

***Invitation to Bid
ITB-24-021-MF
Microsoft Licensing***

ADDENDUM NO. 1

The following changes, additions, clarifications, and/or deletions amend the ITB document of the above captioned solicitation and shall become an integral part of the Contract Documents.

CHANGES:

REVISION #1: SECTION 7 has been revised to include a Revised Bid Summary Excel Spreadsheet, please refer to the attached revised form.

QUESTIONS AND ANSWERS:

Q1: Support Expectations: Could you clarify the expected level or tier of support (e.g., Tier 1, Tier 2, or escalation to Microsoft)? Are there defined SLAs, response times, or helpdesk capabilities required of the awarded vendor?

A1: If there is an issue with licensing, the District will contact Microsoft directly and open a support call.

Q2: Optional Renewal Years: What are the determining factors the District will use when deciding whether to exercise the optional renewal years?

A2: Several factors are considered before exercising the optional renewal years, such as vendor performance evaluation and district licensing model changes.

Q3: License Breakdown: Will the District be providing a list of Microsoft SKUs or license types currently in use, and the estimated user or license counts for each?

A3: See Revised Bid Summary Excel spreadsheet provided through this addendum.

Q4: CSP Role and Responsibilities: Will the awarded vendor act only as a licensing reseller, or also as a Tier 1 CSP partner with delegated admin access and technical responsibilities?

A4: The awarded vendor will only act as a licensing reseller.

Q5: Invoicing & Payment Terms: Will payments be made via purchase orders and standard invoicing, or are alternative billing models (e.g., credit card, CSP billing platforms) preferred?

A5: Yearly renewals are processed via purchase order, any add-ons during the fiscal year, will be processed via district credit card if less than \$2,499. If a school purchases licenses independently, the vendor is to process the request, bill and send the school the license(s) directly.

Q6: Award Scope: Will the District consider awarding to multiple vendors by category or license type, or is this intended to be a single-vendor award?

A6: Pursuant to Section 5.2 Method of Award, a primary and alternate vendor may be awarded.

Q7: Transition Expectations: Will the new vendor be responsible for facilitating any tenant transition or license migration from an incumbent provider, if applicable?

A7: Not Applicable.

- Q8: License Adjustments: How will mid-term license changes be handled (e.g., adds/removes during the contract term)? Will vendors be expected to manage these monthly under Microsoft's NCE rules?**
- A8: Should any additional licenses be required during the fiscal year, the vendor is responsible for provisioning them within our tenant, after which M-DCPS will assume management.
- Q9: CSP Distribution Channels: Are there any restrictions on which authorized CSP distribution channels (e.g., Ingram Micro, TD Synnex, D&H) may be used?**
- A9: None that the District is aware of.
- Q10: Charter School Participation: Will charter schools operate independently with their own POs and license needs under this contract, or will they be coordinated centrally?**
- A10: Charter Schools operate independently, and they will supply their own purchase orders. Charter schools are to receive the same pricing as the District.