



Request for Quote

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
ONE CAPITOL HILL
PROVIDENCE RI 02908

BUYER: McGurn, Cheryl A
PHONE #: 401-574-8130

CREATION DATE : 23-NOV-21
BID NUMBER: 7666814
TITLE: MS 0365 UNIFIED SUPPORT - DOA

BLANKET START : 01-JAN-22
BLANKET END : 31-DEC-24
BID CLOSING DATE AND TIME:21-DEC-2021 01:30:00

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DOA CONTROLLER
ONE CAPITOL HILL, 4TH FLOOR
SMITH ST
PROVIDENCE, RI 02908
US

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DOA - ENTERPRISE OPERATIONS CENTER
50 SERVICE AVENUE
WARWICK, RI 02886
US

Requisition Number: 1734197

Note to Bidders: MS 0365 UNIFIED SUPPORT

1/1/2022 - 12/31/2024 WITH TWO (2) ONE (1) YEAR EXTENSIONS AT THE SOLE DISCRETION OF THE STATE OF RHODE ISLAND.

DoIT is seeking Microsoft Unified Support or like services as outlined below.

The State of Rhode Island through an RFP process selected Microsoft Unified Support in 2013, Renewed in 2018 which will expire in December 2021.

Most of business-critical data that is stored and transmitted throughout the State of Rhode Island is currently possible due the large investment the State has made in Microsoft products; both via operating systems and licensing of the Microsoft Office 365 cloud product suite for endpoints. It is vital to the successful, un-interrupted operation of State business that the State of Rhode Island continues its fruitful investment in the Microsoft product line.

Questions concerning this solicitation must be emailed and received by the division of purchases at cheryl.mcgurn@purchasing.ri.gov no later than December 10, 2021 @ 4:00 PM (Eastern Time) in a microsoft word attachment with the corresponding solicitation number. Questions, if any, and responses will be posted on the division of purchases website at www.ridop.ri.gov.

If a vendor's proposal is accepted, the vendor shall complete a full vendor registration in ocean state procures™ for state review and approval. Instructions and registration link are found at

<https://www.ridop.ri.gov/osp/osp-vendor-registration.php>). Full registration shall include an upload of your internal revenue service form w-9

(<https://www.irs.gov/pub/irs-pdf/fw9.pdf>) and any other documentation identified during the tentative selection process to your vendor account in Ocean State Procures™.

Line	Description	Quantity	Unit	Unit Price	Total
1	MS 0365 UNIFIED SUPPORT - PER THE ATTACHED SPECIFICATIONS	1.00	Each		

Delivery: _____

Terms of Payment: _____

It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form must be attached to the front of the offer



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Administration
DIVISION OF PURCHASES
One Capitol Hill
Providence, RI 02908-5855

Tel: (401) 574-8100
Fax: (401) 574-8387
Website: www.ridop.ri.gov

SOLICITATION INFORMATION

NOVEMBER 23, 2021

RFQ: 7666814

TITLE: MS 0365 UNIFIED SUPPORT

SUBMISSION DEADLINE: 12/21/2021 @ 1:30 PM (EST)

PRE-BID CONFERENCE: NO X
YES _____

Buyer Name: Cheryl A. McGurn

Questions concerning this solicitation must be received by the Division of Purchases at cheryl.mcgurn@purchasing.ri.gov no later than December 9, 2021 @ 4:00 PM (**Eastern Time**). Please reference the **RFQ #7666814** on all correspondence. Questions should be submitted in a *Microsoft Word attachment*. Questions received, if any, will be answered and posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

BID SURETY BOND REQUIRED: NO
PAYMENT AND PERFORMANCE BOND REQUIRED: NO

Vendors must register on-line at the State Purchasing Website at www.ridop.ri.gov.

NOTE TO VENDORS:

- 1. Offers received without the entire completed three-page RIVIP generated Vendor Certification Cover Form attached may result in disqualification.**
- 2. Vendors must register in RIVIP at the Division of Purchases website at <https://www.purchasing.ri.gov/RIVIP/Vendor Registration .aspx>.**

THIS PAGE IS NOT A VENDOR CERTIFICATION COVER FORM

COVID-19 EMERGENCY PROTOCOL FOR BID OPENINGS

Vendors and the public are advised that due to Covid-19 emergency social distancing requirements bid openings at the Division of Purchases shall be conducted via live streaming on the ZOOM website/application. Vendors and the public shall not be permitted to enter the Division of Purchases to attend bid openings. Vendors and the public who attend bid openings via live streaming shall be required to identify themselves and a record of all such attendees shall be maintained by the Division of Purchases. Vendor bid proposals shall be opened and read aloud at the date and time listed herein. The results of bid solicitations requiring a public copy for public works projects shall be posted on the Division of Purchases website as soon as possible after the bid opening. For RFQ solicitations only vendor names shall be read aloud at the opening.

Vendors and the public are further advised that visitor access to the Powers Building at One Capitol Hill, Providence, RI requires pre-screening at the entrance to the building. In accordance with the Governor's Executive Order(s) and Department of Health emergency regulations all visitors to the Powers Building must wear a cloth mask which covers the nose and mouth. Vendors delivering bid proposals to the Division of Purchases should allow sufficient time for the pre-screening process. The Division of Purchases assumes no responsibility for delays caused by the screening process or any other reason. Vendors are solely responsible for on time delivery of bid proposals. The Division of Purchases shall not accept late bids for any reason.

BID OPENING ZOOM INFORMATION

Division of Purchases is inviting you to a scheduled Zoom meeting.

Topic: 7666814

Time: Dec 21, 2021 01:30 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/87678256221?pwd=MjBJODFEZGVtRzFlcnc5SVBrb0FVdz09>

Meeting ID: 876 7825 6221

Passcode: 672033

One tap mobile

+13017158592,,87678256221#,,,,*672033# US (Washington DC)

+13126266799,,87678256221#,,,,*672033# US (Chicago)

Dial by your location

+1 301 715 8592 US (Washington DC)

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)

888 788 0099 US Toll-free

833 548 0276 US Toll-free

833 548 0282 US Toll-free

877 853 5247 US Toll-free

Meeting ID: 876 7825 6221

Passcode: 672033

Find your local number: <https://us02web.zoom.us/j/kcjQ824Hjy>

INSTRUCTIONS AND NOTIFICATIONS TO OFFERERS:

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Administration, Division of Information Technology (“DoIT”), is soliciting quotes to provide Microsoft Unified Support or like services.

This solicitation, and subsequent award, is governed by the State’s General Conditions of Purchase, which is available at www.ridop.ri.gov.

Potential Offerors are advised to review all sections of this solicitation carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

All costs associated with developing or submitting a quote in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.

Quotes are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted is to be considered fixed, unless otherwise indicated herein.

Quotes misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered.

Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Quote will be considered to be public record, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFQ.

In accordance with R. I. Gen. Laws §§ 37-14.1-1 and 37-2.2-1 it is the policy of the State to support the fullest possible participation of firms owned and controlled by minorities (MBEs) and women (WBEs) and to support the fullest possible participation of small disadvantaged businesses owned and controlled by persons with disabilities For further information, visit the Office of Diversity, Equity & Opportunity’s website at: <http://odeo.ri.gov/>. Awards resulting from this Request will be subject to the State’s General Conditions of Purchase, which are available through the Internet at www.ridop.ri.gov.

Questions, in **Microsoft Word Format**, concerning this solicitation, may be e-mailed to the Division of Purchases at cheryl.mcgurn@purchasing.ri.gov no later than the date & time indicated on page 1 of this solicitation. Please reference **RFQ #7666814** on all correspondence.

Responses to questions received, if any, will be provided, as an Addendum to this RFQ, and posted on the Rhode Island Division of Purchases website at www.ridop.ri.gov It is the responsibility of all interested OFFERERS to download this additional information.

Requests for Quotes to provide the required goods must be received by the Division of Purchases **on or before December 21, 2021 @ 1:30 PM (EST)**. Responses should be mailed or hand-delivered in a sealed envelope marked “**RFQ # 7666814**” to:

RI Department of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Quotes received after the above-referenced due date and time will not be considered. Quotes misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Quotes faxed, or emailed, to the Division of Purchases will not be considered. The “official” time clock is located in the reception area for the Division of Purchases. **(Please be advised that FedEx/UPS do not always arrive by 10:30 am, you would be smart to send your submission to arrive at least one day early)**

RESPONSE CONTENTS

Responses must include the following:

A completed and signed three-page RIVIP generated Vendor Certification Cover Form downloaded from the RI Division of Purchases Internet home page at www.ridop.ri.gov.

A completed and signed Rhode Island W-9 (included in the original copy only) downloaded from the Division of Purchases website at [/documents/Forms/Misc Forms/13 RI Version of IRS W-9 Form.docx](#).

A completed Request for Quote form with unit price and total completed.

A completed Cost Worksheet located in the bid zip file.

A completed Request for Quote form with rate pricing and total price.

Previous Years to Current Trends

Year	Agreement ID	Start Date	End Date	Case Count
Previous 2 Year	001503717	31-Dec-18	30-Dec-19	50
Previous 1 Year	146340281	31-Dec-19	27-Jan-21	79
Current	156716259	28-Jan-21	27-Jan-22	52

Count of Product	Column Labels			
Row Labels	Current	Previous 1 Year	Previous 2 Year	Grand Total
Azure	3	3	2	8
Azure Non-Standard	1	1		2
Dynamics Cloud	2	9	2	13
Host Integration Server	1	3		4
Internet Server			1	1
MDOP		1		1
Microsoft 365	31	53	42	126
O365	2			2
Online Systems	1			1
Outlook	1			1
SharePoint Portal Server	1			1
SMS Server	1			1
SQL Server	1	1	1	3
Visual Studio		2		2
Win32 Dev Tools	2			2
Windows 10		1		1
Windows NT	5	5	2	12
Grand Total	52	79	50	181

Counts are estimated and final concts will be provided upon vendor Award.

Item	Min Hours	Notes	Proposed Hours	\$ Rate	Total
Base Support	1				\$0.00
Proactive Credits	383				\$0.00
SDM for Proactive Credits	45				\$0.00
SDM for DSE					\$0.00
SDM Other	10				\$0.00
ADM Support Account Mgt					\$0.00
ADM Dev Support					\$0.00
O365 Support Engineer	600				\$0.00
Support Engineer Other					\$0.00
Onsite Visits					\$0.00
Option 1					\$0.00
Option 2					\$0.00
Accelerate MS Teams Governance, Security & Compliance	1				\$0.00
Sub Total					\$0.00
Discounts 1					\$0.00
Discounts 2					\$0.00
Discounts 3					\$0.00
Total Discount					\$0.00
Total					\$0.00

Contract Terms and Conditions

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Terms and Conditions

BID STANDARD TERMS AND CONDITIONS

TERMS AND CONDITIONS FOR THIS BID

BID ALL ITEMS

BIDDERS MUST BID ALL ITEMS TO BE CONSIDERED. AWARD WILL BE BASED ON TOTAL LOW.

DELIVERY PER AGENCY

DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY.

INSURANCE REQUIREMENTS

AN INSURANCE CERTIFICATE IN COMPLIANCE WITH PROVISIONS OF ITEM 31 (INSURANCE) OF THE GENERAL CONDITIONS OF PURCHASE IS REQUIRED FOR COMPREHENSIVE GENERAL LIABILITY, AUTOMOBILE LIABILITY, AND WORKERS' COMPENSATION AND MUST BE SUBMITTED BY THE SUCCESSFUL BIDDER(S) TO THE DIVISION OF PURCHASES PRIOR TO AWARD. THE INSURANCE CERTIFICATE MUST NAME THE STATE OF RHODE ISLAND AS CERTIFICATE HOLDER AND AS AN ADDITIONAL INSURED. FAILURE TO COMPLY WITH THESE PROVISIONS MAY RESULT IN REJECTION OF THE OFFEROR'S BID. ANNUAL RENEWAL CERTIFICATES MUST BE SUBMITTED TO THE AGENCY IDENTIFIED ON THE PURCHASE ORDER. FAILURE TO DO SO MAY BE GROUNDS FOR CANCELLATION OF CONTRACT.

NOTE: IF THIS BID COVERS CONSTRUCTION, SCHOOL BUSING, HAZARDOUS WASTE, OR VESSEL OPERATION, APPLICABLE COVERAGES FROM THE FOLLOWING LIST MUST ALSO BE SUBMITTED TO THE DIVISION OF PURCHASES PRIOR TO AWARD: * PROFESSIONAL LIABILITY INSURANCE (AKA ERRORS & OMISSIONS) - \$1 MILLION OR 5% OF ESTIMATED PROJECT COST, WHICHEVER IS GREATER. * BUILDER'S RISK INSURANCE - COVERAGE EQUAL TO FACE AMOUNT OF CONTRACT FOR CONSTRUCTION. * SCHOOL BUSING - AUTO LIABILITY COVERAGE IN THE AMOUNT OF \$5 MILLION. * ENVIRONMENTAL IMPAIRMENT (AKA POLLUTION CONTROL) - \$1 MILLION OR 5% OF FACE AMOUNT OF CONTRACT, WHICHEVER IS GREATER. * VESSEL OPERATION - (MARINE OR AIRCRAFT) - PROTECTION & INDEMNITY COVERAGE REQUIRED IN THE AMOUNT OF \$1 MILLION.

LICENSE REQUIREMENTS

VENDOR (OWNER OF COMPANY) IS RESPONSIBLE TO COMPLY WITH ALL LICENSING OR STATE PERMITS REQUIRED FOR THIS TYPE OF SERVICE. A COPY OF LICENSE/PERMIT SHOULD BE SUBMITTED WITH THIS BID. IN ADDITION TO THESE LICENSE REQUIREMENTS, BIDDER, BY SUBMISSION OF THIS BID, CERTIFIES THAT ANY/ALL WORK RELATED TO THIS BID, AND ANY SUBSEQUENT AWARD WHICH REQUIRES A RHODE ISLAND LICENSE(S), SHALL BE PERFORMED BY AN INDIVIDUAL(S) HOLDING A VALID RHODE ISLAND LICENSE.

NON-COMPLIANCE - SPECIFICATION

THE PRODUCT(S) PROVIDED BY VENDORS WILL BE SUBJECT TO RANDOM TESTING. IF THE PRODUCT DOES NOT MEET SPECIFICATION, THE VENDOR WILL BE RESPONSIBLE FOR ADMINISTRATIVE COSTS, LAB TESTING AND PERSONNEL COSTS. NON-COMPLIANCE OF

THE PRODUCT TO THE BID SPECIFICATION WILL RESULT IN THE REVOCATION OF THE CONTRACT/PURCHASE ORDER.

RIVIP INFO - BID SUBMISSION REQUIREMENTS

It is the vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form should be attached to the front of the offer. Each bid proposal must be submitted in a separate sealed envelope with the bidder's name and address and the specific "Solicitation Number," "Solicitation Title," and the "Bid Proposal Submission Deadline" marked in the upper left-hand corner of the envelope.

The bid proposal must be delivered (via mail, messenger service, or personal delivery) to the Division of Purchases and date-stamped/receipted by the date and time specified for the bid proposal submission deadline. Bidders should mail bid proposals sufficiently in advance of the bid proposal submission deadline to ensure timely delivery to the Division of Purchases or, when delivering a bid proposal in person or by messenger, should allow additional time for parking and clearance through security checkpoints. Bid proposals must be addressed to:

Rhode Island Department of Administration
Division of Purchases, 2nd Floor
One Capitol Hill, Providence, RI 02908-5855

Bid proposals that are not received by the Division of Purchases by the bid proposal submission deadline for whatever reason will be deemed late and will not be considered. The submission time will be determined by the time clock in the Division of Purchases. Postmarks will not be considered proof of timely submission.

Bid proposals in electronic format are not accepted at this time.

At the bid proposal submission deadline, bid proposals will be opened and read aloud in public.

DIVESTITURE OF INVESTMENTS IN IRAN REQUIREMENT:

No vendor engaged in investment activities in Iran as described in R.I. Gen. Laws §37-2.5-2(b) may submit a bid proposal to, or renew a contract with, the Division of Purchases. Each vendor submitting a bid proposal or entering into a renewal of a contract is required to certify that the vendor does not appear on the list maintained by the General Treasurer pursuant to R.I. Gen. Laws §37-2.5-3.

VENDOR SPECIFICATIONS

ALL VENDORS MUST INCLUDE SPECIFICATIONS WITH BID PROPOSAL (EVEN THOSE BIDDING BRAND SPECIFIED). FAILURE TO SUBMIT SPECIFICATIONS WITH BID PROPOSAL MAY RESULT IN DISQUALIFICATION OF BID. ITEMS IN CATALOGS MUST BE CLEARLY MARKED AND PAGES TABBED.