incumbent or vendor currently providing the same services along with last year's expenditure	No incumbent.
115	16-006 WAHBE SharePoint RFQQ	General	General	Approximately how much data is currently being stored on WAHBE's file server?	107,100 files are currently on our SharePoint server. The file server is out of scope for this project.
116	16-006 WAHBE SharePoint RFQQ	General	General	Is there an incumbent vendor for this RFP opportunity?	No
117	16-006 WAHBE SharePoint RFQQ	General	General	Did a consulting company build the existing SharePoint site? If yes, are they bidding on this project? If yes and they are not bidding on the project, why?	No

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
118	16-006 WAHBE SharePoint RFQQ	General	General	What is the primary business driver for doing a redesign of the site? Are there significant pain points around a certain area of the site? Are there core business processes that you're not able to streamline with your current SharePoint site?	Current State: The current site has content that is lacking and or out of date. There is no governance and users have a wide range of SharePoint skills. Goal: Strengthen and support our innovative, collaborative team culture through the use of a smooth operating SharePoint site with quick response time. Strategy: Build and maintain an intranet for employees that provides quick and easy access to company information such as: ▪WAHBE initiatives ▪Leadership announcements ▪Staff recognition ▪Washington Healthplanfinder development ▪HR resources and quick links
119	16-006 WAHBE SharePoint RFQQ	General	General	Has WAHBE leadership approved and allocated a budget for this project? If so, is there a budget range that is optimal for WAHBE?	Yes.
120	16-006 WAHBE SharePoint RFQQ	General	General	Outside of the judging metrics in the RFP, what are the top 3 "nice-to-have" characteristics that a vendor would have? For example, you would like to work with a Microsoft Gold Certified Partner.	See the RFQQ for requirements and desired characteristics. We have no additional requirements or desired characteristics. Being a Microsoft Gold Certified Partner is preferred, but not required.
121	16-006 WAHBE SharePoint RFQQ	General	General	Does your current SharePoint solution integrate with any other systems besides Dynamics CRM?	No, it currently does not.
122	16-006 WAHBE SharePoint RFQQ	General	General	Is this project on Office 365 or on SharePoint 2013?	Office 365
123	16-006 WAHBE SharePoint RFQQ	General	General	Are there any migration efforts involved?	Yes. Some documents will need to be migrated
124	16-006 WAHBE SharePoint RFQQ	General	General	Is there any infrastructure maintenance or administration responsibilities?	It is Office 365. Although there are maintenance responsibilities it is not extensive. The administration responsibilities are for creating new sub sites and granting permissions.

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
125	16-006 WAHBE SharePoint RFQQ	General	General	An intranet or WCM can be very generic and with so less details about the scope of work, how accurate do you expect the dollar amount estimates for the scope of work to be?	We have requested a not-to-exceed amount for this work.
126	16-006 WAHBE SharePoint RFQQ	General	General	How many resources do you estimate will be required to do the work?	We have not determined the resources or hours at this time. We expect vendors to propose the resources and hours needed from WAHBE to accomplish this project.
127	16-006 WAHBE SharePoint RFQQ	General	General	Do any of the resources need to be onsite?	Yes. Vendor would be expected to attend some in-person meetings in Olympia. We believe that on-site engagement is best for at least initial engagement and user research. Technical work can be done off-site.
128	16-006 WAHBE SharePoint RFQQ	General	General	Is it required to have a UBI number at the time of the proposal submission or can it be applied after project confirmation?	No. Please see RFQQ section 4.2.1.3.
129	16-006 WAHBE SharePoint RFQQ	General	General	Please confirm there is No workflows to be done in the scope of work.	Incorrect. A minimum of three workflows will need to be constructed. Additional workflow needs may be determined during user research
130	16-006 WAHBE SharePoint RFQQ	General	General	Is migrating data from old intranet to new intranet scope of work	Yes
131	16-006 WAHBE SharePoint RFQQ	General	General	What do you consider to be the top three critical success factors for this project (i.e. at the end of the project, how will we know that we've jointly delivered success to your constituents)?	See the RFQQ for requirements and desired characteristics. We have no additional requirements or desired characteristics. We will further engage on this topic during the initiation phase of the project.
132	16-006 WAHBE SharePoint RFQQ	General	General	Will Certified Small Businesses (in any state) receive any special consideration in this procurement?	No.
133	16-006 WAHBE SharePoint RFQQ	General	General	Implementation decisions related to the design and development of software solutions can vary widely depending on project budget. Our firm has delivered successful projects across various budget ranges. To help us best meet the goals of your solicitation, can you please approximate a budget range for this project?	We expect vendors to propose their best price to accomplish the work stated in the RFQQ. As such, we are not releasing information on our budget or maximum project cost.

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
134	16-006 WAHBE SharePoint RFQQ	General	General	Do you anticipate a mix of on-site and remote project delivery? In our experience, we generally find it useful to be onsite during discovery meetings, installations, etc. however we can keep project expenses down by utilizing remote delivery for parts of the project.	Yes. Vendor would be expected to attend some in-person meetings in Olympia. We believe that on-site engagement is best for at least initial engagement and user research. Technical work can be done off-site.
135	16-006 WAHBE SharePoint RFQQ	General	General	If remote delivery for all or part of the project is acceptable; a) Is it required or preferred that remote work be conducted within the United States? b) Does the consultant working on the project need to have US Citizenship?	a) We believe a successful project will require onsite collaboration throughout the duration of the project. Certain tasks may be considered and approved for work outside the US and will be negotiated after contract award. If you would like us to consider this, please identify the tasks proposed for work outside the US, as well as the country the work will be accomplished, and submit this as a request for alternate terms and conditions (see RFQQ sections 3.16 and 4.2.1.10 for information and instructions). b) The consultant does not have to be a US citizen, but does need to be in the country on a Visa or another legal mechanism.
136	16-006 WAHBE SharePoint RFQQ	General	General	We have multiple Microsoft Gold and Silver Competencies and SharePoint Certified Masters, MVPs, Trainers, etc. With regard to certifications/credentials: a) What Microsoft Partner Competencies (e.g. Content and Collaboration, Application Development) are required and what is the minimum level of Competency for each that meets your requirements (i.e. Gold or Silver)? b) Will the proposal scoring take our credentials into account? c) We have multiple Microsoft Certified Trainers as well; does the anticipated scope of work include training?	a) Per section 1.6 "Minimum Qualifications", a Microsoft Gold Certified Partner is preferred. b) Yes c) Yes. See section 2.10 "Staff Training and Governance Committee Establishment".
137	16-006 WAHBE SharePoint RFQQ	General	General	We are a Microsoft SharePoint Deployment and Planning Services (SDPS) Provider; in that regard do you have any Microsoft Software Assurance vouchers that might be applied to the budget?	We do not believe Microsoft Assurance vouchers are relevant to this project, as we are in Office 365.

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
138	16-006 WAHBE SharePoint RFQQ	General	General	Did any contractor or vendor assist with the development of this solicitation or provide you with an initial evaluation, proof of concept, demonstration, pricing, or any other analysis related to this procurement? If so: a) Please provide the name of all contractors and vendors b) Are these contractors and/or vendors eligible to bid on this project?	No.
139	16-006 WAHBE SharePoint RFQQ	General	General	On a scale from 1 to 5 where 1 represents "None" and 5 represents "Expert", can you please indicate what SharePoint skills you currently have in house in terms of: a) SharePoint Infrastructure, Administration and Maintenance b) Information Architecture Design and Implementation c) Content Owner/Authorship d) PowerShell and C# Development	a) SharePoint Infrastructure, Administration and Maintenance - 3 b) Information Architecture Design and Implementation - 1 c) Content Owner/Authorship - 1 d) PowerShell and C# Development - 1
140	16-006 WAHBE SharePoint RFQQ	General	General	Besides the issues mentioned in Section 1.2 of the RFP what, if any, problems or dissatisfaction have you experienced with SharePoint?	Long response times and single sign on is not setup correctly.
141	16-006 WAHBE SharePoint RFQQ	General	General	On a scale from 1 to 5 where 1 represents little to no Information Architecture and 5 represents a comprehensive Information Architecture including all necessary custom Content Types and Term-Sets to fully support your SharePoint implementation in areas such as search, workflow, records management (i.e. retention policies), etc., how would you rank your current Information Architecture?	We would rank this a 1 (one)

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
142	16-006 WAHBE SharePoint RFQQ	General	General	Is the creation or improvement of “Workflows” a requirement? a. How many workflows are required? b. Can we assume that the workflows are simple in nature (e.g. document approval)? c. Can you please provide flow diagrams for all required workflows? d. Although flow diagrams are strongly preferred, if this is not possible, can you please provide a table of metrics indicating the number of workflows and level of complexity (e.g. 1-5) in your own estimation? Complexity rankings should consider: i. The number of steps in the workflow ii. The number of participants (people or systems) involved in the workflow iii. If it is sequential or parallel iv. The source(s) of data involved in the workflow and the complexity in accessing them v. Any requirements for long running or cross application workflows vi. Any requirements for callouts to custom code vii. The requirements, rules and policies for the execution of the workflow viii. Escalation and/or remediation requirements ix. Requirements for administration and reporting of workflow performance x. Any other requirement that may contribute to the complexity of the workflow development, execution, or administration	We consider this part of the user research and discovery. Only three workflows are used currently. WAHBE needs assistance in getting more workflow requirements from the business users.
143	16-006 WAHBE SharePoint RFQQ	General	General	We sell Premium Design Templates for SharePoint with ~15 different designs to choose from, all of which come with multiple Master pages, CSS, and various page layouts. All templates employ the latest-greatest adaptive and responsive design technologies and can be customized to your specific needs. Would you consider this option versus remediating the current branding?	Yes WAHBE would consider. Please include with your proposal.

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
144	16-006 WAHBE SharePoint RFQQ	General	General	Regarding the areas for SharePoint Improvement “Integration with ADP” Is Integration in scope? If so; a. Can we assume that the intent is limited to explaining how the system handles integration with external systems? b. If actual integration is in scope: i. What specific systems require Integration? ii. What level of integration is anticipated (e.g. hyperlinks only, document-level integration, unidirectional/read only, bidirectional data updates, functional integration)? iii. Can you please provide the API (web services, object interface, etc.) information as provided by the software vendor, as applicable?	To be decided as a result of user needs research.
145	16-006 WAHBE SharePoint RFQQ	General	General	Is external access to the system or content required and if so: a) What audiences will require external access (e.g. other agencies, vendors, employees accessing the system remotely, the public at large) and how many users comprise each audience? b) Will audiences that need external access have AD accounts? c) Will all external audiences need to login/authenticate in order to access the system or does anonymous access need to be supported as well? d) What features of the system will external access users be permitted to use (e.g. access to certain documents only, all features, etc.)? e) Is mobile support a requirement	a) Other agencies and about 100 to 150 people. b) Will audiences that need external access have AD accounts? Audiences will not need access with external AD accounts. c) Will all external audiences need to login/authenticate in order to access the system or does anonymous access need to be supported as well? External audiences need to login. d) What features of the system will external access users be permitted to use (e.g. access to certain documents only, all features, etc.)? Certain sites and all features. e) Is mobile support a requirement? No, however responsive design is desired.

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Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response																								
146	16-006 WAHBE SharePoint RFQQ	General	General	With regard to your vision for training, please rank the following: a) On a scale from 1 to 5 where 1 represents an onsite comprehensive instructor-led training solution with labs and workbooks (i.e. highest cost) and 5 represents basic solution-specific knowledge transfer sessions conducted by technical resources and delivered remotely (i.e. lowest cost), what represents your vision of training for the following audiences? <table><thead><tr><th>Audience</th><th>Score</th><th># of Students</th></tr></thead><tbody><tr><td>Administrators</td><td></td><td></td></tr><tr><td>Content Manager</td><td></td><td></td></tr><tr><td>Site Owner</td><td></td><td></td></tr></tbody></table> b) If onsite, how many students can your training room accommodate	Audience	Score	# of Students	Administrators			Content Manager			Site Owner			<table><thead><tr><th>Audience</th><th>Score</th><th># Students</th></tr></thead><tbody><tr><td>Administrators</td><td>1</td><td>2</td></tr><tr><td>Content Managers</td><td>4</td><td>14-20</td></tr><tr><td>Site Owner</td><td>1</td><td>14-20</td></tr></tbody></table> We have a training room that can accommodate up to 100 people.	Audience	Score	# Students	Administrators	1	2	Content Managers	4	14-20	Site Owner	1	14-20
Audience	Score	# of Students																											
Administrators																													
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Site Owner																													
Audience	Score	# Students																											
Administrators	1	2																											
Content Managers	4	14-20																											
Site Owner	1	14-20																											
147	16-006 WAHBE SharePoint RFQQ	General	General	What is your vision for the longer term post implementation support in terms of a Service Level Agreement, i.e. turn-around time, number of hours per week, hours of coverage, etc.?	WAHBE is interested in knowing the hourly rate for post implementation support. Please propose support levels and pricing																								
148	16-006 WAHBE SharePoint RFQQ	General	General	Do you have internal resources to handle Level-1 support (e.g. training questions, hardware or network problems, etc.)?	Yes.																								
149	16-006 WAHBE SharePoint RFQQ	General	General	What is the target completion date for the entire project?	The target is September 1, 2017 for SharePoint go-live with the vendor providing post go-live support through October 1, 2017. A maintenance agreement may also be requested.																								