

State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street, - Room 100
Concord, New Hampshire 03301
(603) 271-3201 Office@das.nh.gov

5V

MAC



Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

December 20, 2023

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services to exercise a contract renewal option (Contract #8002858) with Presidio Networked Solutions LLC (VC#175858), Woburn, MA for Microsoft/Office 365/Azure cloud solutions professional services, by extending the completion date from December 31, 2023 to December 31, 2024 with no increase to contract price limitation of up to and not to exceed \$10,000,000 with one available one-year renewal option effective upon Governor and Executive Council approval. The original contract (Contract #8002858) was approved by Governor and Executive Council on March 23, 2021, item #84.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

EXPLANATION

As previously stated, the original contract (Contract #8002858) was approved by the Governor and Executive Council on March 23, 2021, item #84.

This current contract (Contract #8002858) requires vendors to respond to a Request for Quote (RFQ) and Statement of Work (SOW). The DAS, on behalf of a requesting State agency, issues the RFQ/SOW to all contractors. Each SOW details various requirements related to the services, planning and implementation of new projects. The project engagement will be based upon the lowest cost qualified quote. Project engagements under the agreements with a dollar value exceeding \$10,000 shall be brought before the Governor and Executive Council for approval prior to proceeding with the engagements. The DoIT has requested that the BoPP exercise the first one-year renewal of two allowable extensions as permitted by contract terms stated in Exhibit B, Scope of Services, based on continued and anticipated increased statewide agency need for Microsoft/Office 365/Azure cloud solutions professional services. The purpose of this request is to provide statewide services to agencies requiring assistance with ongoing and future projects, including automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data,

securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT Environment.

For this requested amendment, the BoPP, in collaboration with the DoIT, issued a request for information (RFI) 2024-373 on August 3, 2023, with responses due on August 24, 2023. This RFI reached 361 vendors through the NIGP electronic sourcing platform with an additional 18 directly sourced. 16 informational responses were received. Upon review of the submissions, it was determined that while the services would remain at the same qualification level, the price of services would result in an average of \$1,687 per hour, an increase of \$86 per hour over the current average hourly rate of pricing at \$1,601. These RFI results support the justification to extend the current contracts in place with no change to current terms or pricing as hourly rates for cloud service professionals have increased since the original contract approval.

The current, and 3 pending contract amendment extensions being requested are for:

1. Presidio Networked Solutions LLC of Woburn, MA (Contract #8002858)
2. Spruce Technology Inc of Clifton, NJ (Contract #8002856)
3. Peridot Solutions, LLC of McLean, VA (Contract #8002854)
4. TRN Digital LLC d/b/a TRNDigital of Boston, MA (Contract #8002852)

Contract financials	
Average hourly rate from current contract terms	\$1,601
Average hourly rate from RFI respondents	\$1,687
Average hourly cost avoidance achieved with extension of current contract	\$86 (or 5%)

Based on the foregoing, I am respectfully recommending approval of the amendment to the contract with Presidio Networked Solutions LLC.

Respectfully submitted,



Charles M. Arlinghaus
Commissioner



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY

27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

November 14, 2023

Charles M. Arlinghaus, Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street – Room 100
Concord, NH 03301

Dear Commissioner Arlinghaus:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Peridot Solutions, LLC, Persidio Networked Solutions, LLC, Spruce Technologies, Inc., and TRN Digital, LLC, as described below and referenced as DoIT No. 2021-041A.

The purpose of this request is to provide statewide services to agencies requiring assistance with ongoing and future projects, including automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT Environment.

The Total Price Limitation will not change and shall remain \$10,000,000, effective upon Governor and Executive Council approval through December 31, 2024.

A copy of this letter must accompany the Department of Administrative Services' submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/jd
DoIT #2021-041A

cc: Rebecca Bolton, IT Manager



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

Bid Description	MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
Bid #	2312-21
Agent Name	Paul Rhodes
Closing Date & Time	June 11, 2020 @ 10:00 AM

Vendor Name	Score
Spruce Technology	88
Peridot	85.5
Catapult	76
SoftChoice	69
Presidio	67.5
TRN Digital	60
WME	57
Insight	Withdrawn
Connection	29.5
Whalley	18

Non-compliant

- Avanade - Incomplete Pricing
- CBTS - Incomplete Pricing
- Confiance - Incomplete Pricing
- Ernst & Young - Incomplete Pricing
- Planet Technologies - Incomplete Pricing
- Smarter Consulting - Incomplete Pricing
- Zones - Incomplete Pricing



RFI Summary

Bid Description	REQUEST FOR INFORMATION RELATIVE TO THE PROCESS OF Microsoft/Office 365/Azure Cloud Solutions Professional Services
RFI	# 2024-373
Agent Name	Corrine Tatro

RFI Results, Current Market Pricing

POSITION	Avg Hrlly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate
PROJECT MANAGER	\$ 156.27	\$ 145.00	\$ 206.00	\$ 165.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 40.00	\$ 175.00	\$ 130.00	\$ 259.00	\$ 150.00	\$ 130.00	\$ 215.00	\$ 110.00			
M365&CS BUSINESS ANALYST	\$ 145.48	\$ 125.00	\$ 183.00	\$ 165.00	\$ 120.00	\$ 125.00	N/A	\$ 60.00	\$ 80.00	\$ 120.00	\$ 259.00	\$ 140.00	\$ 125.00	\$ 215.00	\$ 95.00			
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR	\$ 154.29	\$ 135.00	\$ 229.00	\$ 195.00	\$ 120.00	\$ 150.00	\$ 200.00	\$ 90.00	\$ 125.00	\$ 105.00	\$ 299.00	\$ 120.00	\$ 120.00	\$ 215.00	\$ 85.00			
COMPLIANCE ADMINISTRATOR	\$ 154.23	\$ 115.00	\$ 183.00	\$ 210.00	\$ 120.00	\$ 150.00	\$ 200.00	\$ 60.00	\$ 110.00	\$ 140.00	\$ 299.00	\$ 175.00	\$ 130.00	\$ 215.00	\$ 80.00			
EXCHANGE ADMINISTRATOR	\$ 144.52	\$ 135.00	\$ 183.00	\$ 195.00	\$ 120.00	\$ 150.00	\$ 160.00	\$ 65.00	\$ 90.00	\$ 110.00	\$ 299.00	\$ 120.00	\$ 115.00	\$ 215.00	\$ 80.00			
GROUPS ADMINISTRATOR	\$ 146.10	\$ 115.00	\$ 183.00	\$ 195.00	\$ 150.00	\$ 150.00	\$ 160.00	\$ 65.00	\$ 90.00	\$ 125.00	\$ 299.00	\$ 120.00	\$ 115.00	\$ 215.00	\$ 75.00			
SHAREPOINT ADMINISTRATOR	\$ 142.84	\$ 135.00	\$ 183.00	\$ 195.00	\$ 140.00	\$ 150.00	\$ 160.00	\$ 70.00	\$ 85.00	\$ 125.00	\$ 299.00	\$ 120.00	\$ 125.00	N/A	\$ 75.00			
DYNAMICS 365 ADMIN ISTRATOR	\$ 152.71	\$ 135.00	\$ 206.00	\$ 225.00	\$ 140.00	\$ 150.00	\$ 160.00	\$ 65.00	\$ 85.00	\$ 135.00	\$ 299.00	\$ 190.00	\$ 135.00	N/A	\$ 85.00			
TEAMS ADMINISTRATOR	\$ 147.04	\$ 135.00	\$ 183.00	\$ 195.00	\$ 140.00	\$ 150.00	\$ 160.00	\$ 65.00	\$ 85.00	\$ 120.00	\$ 299.00	\$ 120.00	\$ 130.00	\$ 215.00	\$ 75.00			
MICROSOFT TECHNICAL ARCHITECT	\$ 176.92	\$ 145.00	\$ 251.00	\$ 195.00	\$ 160.00	\$ 150.00	\$ 200.00	\$ 85.00	\$ 175.00	\$ 143.00	\$ 299.00	\$ 150.00	\$ 145.00	\$ 215.00	\$ 140.00			
MICROSOFT LEAD PLATFORM DEVELOPERS	\$ 166.60	\$ 135.00	\$ 213.00	\$ 200.00	\$ 140.00	\$ 150.00	\$ 200.00	\$ 85.00	\$ 150.00	\$ 136.00	\$ 299.00	\$ 150.00	\$ 140.00	N/A	\$ 110.00			
Total Amount of Hourly Rates	\$ 1,687.00	\$ 1,455.00	\$ 2,203.00	\$ 2,135.00	\$ 1,500.00	\$ 1,625.00	\$ 1,750.00	\$ 750.00	\$ 1,250.00	\$ 1,389.00	\$ 3,209.00	\$ 1,555.00	\$ 1,410.00	\$ 1,720.00	\$ 1,010.00			

Current Pricing under Established Contracts

POSITION	Avg Hrlly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Low	Avg Hrlly Rate	High	
																							Spruce
PROJECT MANAGER	\$ 155.54	\$ 128.00	\$ 185.00	\$ 205.00	\$ 150.00	\$ 145.00	\$ 100.79	\$ 175.00	\$ 100.79	\$ 155.54	\$ 205.00												
M365&CS BUSINESS ANALYST	\$ 152.54	\$ 117.00	\$ 175.00	\$ 275.00	\$ 140.00	\$ 120.00	\$ 65.78	\$ 175.00	\$ 65.78	\$ 152.54	\$ 275.00												
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR	\$ 130.25	\$ 106.00	\$ 185.00	\$ 140.00	\$ 120.00	\$ 120.00	\$ 65.78	\$ 175.00	\$ 65.78	\$ 130.25	\$ 185.00												
COMPLIANCE ADMINISTRATOR	\$ 145.98	\$ 160.00	\$ 185.00	\$ 150.00	\$ 175.00	\$ 110.00	\$ 66.84	\$ 175.00	\$ 66.84	\$ 145.98	\$ 185.00												
EXCHANGE ADMINISTRATOR	\$ 126.27	\$ 106.00	\$ 175.00	\$ 130.00	\$ 120.00	\$ 110.00	\$ 67.90	\$ 175.00	\$ 67.90	\$ 126.27	\$ 175.00												
GROUPS ADMINISTRATOR	\$ 128.85	\$ 128.00	\$ 175.00	\$ 150.00	\$ 120.00	\$ 85.00	\$ 68.96	\$ 175.00	\$ 68.96	\$ 128.85	\$ 175.00												
SHAREPOINT ADMINISTRATOR	\$ 134.74	\$ 128.00	\$ 175.00	\$ 140.00	\$ 120.00	\$ 115.00	\$ 90.18	\$ 175.00	\$ 90.18	\$ 134.74	\$ 175.00												
DYNAMICS 365 ADMIN ISTRATOR	\$ 150.74	\$ 135.00	\$ 175.00	\$ 155.00	\$ 190.00	\$ 135.00	\$ 90.18	\$ 175.00	\$ 90.18	\$ 150.74	\$ 190.00												
TEAMS ADMINISTRATOR	\$ 141.57	\$ 117.00	\$ 235.00	\$ 150.00	\$ 120.00	\$ 125.00	\$ 68.96	\$ 175.00	\$ 68.96	\$ 141.57	\$ 235.00												
MICROSOFT TECHNICAL ARCHITECT	\$ 167.71	\$ 140.00	\$ 210.00	\$ 250.00	\$ 150.00	\$ 145.00	\$ 103.97	\$ 175.00	\$ 103.97	\$ 167.71	\$ 250.00												
MICROSOFT LEAD PLATFORM DEVELOPERS	\$ 167.00	\$ 135.00	\$ 210.00	\$ 250.00	\$ 150.00	\$ 145.00	\$ 103.97	\$ 175.00	\$ 103.97	\$ 167.00	\$ 250.00												
Total Amount of Hourly Rates	\$ 1,601.19	\$ 1,400.00	\$ 2,085.00	\$ 1,995.00	\$ 1,555.00	\$ 1,355.00	\$ 893.31	\$ 1,925.00		\$ 1,601.19													
Average cost avoidance compared to existing contract	\$86																						
% impact	5%																						

Recommendation Summary	
Statewide Contract or Amendment	Contract
Term of Contract	2
Price Limitation	Variable
Number of Responses Received	16
Number of Sourced bidders	7
Number of NIGP Vendors Sourced	361
Number of non-responsive bidders	352
Expiring Contract Price Limitation	Variable

Special Notes: Upon review of the submissions, it was determined that while the services would remain at the same qualification level; the price of services would result in an average of \$1,687 per hour, an increase of \$86 per hour over the current average hourly rate of pricing at \$1,601.



RFI Summary

New Wave		MDS			
Hourly Rate	Hourly Rate	Low	Avg Hrly Rate	High	
\$ 125.39	\$ 200.00	\$ 40.00	\$ 156.27	\$ 259.00	
\$ 120.17	\$ 250.00	\$ 60.00	\$ 143.48	\$ 259.00	
\$ 130.62	\$ 150.00	\$ 85.00	\$ 154.29	\$ 299.00	
\$ 130.62	\$ 150.00	\$ 60.00	\$ 154.23	\$ 299.00	
\$ 125.39	\$ 150.00	\$ 65.00	\$ 144.52	\$ 299.00	
\$ 130.62	\$ 150.00	\$ 65.00	\$ 146.10	\$ 299.00	
\$ 130.62	\$ 150.00	\$ 70.00	\$ 142.84	\$ 299.00	
\$ 130.62	\$ 150.00	\$ 65.00	\$ 152.71	\$ 299.00	
\$ 130.62	\$ 150.00	\$ 65.00	\$ 147.04	\$ 299.00	
\$ 177.64	\$ 200.00	\$ 85.00	\$ 176.92	\$ 299.00	
\$ 141.07	\$ 250.00	\$ 85.00	\$ 166.60	\$ 299.00	
\$ 1,473.38	\$ 1,950.00		\$ 1,687.00		

**FIRST AMENDMENT TO THE CONTRACT
 BETWEEN PRESIDIO NETWORKED SOLUTIONS LLC AND
 THE STATE OF NEW HAMPSHIRE, DEPARTMENT OF ADMINISTRATIVE SERVICES,
 FOR MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
 CONTRACT # 8002858**

This First Amendment (hereinafter referred to as the "Amendment"), dated this 5th day of December, 2023, is by and between the State of New Hampshire, Department of Administrative Services (hereinafter referred to as "the State") and Presidio Networked Solutions LLC (hereinafter referred to as "the Contractor") for Microsoft/Office 365/Azure Cloud Solutions Professional Services.

WHEREAS, pursuant to an agreement effective April 7, 2021 set to expire December 31, 2023, (hereinafter referred to as "the Agreement"), the Contractor agreed to perform certain Microsoft/Office 365/Azure Cloud Solutions Professional services for the State in consideration of payment by the State of certain sums as specified therein; and

WHEREAS, pursuant to Section 17 of the Agreement, the Agreement may be amended by an instrument in writing executed by both parties;

NOW, THEREFORE, for and in consideration of the mutual promises set forth in this Amendment and the underlying Agreement, the parties do mutually agree as follows:

1. Delete in its entirety Form Number P-37, item 1.7 Completion Date and substitute the following:
 1.7 December 31, 2024
2. Paragraph 2 as set forth in Exhibit C (Pricing Structure) is deleted in its entirety and replaced with the following:
 2. Pricing Structure. Contractor shall provide the services at the not-to-exceed hourly rates set forth in the table below.

Position	Hourly Rate
PROJECT MANAGER	\$205.00
M365&CS BUSINESS ANALYST	\$275.00
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR	\$140.00
COMPLIANCE ADMINISTRATOR	\$150.00
EXCHANGE ADMINISTRATOR	\$130.00
GROUPS ADMINISTRATOR	\$150.00
SHAREPOINT ADMINISTRATOR	\$140.00
DYNAMICS 365 ADMINISTRATOR	\$155.00
TEAMS ADMINISTRATOR	\$150.00
ADDITIONAL SUPPORT ROLES	\$130.00
MICROSOFT TECHNICAL ARCHITECT	\$250.00
SHAREPOINT ONLINE INFORMATION ARCHITECT	\$250.00
MICROSOFT LEAD PLATFORM DEVELOPERS	\$250.00

3.

4. All other provisions of the Agreement, approved by the Governor and Executive Council on March 23, 2021, item# 84, shall remain in full force and effect.

Presidio Networked Solutions LLC

By: EH

Erik Hayko

(Print Name)

Title: Sr. Contracts Manager

Date: Dec 5, 2023

STATE OF NEW HAMPSHIRE

By: Charles M. Arlinghaus

Charles M. Arlinghaus

(Print Name)

Title: Commissioner
Department of Administrative Services

Date: 12-8-23

OFFICE OF THE ATTORNEY GENERAL

By: Duncan A. Edgar

Duncan A. Edgar

(Print Name)

Title: Attorney

Date: December 7, 2023

The foregoing contract was approved by the Governor and Council of New Hampshire on

Signed: _____

(Print Name)

Title: _____

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that PRESIDIO NETWORKED SOLUTIONS LLC is a Florida Limited Liability Company registered to transact business in New Hampshire on April 26, 2007. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **576717**

Certificate Number: **0006337779**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 24th day of October A.D. 2023.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular stamp.

David M. Scanlan
Secretary of State

PRESIDIO™

Officer's Certificate

Name of Company:

Presidio Networked Solutions LLC

Name of Individual Signing:

Erik Hayko

Company Address:

One Penn Plaza
Suite 2501
New York, NY 10119

Title: Senior Manager, SLED Contracts

Signature: 
Erik Hayko (Oct 23, 2023 22:12 CDT)
(Required)

I certify that I am an Officer of the Company, that I have access to the original records of The Company, and that the individual identified above is authorized and empowered to make, enter into, sign, seal and deliver on behalf of this Company any and all documents and to bind the Company to perform in accordance with the terms thereof in support of Presidio's State, Local, and Educational (SLED) business portfolio.

Presidio Networked Solutions LLC

By: 
Jay Staples (Oct 25, 2023 08:44 EDT)
Authorized Signature

Jay Staples, Asst. General Counsel and Asst. Secy.
Name (Type or Print) Title

Oct 25, 2023

Date



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

10/20/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER McGriff Insurance Services 150 S. Warner Road Suite 460 King Of Prussia PA 19406-2639	CONTACT NAME: Christine Richardson	
	PHONE (A/C, No, Ext): 610-279-8550	FAX (A/C, No): 610-279-8543
E-MAIL ADDRESS: crichardson@mcgriff.com		
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A: Federal Insurance Company		20281
INSURER B: Great Northern Insurance Company		20303
INSURER C: Chubb Custom Insurance Company		38989
INSURER D: American Zurich Insurance Company		40142
INSURER E:		
INSURER F:		

INSURED BCEC-Port Holdings (Delaware) LP Presidio Inc. 12100 Sunset Hills Road - Suite 300 Reston VA 20190	150PRESIINC
---	-------------

COVERAGES

CERTIFICATE NUMBER: 1560209097

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			35852422BAL	10/1/2023	10/1/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000 \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> Comp \$1,000 <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> Coll \$1,000			73543321	10/1/2023	10/1/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0			79857023	10/1/2023	10/1/2024	EACH OCCURRENCE \$ 25,000,000 AGGREGATE \$ 25,000,000 \$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N <input type="checkbox"/> Y <input checked="" type="checkbox"/> N N/A			WC980925909	3/1/2023	3/1/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Prof/E&O, Cyber			D95452796	10/1/2023	10/1/2024	Per claim/Agg \$10,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Named Insureds:
 BCEC-Port Holdings (Delaware) LP
 Port Holdo Inc.
 Port Midco, LLC
 Presidio, Inc.
 Presidio Holdings Inc.
 Presidio IS LLC
 Presidio LLC
 See Attached...

CERTIFICATE HOLDER**CANCELLATION**

State of New Hampshire, Administrative Services
 Bureau of Purchase and Property
 25 Capitol Street
 Concord NH 03301

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.



ADDITIONAL REMARKS SCHEDULE

AGENCY McGriff Insurance Services		NAMED INSURED BCEC-Port Holdings (Delaware) LP Presidio Inc. 12100 Sunset Hills Road - Suite 300 Reston VA 20190	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 **FORM TITLE:** CERTIFICATE OF LIABILITY INSURANCE

Presidio Capital Funding LLC
 Presidio Networked Solutions LLC
 Presidio Technology Capital, LLC
 Presidio Government Solutions LLC
 Presidio Networked Solutions Group, LLC
 3rd Ave. Creative Marketing & Branding LLC
 Rove, LLC
 CloudiX, Inc.

Certificate holder is listed as additional insured under the general liability and auto liability if required by written contract and subject to policy terms and conditions.



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
25 Capitol Street - Room 120
Concord, New Hampshire 03301
Office@das.nh.gov

Charles M. Arlinghaus
Commissioner
(603) 271-3201

Joseph B. Bouchard
Assistant Commissioner
(603) 271-3204

Catherine A. Keane
Deputy Commissioner
(603) 271-2069

March 23, 2021

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a contract with Presidio Networked Solutions LLC of Woburn, MA. (Vendor No. 175858), for an aggregate price limitation of \$10,000,000.00 among all awarded vendors, for Microsoft/Office 365/Azure Cloud Solutions Professional Services. The term shall be effective upon Governor and Council approval and ending on December 31, 2023 with the option to extend for two (2) additional one-year extension terms.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

EXPLANATION

The Department of Administrative Services, through the Bureau of Purchase and Property, and in collaboration with the Department of Information Technology, issued a request for proposal on April 24, 2020 with responses due on June 11, 2020. There were 10 compliant responses received.

It is the Department's intent to enter into contracts with the seven (7) highest scoring vendors where through a Request for Quote (RFQ) and Statement of Work (SOW) process the Department of Administrative Services, on behalf of a requesting State agency, will issue RFQ/SOW to all contractors. Each SOW will detail various requirements related to the services, planning and implementation of new projects. The project engagement will be based upon the lowest cost qualified quote. Project engagements under the agreements with a dollar value exceeding \$10,000 shall be brought before the Executive Council for approval prior to proceeding with the engagements.

Microsoft tools, products and other cloud services have been deployed and extended to all Executive branch agencies within NH in FY2020. These deployments have enabled agencies to expand collaboration within and outside their agencies and will provide the ability to enhance business processes in ways previously not possible to support NH citizens. These capabilities have been especially beneficial given the need over the past year to increase collaboration throughout State government, while reducing the stress and agency reliance on the State's core infrastructure.

State agencies have already experienced increased productivity using technology that supports remote meetings, instant chat and messaging, project management tools and activity alert, document (storage, management, and collaboration), the ability to capture meeting videos, and many other functions. In addition, efforts are moving forward to deploy integrated email functions and other capabilities that will allow State agencies to provide citizen centric services and functions in new and creative ways.

The Microsoft 365 and other cloud platforms enable the State to react more quickly during times of crisis and provide base platforms that can be used as the State expands its future Digital Government Services that will drive process and product usage efficiencies, which will ultimately lead to improved citizen services and interoperability with NH Businesses and trusted partners. Through the proposed contracts, the State anticipates improvements in the following areas: automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT environment.

Enabling these capabilities will often require the use of expert resources that can assist the State to efficiently design, govern, maintain and provide ongoing management of these platforms in a secure, responsible and effective manner. Contracting mechanisms that shorten the "time to value" are needed to procure resources to work with State agencies and IT staff to supplement existing constrained resources that are needed to provide the skills necessary for the State to excel in its Digital Government Initiatives. Based on the foregoing, I am respectfully recommending approval of the contract with Presidio Networked Solutions LLC.

Respectfully submitted,



Charles M. Arlinghaus
Commissioner



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

Bid Description	MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
Bid #	2312-21
Agent Name	Paul Rhodes
Closing Date & Time	June 11, 2020 @ 10:00 AM

Vendor Name	Score
Spruce Technology	88
Peridot	85.5
Catapult	76
SoftChoice	69
Presidio	67.5
TRN Digital	60
WME	57
Insight	Withdrawn
Connection	29.5
Whalley	18

Non-compliant

- Avanade - Incomplete Pricing
- CBTS - Incomplete Pricing
- Confiance - Incomplete Pricing
- Ernst & Young - Incomplete Pricing
- Planet Technologies - Incomplete Pricing
- Smarter Consulting - Incomplete Pricing
- Zones - Incomplete Pricing



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

March 15, 2021

Charles M. Arlinghaus, Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street
Concord, NH 03301

Dear Commissioner Arlinghaus,

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into seven (7) contracts as described below and referenced as DoIT No. 2021-041.

The seven (7) contracts being requested are for:

1. Peridot Solutions, LLC of McLean, VA
2. Catapult Systems, LLC of Austin, TX
3. Spruce Technology, Inc. of Clifton, NJ
4. Softchoice Corporation of Chicago, IL
5. Presidio Networked Solutions LLC of Woburn, MA
6. Windows Management Experts Inc of Bensalem, PA
7. TRN Digital LLC d/b/a TrnDigital of Boston, MA

This is a request to enter into a statewide contract with seven (7) vendors to allow agencies to release RFQ's/SOW's for Microsoft/Office 365/ Azure Cloud Solutions Professional Services. These contracts will provide a mechanism for agencies requiring assistance with ongoing and future projects, including automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT Environment.

The total amount of the seven (7) contracts is not to exceed \$10,000,000, and shall become effective upon Governor and Executive Council approval through December 31, 2023.

Denis Goulet
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doi

A copy of this letter should accompany the Department of Administrative Services' submission to the Governor and Executive Council for approval.

Sincerely,



Denis Goulet

DG/kaf/ik
DoIT #2021-041

cc: Paul Rhodes, DAS

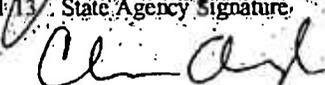
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION

1.1 State Agency Name Department of Administrative Services		1.2 State Agency Address 25 Capitol Street Concord, NH 03301	
1.3 Contractor Name Presidio Networked Solutions LLC		1.4 Contractor Address 10 Sixth Road Woburn, MA 01801	
1.5 Contractor Phone Number 802-318-4420	1.6 Account Number Various	1.7 Completion Date December 31, 2023	1.8 Price Limitation \$10,000,000.00
1.9 Contracting Officer for State Agency Paul A. Rhodes		1.10 State Agency Telephone Number 603-271-3350	
1.11 Contractor Signature  Date: 10/13/2020		1.12 Name and Title of Contractor Signatory James J. Doyle, VP-Support Svcs.	
1.13 State Agency Signature  Date: 11/12/20		1.14 Name and Title of State Agency Signatory Charles M. Arlinghaus	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 11/17/2020			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the

performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any

Contractor Initials



Date: 10/13/2020

dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter,

content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement.

10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. **CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. **INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its

officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State

shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and

understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

Contractor Initials MP
Date: 10/13/2020

EXHIBIT A
SPECIAL PROVISIONS

1. Delete Section 13. INDEMNIFICATION in its entirety and substitute with the following:

The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph.

The Contractor shall require any subcontractor, delegates, or transferees to agree in writing to defend, indemnify and hold harmless the State, its officers and employees from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the subcontractor, delegate, or transferee. Further, notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive the termination of this Agreement.

**EXHIBIT B
SCOPE OF SERVICES**

1. INTRODUCTION

This Master Agreement is entered into by and between Presidio Networked Solutions LLC (hereinafter referred to as the "Contractor") and the State of New Hampshire (hereinafter referred to as the "State"). The Contractor hereby agrees to provide the State and its agencies with Microsoft/Office 365/Azure Cloud Solutions Professional Services in accordance to this Agreement and the terms of Request for Quotes (RFQ)/Statements of Work (SOW) to this Agreement.

2. CONTRACT DOCUMENTS

This Contract consists of the following documents ("Contract Documents"):

- a. State of New Hampshire Terms and Conditions, General Provisions Form P-37
- b. EXHIBIT A Special Provisions
- c. EXHIBIT B Scope of Services
- d. EXHIBIT C Method of Payment
- e. EXHIBIT D RFP 2312-21
- f. EXHIBIT E RFQ/SOW Worksheet

In the event of any conflict among the terms or provisions of the documents listed above, the following order of priority shall indicate which documents control: (1) Form Number P-37, as modified in Exhibit A, Special Provisions, (2) EXHIBIT B "Scope of Services," (3) EXHIBIT C "Method of Payment," (4) RFQ/SOW Worksheet, and (5) EXHIBIT D "RFP 2312-21."

3. TERM OF CONTRACT

The term of this Contract shall commence upon the approval by the Governor and Executive Council and shall continue thereafter for a period of approximately three (3) years, unless extended for additional terms.

The Contract may be extended for two (2) additional one-year extension terms thereafter upon the same terms, conditions and pricing structure the approval of the Governor and Executive Council.

The maximum term of the Contract (including all extensions) cannot exceed five (5) years.

4. SCOPE OF WORK

All SOWs that are negotiated between the Parties shall be in writing and executed by both Parties and shall be attached hereto as supplemental Exhibits, and shall be incorporated into, and governed by, this Agreement. A standard template to request a quote is attached (Exhibit E). Contractor must be capable of providing information technology professional services on Microsoft Cloud Solutions that include, but are limited to: managed services for modern Microsoft/Office 365/Azure Cloud Solutions [M365&CS] administration, operational oversight, systems maintenance, and short-term or ongoing development or integration projects.

I. Ordering Procedures:

The Department of Administrative Services, on behalf of a requesting state agency, will issue RFQ/SOW to several vendors, including the Contractor. Each SOW will detail various requirements related to the services, planning and implementation of new projects. RFQ/SOW may require the Contractor to have:

- a) Mandatory Microsoft certifications to be awarded the work
- b) Agreement and signature on project specific Business Associate Agreements or other documents as required by the State to address statutory, regulatory, or industry compliance

If the Contractor chooses to bid on the RFQ/SOW, the Contractor shall prepare a written proposal in accordance with the terms of the RFQ and transmit to the DAS. An RFQ/SOW shall not constitute a binding order until a Purchase Order and RFQ/SOW.

The Contractor shall not proceed to commence the work under SOW/RFQ unless the Contractor is awarded the SOW.

II. Technical Requirements

Future Projects solicited through the State's RFQ process will be conducted in cooperation with the New Hampshire Department of Information Technology (DoIT) and utilizing State agency. DoIT coordinates, reviews, and approves statewide Information Technology activities to ensure consistency and alignment with State strategic efforts.

A. Contractor Company and Staff Qualifications (Experience)

Contractor shall have a minimum of five (5) years of Microsoft-certified experience in provisioning modern M365&CS information technology and/or management services to government customers. Contractor staff and subcontractors must be located in the United States. During the term of this Agreement, Contractor must have and maintain administrative and technical staff of sufficient size and knowledge base to support the State in its initiatives.

B. Current Use of Contractor Solutions

When responding to a Request for Quote (RFQ/SOW), the Contractor's proposed solution must explicitly state what M365&CS licenses and any third-party applications are required.

Each RFQ/SOW may include specific requirements about the Contractor's experience in implementing a similar solution. Experience shall include requirements that include but are not limited to, how many solutions of a similar nature are implemented and operational, the size and complexity of the project, and any experience with statutory, regulatory, or industry standards. The specific Bidder-proposed functionality must be described.

Each SOW will identify award criteria. (The agency will select award criteria and point allocations.)

Data must not be removed or copied from the State's data environments or the Microsoft cloud environments without written, authorized permission of the State.

C. Contractor Team

The Contractor Team must include individuals with substantial experience in:

- Each of the disciplines relating to his or her stated project role.
- Implementing Microsoft/Office 365/Azure Cloud Solutions.
- The discipline of effective Project Management.
 - Effective use of software change management best practice.
 - The discipline of effective risk and issue management.
 - Effective use of defect tracking tools that allow for reporting on test results.
- The discipline of effective M365&CS System Administration in a state government environment in the Microsoft Government Cloud Computing (GCC) environment.
 - Operational support of government entities comparable in size and complexity.
 - Compliance with the statutory and regulatory publications that is appropriate with the statement of work.
- The discipline of proper configuration for M365&CS.
 - Successful M365&CS roll-out.
 - M365&CS configurations that satisfy the unique needs of the State Agencies in New Hampshire.
 - The discipline of information architecture as related to the modern SharePoint Online experience, PowerShell, and Site Designs and Site Scripts.
 - The discipline of supporting business process with business automation with Power Apps, and Power Automate.
 - The discipline of supporting business process with business automation with Dynamics 365
- The discipline of software development, quality assurance, and user acceptance testing activities with M365&CS third-party integrations.

D. Contractor Team Qualifications

1. MICROSOFT ROADMAP

The Contractor must maintain a working understanding of the M365&CS roadmap. The Contractor shall use this knowledge to make informed, best practice recommendations to the State regarding M365&CS and SharePoint Online.

2. Program Support Roles

A. PROJECT MANAGER

The Contractor must have, maintain for the duration of this Agreement and engage Project Manager in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Project Manager shall have at least 5+ years of Program/Project Management experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the deployment of enterprise IT programs/projects.

B. M365&CS BUSINESS ANALYST

The Contractor must have, maintain for the duration of this Agreement and engage M365&CS Business Analyst in any RFQ/SOW in this Agreement with the following minimum qualifications:

- M365&CS Business Analyst shall have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record with supporting the development of M365&CS solutions across enterprise IT programs/projects
- M365&CS Business Analyst shall have experience with developing user stories, use cases, business/IT requirements, process maps, standard operating procedures, and User Acceptance Testing documents
- M365&CS Business Analyst shall have experience with supporting the development of M365&CS within an Agile or DevOps environment.

3. Administration Roles | Operations

OPERATIONS are defined as the day-to-day maintenance and operational support. Any development in support of operations will be addressed in section 4 Operational Support Roles | Development below.

A. MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR

The Contractor must have, maintain for the duration of this Agreement and engage Microsoft/Office 365 Global Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Microsoft/Office 365 Global Administrator shall hold Microsoft Certifications that will be detailed in each individual RFQ/SOW
- Microsoft/Office 365 Global Administrator shall have at least 5+ years of Office 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Office 365 tools

B. COMPLIANCE ADMINISTRATOR and SECURITY & COMPLIANCE

The Contractor must have, maintain for the duration of this Agreement and engage Compliance Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Compliance Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Compliance Administrator shall have at least 5+ years of Office 365 and Compliance administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online
- Compliance Administrator's experience shall be associated with direct compliance administration and data classification and sensitivity work in Office 365, Teams, OneDrive, and SharePoint Online
- Compliance Administrator shall be responsible for deliverables or techniques related to providing monitoring reports, project status updates, staff management (if applicable)

Category	Role	Description
----------	------	-------------

Contractor Initials MP
 Date: 10/13/2020

Security & Compliance	Azure information protection admin	Manages labels for the Azure Information Protection policy; manages protection templates, and activates protection.
	Compliance admin	Manages regulatory requirements and eDiscovery cases, maintains data governance for locations, identities, and apps.
	Customer Lockbox access approver	Manages Customer Lockbox requests, can turn Customer Lockbox on or off.
	Security admin	Controls organization's security, manages security policies, reviews security analytics and reports, monitors the threat landscape.
	Security operator	Investigates and responds to security alerts, manages features in Identity Protection center, monitors service health.

C. EXCHANGE ADMINISTRATOR

The Contractor must have, maintain for the duration of this Agreement and engage Exchange Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Exchange Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Exchange Administrator shall have at least 5+ years of Office 365 and Exchange Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online
- Exchange Administrator shall be responsible for deliverables or techniques to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients

D. GROUPS ADMINISTRATOR

The Contractor must have, maintain for the duration of this Agreement and engage Groups Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Groups Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Groups Administrator shall have at least 5+ years of Office 365 and SharePoint Online Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Office 365 Groups
- Groups Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients

E. SHAREPOINT ADMINISTRATOR

The Contractor must have, maintain for the duration of this Agreement and engage SharePoint Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- SharePoint Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- SharePoint Administrator shall have at least 5+ years of Office 365 and SharePoint Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of SharePoint Online tools
- SharePoint Administrator's experience shall be associated with direct administration of SharePoint Online
- SharePoint Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients

F. DYNAMICS 365 ADMINISTRATORS

The Contractor must have, maintain for the duration of this Agreement and engage Dynamics 365 Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Dynamics 365 Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Dynamics 365 Administrator shall have at least 5+ years of Dynamics 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Dynamics 365 tools
- Dynamics 365 Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients

G. TEAMS ADMINISTRATORS

The Contractor must have, maintain for the duration of this Agreement and engage Teams Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications. The State does not expect a 1:1 staffing ratio:

- Teams Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Administrator shall have at least 5+ years of Office 365 and Teams Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Teams
- Teams Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

Category Role

Description

MP

Collaboration	Teams communication admin	Assigns telephone numbers, creates and manages voice and meeting policies, and reads call analytics.
	Teams communication support engineer	Reads call record details for all call participants to troubleshoot communication issues.
	Teams communication support specialist	Reads user call details only for a specific user to troubleshoot communication issues.
	Teams service admin	Full access to Teams & Skype admin center, manages Office 365 groups and service requests, and monitors service health.

H. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | DEVICES
 Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Devices	Cloud device admin	Enables, disables, and deletes devices and can read Windows 10 BitLocker keys.
	Desktop analytics admin	Can access and manage Desktop management tools and services.
	Intune admin	Full access to Intune, manages users and devices to associate policies, creates and manages groups.

I. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | COLLABORATION

Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
	Kaizala admin	Full access to all Kaizala management features and data, manages service requests.
	Office apps admin	Manages settings, policies, and deployment of Office apps.
	Power BI admin	Full access to Power BI management tasks, manages service requests, and monitors service health.
	Power Platform admin	Full access to Microsoft Dynamics 365, PowerApps, data loss prevention policies, and Power Automate.
	Search admin	Full access to Microsoft Search, assigns the Search admin and Search editor roles, manages editorial content, monitors service health, and creates service requests.
	Search editor	Can only create, edit, and delete content for Microsoft Search, like bookmarks, Q&A, and locations.

J. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | READ-ONLY
 Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Read-Only	Global reader	Can view all administrative features and settings in all admin centers.
	Message Center privacy reader	Access to data privacy messages in Message Center, gets email notifications, has read-only access to users, groups, domains, and subscriptions.
	Message Center reader	Reads and shares regular messages in Message Center, gets email notifications, has read-only access to users, groups, domains, and subscriptions.
	Reports reader	Reads usage reporting data from the reports dashboard, Power BI adoption content pack, sign-in reports, and Microsoft Graph reporting API.
	Security reader	Read-only access to security features, sign-in reports, and audit logs.

K. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | OTHER
 Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Other	Billing admin	Makes purchases, manages subscriptions, manages service requests, and monitors service health.
	Service support admin	Creates service requests for Azure, Microsoft 365, and Office 365 services, and monitors service health.

4. Operational Support Roles | Development

DEVELOPMENT is defined as the advanced technical efforts that support the day-to-day maintenance and operations of the State's M365&CS environment. These development efforts include, but are not limited to:

- SharePoint Online
- PowerShell
- Site Designs and Site Scripts
- Scripts
- Power Apps
- Power Automate
- Third-party Integrations
- Dynamics 365

A. MICROSOFT TECHNICAL ARCHITECT(S)

MP

The Contractor must have, maintain for the duration of this Agreement and engage Microsoft Technical Architect in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Microsoft Technical Architect shall have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record of designing successful Microsoft/Office 365/Dynamics 365/Azure Cloud architecture solutions across enterprise IT programs/projects
- Microsoft Technical Architect shall have experience with developing/designing Microsoft/Office 365, SharePoint Online, Dynamics 365, and/or Azure architecture solutions
- Microsoft Technical Architect's shall have experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment.

B. SHAREPOINT ONLINE INFORMATION ARCHITECT

The Contractor must have, maintain for the duration of this Agreement and engage SharePoint Online Information Architect in any RFQ/SOW in this Agreement with the following minimum qualifications:

Note: The State is interested in the modern experience offered by SharePoint Online that leverages modern Office Group technology. The State is not interested in classic approaches to operating SharePoint Online.

- SharePoint Online Information Architect shall have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record with developing/managing Microsoft SharePoint Online solutions across enterprise IT programs/projects
- SharePoint Online Information Architect shall have experience with developing/designing Microsoft/Office 365
- SharePoint Online Information Architect's shall have experience with designing, configuring, and implementing the modern experience of SharePoint Online within an Agile or DevOps environment

C. MICROSOFT LEAD PLATFORM DEVELOPERS

The State expects the various proposed lead platform developers to be proficient with Office 365, SharePoint Online, Dynamics 365, and other Microsoft Azure Cloud Solutions. The Contractor must have, maintain for the duration of this Agreement and engage Microsoft Lead Platform Developers in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Lead Microsoft Lead Platform Developer shall have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record of deploying Microsoft/Office 365 solutions across enterprise IT programs/projects
- Lead Microsoft Platform Developer shall have expert proficiency with PowerShell, C+, and SPFx
- Lead Microsoft Developer shall have experience with developing/deploying Microsoft Platform solutions
- Lead Microsoft Platform Developer shall experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment.

III. Additional Requirements

Except as otherwise provided in this Scope of Services or in SOW, all services performed under this Contract shall be performed between the hours of 8:00 A.M. and 4:00 P.M. EST, unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the Contracting Officer. The State requires ten-day advance knowledge of said work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.

The State shall require correction of any defective work and the repair of any damages to any part of a building or its appurtenances caused by the Contractor or its employees, subcontractors, equipment or supplies. The Contractor must correct, repair, or replace all defective work, as needed, to complete said work in satisfactory condition, and damages so caused in order to restore the building and its appurtenances to their previous condition. Upon failure of the Contractor to proceed promptly with the necessary corrections or repairs, the State may withhold any amount necessary to correct all defective work or repair all damages from payments to the Contractor.

The work staff of the Contractor must consist of qualified persons completely familiar with the products and equipment that they will use. The Contracting Officer may require the Contractor to dismiss from the work such employees as the Contracting Officer deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.

Neither the Contractor nor its employees or subcontractors shall represent themselves as employees or agents of the State.

While on State property the Contractor, its employees, and its sub-contractors shall be subject to the authority and control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

All personnel shall observe all regulations or special restrictions in effect at any State agency location at which services are to be provided.

The Contractor's personnel shall be allowed only in areas where services are to be provided. The use of State telephones by the Contractor, its employees, or its sub-contractors is prohibited.

If sub-contractors are to be utilized, Contractor shall provide information regarding the proposed sub-contractors including the name of the company, their address, contact person and three references for clients they are currently servicing. Approval by the State must be received prior to a sub-contractor starting any work.

5. LIMITATION OF LIABILITY

Subject to applicable laws and regulations, in no event shall the Parties be liable for any consequential, special, indirect, incidental, punitive or exemplary damages. The Contractor's liability to the State for any claims, liabilities, or expenses relating to this Contract shall not exceed two times (2X) the total Contract price set forth in Contract Agreement – P-37, General Provisions, Block 1.8.

Notwithstanding the monetary limitation contained in this paragraph above, in the event a claim or action is brought against the State in which infringement, violation of Contractor's obligations under the Business Associate Agreement, and/or any third party claims for bodily injury, death, or damage to real or tangible personal property to the extent caused by the Contractor's negligence or willful misconduct are alleged, the Contractor, at its own expense, shall defend, indemnify and hold harmless the State against all such claims or actions for any expenses, costs or damages, including legal fees and expenses, incurred by the State in connection with such claims or actions.

6. DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS

The Contractor certifies, by signature of this contract, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal or State Department or Agency.

7. CONFIDENTIALITY & CRIMINAL RECORD

If requested by the using agency, the Contractor and its employees, and Sub-Contractors (if any), shall be required to sign and submit a Confidential Nature of Department Records Form and a Criminal Authorization Records Form. These forms shall be submitted to the individual using agency prior to the start of any work.

**EXHIBIT C
METHOD OF PAYMENT**

1. CONTRACT PRICE

The Contractor hereby agrees to provide Microsoft/Office 365/Azure Cloud Solutions Professional Services in complete compliance with the terms and conditions of this Agreement and any future RFQ/SOW awarded to the Contractor. The Contractor acknowledges and agrees that this is a not-to-exceed Agreement with an aggregate price limitation of \$10,000,000.00 for all future SOW. This price limitation is applicable to multiple vendors, and no funds will be paid to the Contractor once the price limitation is reached. This price limitation is not considered a guaranteed or minimum figure; however it shall be considered a maximum figure for all future SOW from the Effective Date through the expiration date as indicated in Form P-37 Block 1.7.

2. PRICING STRUCTURE

Contractor shall provide the services at the not-to-exceed hourly rate set in the Table below. This pricing for hourly staff or Project staffing shall be effective for the term of this Contract, any extensions thereof and the Statement of Work.

POSITION	Year 1	Year 2	Year 3
	Hourly Rate	Hourly Rate	Hourly Rate
PROJECT MANAGER	\$205.00	\$205.00	\$205.00
M365&CS BUSINESS ANALYST	\$275.00	\$275.00	\$275.00
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR	\$140.00	\$140.00	\$140.00
COMPLIANCE ADMINISTRATOR	\$150.00	\$150.00	\$150.00
EXCHANGE ADMINISTRATOR	\$130.00	\$130.00	\$130.00
GROUPS ADMINISTRATOR	\$150.00	\$150.00	\$150.00
SHAREPOINT ADMINISTRATOR	\$140.00	\$140.00	\$140.00
DYNAMICS 365 ADMIN ISTRATOR	\$155.00	\$155.00	\$155.00
TEAMS ADMINISTRATOR	\$150.00	\$150.00	\$150.00
ADDITIONAL SUPPORT ROLES	\$130.00	\$130.00	\$130.00
MICROSOFT TECHNICAL ARCHITECT	\$250.00	\$250.00	\$250.00
SHAREPOINT ONLINE INFORMATION ARCHITECT	\$250.00	\$250.00	\$250.00
MICROSOFT LEAD PLATFORM DEVELOPERS	\$250.00	\$250.00	\$250.00

3. PRICING QUOTATIONS FOR INDIVIDUAL PROJECTS

State will request quotations by providing a RFQ/SOW describing the services required and the applicable technical qualifications. The quoted hourly rates shall not exceed the rates established under this Contract. The RFQ/SOW shall be issued to all contractors under this Contract for a quote. The project engagement will be based upon the lowest cost qualified quote.

The State reserves the right to either seek additional discounts from Contractor or to contract separately for a single purchase, if in the judgment of the State, a project required is sufficiently large, to enable the State to realize a cost savings, over and above the prices set forth in Exhibit C Section 2, whether or not such a savings actually occurs.

4. INVOICE

Itemized invoices shall be submitted to the individual agency after the completion of the job/services and shall include a brief description of the work done along with the location of work.

Contractor shall be paid within 30 days after receipt of properly documented invoice and acceptance of the work to the State's satisfaction. Each RFQ/SOW may contain more detailed invoicing requirements.

The invoice shall be sent to the address of the using agency under agreement.

5. PAYMENT

Payments may be made via ACH or P-Card. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury>

EXHIBIT D

RFP #2312-21 is incorporated here within.

Contractor Initials MP
Date: 10/13/2020

EXHIBIT E

**M365&CS PROFESSIONAL SERVICES
AGENCY SCOPE OF WORK REQUEST
DEPARTMENT OF ADMINISTRATIVE SERVICES**

Purpose: To request a proposal from prequalified M365&CS Professional Services contractors for a specific Scope of Work. All Statements of Work shall adhere to this worksheet. All the terms and conditions within the M365&CS Professional Services Contract #2020-XXX are applicable to this scope of work.

M365&CS Professional Services	
INFORMATION	
Date: MM/DD/YYYY	Proposal Due Date: MM/DD/YYYY
Project Name:	
Agency Supported:	Submitter: <Name> <Title> <Contact Information>
Mandatory Expertise or Contractor Qualifications: • Text	
Key Staff Required with Subject Matter Expertise: • Staff assigned to the following roles shall have knowledge of (X) Programs and experience with (X) requirements <ul style="list-style-type: none"> ○ <u>Staff Title</u> – Text ○ <u>Staff Title</u> – Text 	
Sample Work plan and Methodology Required?	Key Contractor Staff Resumes Required?
Compliance Requirements:	
STATEMENT OF WORK	

Contractor Initials MP
Date: 10/13/2020

Project Overview: Describe how the work will meet statutory/regulatory/business requirements for the Agency that is associated with the project.
Background and Current Processes:
Assumptions/Risk Mitigation Plan:

PROJECT DELIVERABLES AND MILESTONES
Deliverables:
Milestones:

INTERFACE REQUIREMENTS
Interfaces Required?
Assumptions/Risk Mitigation Plan

STATE TEAM
SOW Project Manager <Name> <Title> <Contact Information>
Key Team Members

<Role>
<Name>
<Title>
<Contact Information>

<Role>
<Name>
<Title>
<Contact Information>

Evaluation Criteria (for SOW awards)

All awards for the SOW will be based on the following criteria. (The agency will select award criteria and point allocations.)

For example purposes only:

- 1) Ability to meet "Mandatory Expertise or Contractor Qualifications" – 30 Points
- 2) Ability to meet "Key Staff Required with Subject Matter Expertise" – 20 Points
- 3) Optional interviews as deemed necessary by the State – 20 Points
- 4) Total cost – 30 Points

Note: Points must total 100.

State of New Hampshire

Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that PRESIDIO NETWORKED SOLUTIONS LLC is a Florida Limited Liability Company registered to transact business in New Hampshire on April 26, 2007. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 576717

Certificate Number: 0005031945



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 22nd day of October A.D. 2020.

A handwritten signature in cursive script, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State

Officer's Certificate

Name of Company:

Presidio Networked Solutions LLC

Name of Individual Signing:

Jim Doyle

Company Address:

1 Penn Plaza
Suite 2832
New York, NY 10119

Title: Vice President, Support Services

Signature:

Jim Doyle
(Required)

I certify that I am an Officer of the Company, that I have access to the original records of The Company, and that the individual identified above is authorized and empowered to make, enter into, sign, seal and deliver on behalf of this Company any and all documents with Department of Administrative Services, State of New Hampshire and to bind the Company to perform in accordance with the terms thereof.

Presidio Networked Solutions LLC

By:

Jay Staples
Authorized Signature

Jay Staples, Asst. General Counsel and Asst. Secy.
Name (Type or Print) Title

10/21/2020
Date

NOTARY PUBLIC

COUNTY: Forsyth STATE: GA ZIP: 30141

On the 21st day of October 2020, personally appeared before me, the above named Jay Staples in his/her capacity as authorized representative of Presidio Networked Solutions LLC, known to me or satisfactorily proven, and took oath that the foregoing is true and accurate to the best of his/her knowledge and belief. In witness thereof, I hereunto set my hand and official seal.

Jessica L. Weis (Notary Public/Justice of the Peace)

My commission expires: 10.2.2022 (Date)





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

10/13/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER McGriff Insurance Services 2500 Renaissance Blvd Suite 100 King Of Prussia PA 19406-2639	CONTACT NAME: Cheryl Fala PHONE (A/C, No, Ext): 610-279-8550 FAX (A/C, No): 610-279-8543 E-MAIL ADDRESS: cfala@mcgriffinsurance.com													
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Federal Insurance Company</td> <td>20281</td> </tr> <tr> <td>INSURER B: Great Northern Insurance Company</td> <td>20303</td> </tr> <tr> <td>INSURER C: Chubb Custom Insurance Company</td> <td>38989</td> </tr> <tr> <td>INSURER D: American Zurich Insurance Company</td> <td>40142</td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Federal Insurance Company	20281	INSURER B: Great Northern Insurance Company	20303	INSURER C: Chubb Custom Insurance Company	38989	INSURER D: American Zurich Insurance Company	40142	INSURER E:		INSURER F:
INSURER(S) AFFORDING COVERAGE	NAIC #													
INSURER A: Federal Insurance Company	20281													
INSURER B: Great Northern Insurance Company	20303													
INSURER C: Chubb Custom Insurance Company	38989													
INSURER D: American Zurich Insurance Company	40142													
INSURER E:														
INSURER F:														

INSURED
 BCEC-Port Holdings (Delaware) LP
 Presidio Inc.
 12100 Sunset Hills Road - Suite 300
 Reston VA 20190

150PRESIINC

COVERAGES

CERTIFICATE NUMBER: 2101876664

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Contractual Liab GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			35852422	10/1/2020	10/1/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000 \$
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> Comp \$1,000 <input checked="" type="checkbox"/> Coll \$1,000			73543321	10/1/2020	10/1/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0			79857023	10/1/2020	10/1/2021	EACH OCCURRENCE \$ 25,000,000 AGGREGATE \$ 25,000,000 \$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N/A	WC980925906	3/1/2020	3/1/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Prof, E&O, Cyber			D95452796	10/1/2020	10/1/2021	Per claim/Agg \$10,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Named Insureds:
 BCEC-Port Holdings (Delaware) LP
 Presidio, Inc.
 Presidio Holdings Inc.
 Presidio IS LLC
 Presidio LLC
 Presidio Technology Capital, LLC
 Presidio Networked Solutions LLC
 See Attached...

CERTIFICATE HOLDER**CANCELLATION**

State of New Hampshire, Administrative Services
 Bureau of Purchase and Property
 25 Capitol Street, Room 102
 Concord NH 03301

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.

AGENCY CUSTOMER ID: 150PRESIINC

LOC #: _____



ADDITIONAL REMARKS SCHEDULE

Page 1 of 1

AGENCY McGriff Insurance Services		NAMED INSURED BCEC-Port Holdings (Delaware) LP Presidio Inc. 12100 Sunset Hills Road - Suite 300 Reston VA 20190	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

Presidio Capital Funding LLC
Presidio Networked Solutions Group, LLC
3rd Ave. Creative Marketing & Branding LLC

Certificate holder is listed as additional insured under the general liability and auto liability if required by written contract and subject to policy terms and conditions.

State of New Hampshire

Microsoft/Office 365/Azure Cloud Solutions Professional Services

Technical Response

Response To: Request for Proposal 2312-21



Paul Rhodes, Contracts Manager
NH Bureau of Purchase & Property
25 Capitol Street - Room 102
Concord, NH 03301
Phone: 603-271-3350
Email: paul.rhodes@das.nh.gov

PRESIDIO®

Future. Built.

June 11, 2020

Paul Rhodes, Contracts Manager

NH Bureau of Purchase & Property

25 Capitol Street - Room 102

Concord, NH 03301

Subject: Microsoft/Office 365/Azure Cloud Solutions Professional Services / RFP 2312-21

Dear Mr. Rhodes:

Thank you for giving Presidio Networked Solutions LLC (Presidio) the opportunity to respond to the above-referenced solicitation.

Presidio understands that The State of New Hampshire is seeking to contract with qualified vendors capable of providing information technology professional services on Microsoft Cloud Solutions that include, but are limited to:

- Managed services for modern Microsoft/Office 365/Azure Cloud Solutions [M365&CS] administration,
- Operational oversight
- Systems maintenance
- Short-term or ongoing development or integration projects.

Presidio's designated Account Manager for The State of New Hampshire is Chris Kingston. He is the primary point of contact concerning our proposal content. His direct contact information is:

Presidio Networked Solutions LLC

Chris Kingston, Account Manager

Phone: 802-318-4420 | E-mail: chriskingston@presidio.com

If you have any questions or concerns regarding our proposal submission, please contact Chris via the phone number or email address provided above.

Sincerely,

James Doyle

Vice President of Support Services

TABLE OF CONTENTS

A. Transmittal Letter	1
B. Executive Summary	3
C. Bidder Qualifications	12
B.1 Bidder Company and Staff Qualifications (Experience)	12
B.2 Current Use of Bidder-Proposed Solutions.....	12
B.3. Proposed Bidder Team.....	13
B.4. Bidder Team Qualifications.....	14
Topic 1: Microsoft Roadmap.....	14
Topic 2: Project Manager	14
Topic 3: M365&CS Business Analyst.....	16
Topic 4: Microsoft/Office 365 Global Administrator	19
Topic 5: Compliance Administrator and Security and Compliance.....	21
Topic 6: Exchange Administrator.....	23
Topic 7: Groups Administrator.....	24
Topic 8: SharePoint Administrator.....	25
Topic 9: Dynamics 365 Administrators.....	27
Topic 10: Teams Administrator.....	28
Topic 11: Additional Administrative and Operational Support Roles / Devices	30
Topic 12: Additional Administrative and Operational Support Roles / Collaboration	31
Topic 13: Additional Administrative and Operational Support Roles / Read Only	32
Topic 14: Additional Administrative and Operational Support Roles / Other	32
Topic 15: Microsoft Technical Architect (s)	33
Topic 16: SharePoint Online Information Architect	34
Topic 17: Microsoft Lead Platform Developers.....	36
C. Subcontractors (Solution)	38
D. Additional Requirements	39
D. Supplemental Information	43
Appendices	50
Appendix A - Initialed Original Solicitation	50
Appendix B - Microsoft Resumes	78
Appendix C - Acknowledgment of Addendums	84

TABLE OF EXHIBITS

Exhibit 1. Overview of Presidio and Microsoft Partnership	5
Exhibit 2. Presidio’s Microsoft Certifications	6
Exhibit 3. Presidio Support of Microsoft Related Products	7
Exhibit 4. Presidio Illuminate	8
Exhibit 5. Microsoft 365 Case Study	17
Exhibit 6. DevOps Applications Migration	18
Exhibit 7. Presidio’s Microsoft Certifications	19
Exhibit 8. Presidio Corporate Structure	41

A. TRANSMITTAL LETTER

Presidio includes a completed Transmittal Letter on the following page.

STATE OF NEW HAMPSHIRE REQUEST FOR PROPOSAL TRANSMITTAL LETTER

Date: 6-4-2020

Company Name: Presidio Networked Solutions LLC
Address: 10 Sixth Road, Woburn, MA 01801

To: Point of Contact: Paul Rhodes
Telephone: 603-271-3350
Email: paul.rhodes@das.nh.gov

RE: Proposal Invitation Name: MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
RFP Number: 2312-21
RFP Posted Date (on or by): April 24, 2020
RFP Closing Date and Time: June 4, 2020 @ 10:00 AM (EST)

(Insert name of signor) James Doyle, on behalf of Presidio Networked Solutions LLC [insert name of entity submitting RFP (collectively referred to as "Bidder") hereby submits an offer as contained in the written RFP submitted herewith ("RFP") to the State of New Hampshire in response to RFP # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services at the price(s) quoted herein in complete accordance with the RFP.

Bidder attests to the fact that:

1. The Bidder has reviewed and agreed to be bound by the RFP.
2. The Bidder has not altered any of the language or other provisions contained in the RFP document.
3. The RFP is effective for a period of 180 days from the RFP Closing date as indicated above.
4. The prices Bidder has quoted in the RFP were established without collusion with other bidders.
5. The Bidder has read and fully understands this RFP.
6. Further, in accordance with RSA 21:111-c, the undersigned Bidder certifies that neither the Bidder nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
 - a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
 - b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
 - c. Has previously provided false, deceptive, or fraudulent information on a bidder code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
 - d. Is currently debarred from performing work on any project of the federal government or the government of any state;
 - e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
 - f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;
 - g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
 - h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
 - i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
 - j. Has been placed on the debarred parties list described in RSA 21:111-c within the past year.

Authorized Signor's Signature James Doyle Authorized Signor's Title Vice President, Support Services

NOTARY PUBLIC/JUSTICE OF THE PEACE

COUNTY: Forsyth STATE: GA ZIP: 30041

On the 4th day of June, 2020, personally appeared before me, the above named James Doyle, in his/her capacity as authorized representative of Presidio Networked Solutions LLC, known to me or satisfactorily proven, and took oath that the foregoing is true and accurate to the best of his/her knowledge and belief.

In witness thereof, I hereunto set my hand and official seal.
Jessica L Weis
(Notary Public/Justice of the Peace)

My commission expires: 4/4/2024 (Date)



B. EXECUTIVE SUMMARY

Bidder Executive Summary, identifying how the Response satisfies the RFP requirements. The executive summary must include an overview of the bidder's proposed services, general company operations, a work plan defining how services will be implemented, timeframe to implement service, and functionality, support and training. The bidder must clearly identify their qualifications to meet the requirements defined in the RFP and reveal a clear understanding of the RFP requirements.

State of New Hampshire is seeking responses from Vendors with experience in providing Microsoft related (professional) services, related specifically to governance planning, technical assessments, and development of product roadmaps.

PRESIDIO'S COMMITMENT TO SUPPORT ENSURES SATISFACTION FROM A PROVEN VENDOR.

Presidio provides clients with a complete range of professional services and products to support network infrastructure requirements. The State of New Hampshire will find what differentiates us from the competition is the cumulative experience and knowledgebase gained from years of delivering services successfully, on time, and within budget. The evidence is Presidio's highly satisfied customer base. A true network integrator since 1986, with revenues in excess of \$3.0 billion, our success of annual growth is a reflection of close partnerships with enterprise clients and an unyielding commitment to our customers.

Our most valuable clients view Presidio as an extension of their organization. We work proactively with them to identify opportunities and apply technology solutions to resolve business challenges, lower costs, and improve business processes. Our clients tell us the Presidio difference can be explained in three words:

- *Experience:* Decades of hands-on, practical experience building and managing best practice infrastructure solutions.
- *Expertise:* More than 1,600 certified engineers who hold more than 6,000 individual technical certifications and are true experts in their chosen specializations.
- *Execution:* Proven project and managed service delivery methodologies, proprietary tools to ensure operational excellence, and the highest quality service for our clients.

COMPANY OVERVIEW

Presidio is one of the largest and most adept providers of advanced technology solutions and services. We are passionate about driving results for our clients, delivering the highest quality of products and services to help them unlock the unlimited potential of a completely connected world.

Presidio recognizes that in today's business climate, IT investments need to be strategic and practical to have immediate impact. Our holistic approach blends experience and expertise with proven processes and technologies to satisfy our clients' technical business objectives, providing significant value differentiation.

WHY PRESIDIO?	
STATE OF NEW HAMPSHIRE	
✓	Decades of real world, hands on experience
✓	Local, certified, rapid response team
✓	No learning curve – current customer
✓	Devoted, diverse mix of personnel
✓	Multi-vendor support & variety of subs
✓	Competitive pricing

As one of the largest solution providers in the U.S., Presidio combines experience and stability with regional expertise and service, so the State of New Hampshire can rest assured we will be there to help you locally with the ability to cover your global business needs.

Presidio collaborates with technology vendors who drive innovation and are indisputable leaders of the IT industry. Our significant investment with select strategic partners allows us to achieve broad and deep sets of technical capabilities. Presidio has more than 2,900 IT professionals, 1,600+ of which are highly certified consulting engineers, based conveniently in 50+ offices throughout the U.S. Our 95 percent client retention rate and annual growth rates demonstrate our passion for driving client results.

We are not just trusted partners; we enable new thinking that can benefit the State of New Hampshire now and in the future.

FINANCIAL STABILITY

Presidio, LLC is a financially secure and diversified company generating well over \$3.0B of revenue per year. We have an exceptionally strong balance sheet that has enabled us to sustain annual growth rates. At a time when the technology industry in particular has weathered challenging market conditions, Presidio has remained a picture of stability, growth, and excellence in leadership and management. Our financial stability and access to ample credit ensures our ability to support our customers with any resources required.

Our core solutions address a number of technology megatrends, including cloud, security, mobility, Big Data, virtualization, and collaboration. They span the entire IT infrastructure life cycle, from planning and design, to implementation and testing, to managed services and support. Presidio is positioned well to capitalize on favorable industry tailwinds and is a significant beneficiary of the increasing complexity and continued innovation in the IT marketplace.

Presidio serves clients through a unique, localized delivery model and differentiates on technical expertise and the superior breadth of our services and solutions. As the nation's leading IT infrastructure solutions provider, Presidio combines (i) the strategic vision, engineering capabilities, project management, and business acumen generally associated with the largest consulting firms, with (ii) the client service and long-term client partnership orientation of smaller system integrators. This specialized approach has helped drive consistent growth and a 95 percent client retention rate.

Presidio has never engaged in any bankruptcy proceedings.

Currently, Presidio is not a publicly traded company and we do not provide financial information as a standard course of business. However, we can provide the State of New Hampshire audited financial statements for our parent company on a confidential basis and only upon receipt of an executed Non-Disclosure Agreement.

From March 10, 2017 through December 18, 2019, Presidio was a publicly traded corporation. By law, publicly traded corporations must publish their fiscal-year data to the public. The Securities and Exchange Commission (SEC) established the Electronic Data Gathering and Retrieval database (EDGAR) to provide free public access to corporate financial information.

The EDGAR system is available at SEC.gov. The SEC.gov website provides access to the original financial documents published by corporations. Presidio's financial statements are available in the EDGAR System at SEC.gov.

Presidio was awarded Microsoft SMB Northeast Region Partner of the Year (2017).

Modern Workplace / Enterprise Mobility: New features, tools, and innovations appear at an accelerating rate. Presidio uses our hands-on knowledge to advise you on the optimal path for your organization to adopt productivity suites such as Office 365, modern device management with Windows 10 and Intune, enterprise voice and video with Microsoft Teams, and secure access to corporate applications and data using Azure AD and Azure Information Protection.

Cloud: Presidio knows Azure, but our knowledge does not stop there. As more organizations adopt cloud technologies, the Presidio team of Microsoft consultants further extends our skillset through our wide-ranging expertise in data centers, DevOps, automation, security, and more. We can deliver recommendations and solutions in the public cloud in addition to hybrid and private cloud data center infrastructures.

On-Premises Software: Not all applications work best in the cloud. Presidio helps guide you in implementing on-premises Microsoft technology such as System Center, SQL, Active Directory, PKI, and more.

Data and Analytics: Even the most robust collections of data are of limited use if they are not driving insights and business decisions. Presidio helps you use tools like Azure IoT, Azure Data Factory, SQL Data Warehouse, and Power BI to put this valuable information to work.

As illustrated in Exhibit 2, Presidio holds the highest levels of Microsoft engineering certifications.

PRESIDIO'S MICROSOFT CERTIFICATIONS	
Microsoft Certified Systems Engineers (MCSE)	120+
Microsoft Certified IT Professionals (MCITP)	30+
Microsoft Certified Professional (MCP)	40+
Microsoft Certified Architect (MCA)	2
Microsoft Certified Database Administrator/Analyst (MCDBA)	4
Microsoft Certified Trainer	1
Microsoft Certified Solutions Expert	4+
Microsoft Certified Solutions Developer – Azure	20+
Microsoft Certified Solutions Architect	10+
Microsoft Specialist	19+
Microsoft Certified Technology Specialist	1+

Exhibit 2. Presidio's Microsoft Certifications

SOME MICROSOFT RELATED PRODUCTS WE SUPPORT

MICROSOFT



3rd PARTY

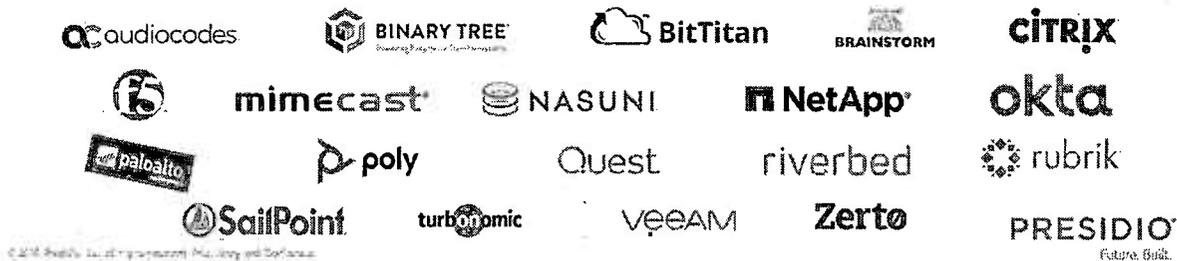


Exhibit 3. Presidio Support of Microsoft Related Products

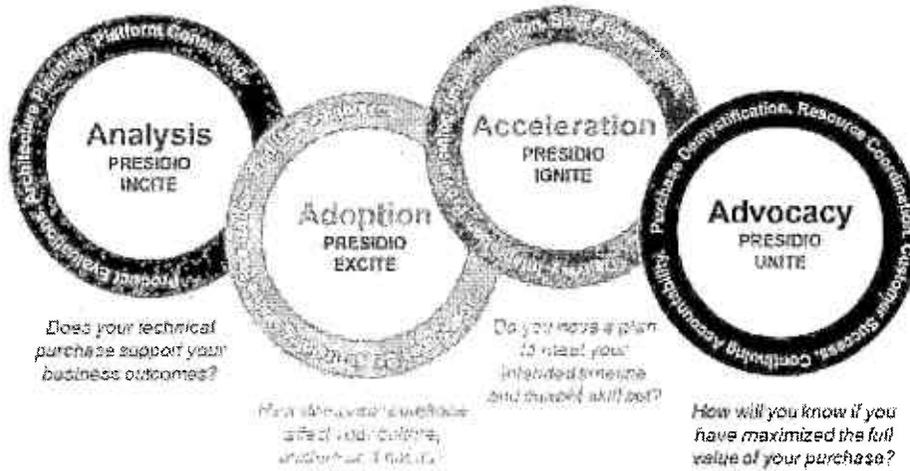
Presidio has developed internal processes to lesson unexpected obstacles. We have created a detailed lifecycle that captures data from our presales effort, called Envisioning and Proposal. In these phases, we create a Vision document to validate alignment with the customer’s expectation. From here we move onto the Proposal phase which generates a SOW and BOM based on refined requirements. After those phases are complete, we move into the Planning and Execution phases. The Planning phase generates the low-level design and all the final logistical details of the project. These plans are peer reviewed by our engineering and project teams. Once the final design and plan are agreed to internally and with the customer, we execute the plan (Execution phase).

Presidio takes customer satisfaction very seriously and each area of the company has a position called the Director of Customer Advocacy. They are the customer champion and involved in most engagements from the onset. They are an escalation point working with the customer in all facets of an engagement. An issue could be minor with billing or schedule, or the issue could be serious with product functionality or with a product bug in software. When engaged, they manage all appropriate parties internally or externally to rectify the issue. They are engaged until the situation is solved to the customer’s satisfaction. In addition, they are also involved in reviewing the past performance on completed engagements as a way of providing a feedback loop to the delivery teams at Presidio. This review is completed every quarter.

Presidio also utilizes Net Promoter tools internally and specific OEM Partner Alliance applications to monitor and report on our customers experience. The Director of Customer Advocacy responds and follows up with any reported issues.

We see clients struggle with adoption of all the new technology and tools available to them. Presidio created Illuminate to address this need.

PRESIDIO ILLUMINATE – ADOPT MICROSOFT SERVICES
 PURCHASE ≠ USAGE, SATISFACTION & VALUE



PRESIDIO
 Future Built

PRESIDIO ILLUMINATE

ANALYSIS	ADOPTION	ACCELERATION	ADVOCACY
Help me PICK my products	Help me USE my products	Help me RELEASE my products	Help me UNDERSTAND my products
CONTEXT <ul style="list-style-type: none"> Technology decisions = business outcomes Multiple of similar events/changes 	CONTEXT <ul style="list-style-type: none"> Usage = Value Purchase = business outcomes 	CONTEXT <ul style="list-style-type: none"> Technology decisions = timeline Usage = outcomes 	CONTEXT <ul style="list-style-type: none"> Engagement = awareness Usage = intended result
CHALLENGE <ul style="list-style-type: none"> Technology decisions = outcomes Technology decisions = budget Technology decisions = skill set Technology decisions = needs 	CHALLENGE <ul style="list-style-type: none"> Technology decisions = outcomes IT plan = end user habits IT plan = policy Change = culture 	CHALLENGE <ul style="list-style-type: none"> Comparisons = outcomes Timeline = visible Technology decisions = skill set Technology decisions = market changes 	CHALLENGE <ul style="list-style-type: none"> Continued = usage Engagement = access Revenue = experience IT plans = outcomes
SOLUTION <ul style="list-style-type: none"> Discovery Evaluation Documentation 	SOLUTION <ul style="list-style-type: none"> Communications Training Facilitate 	SOLUTION <ul style="list-style-type: none"> Evolution Implementation Monitoring & testing 	SOLUTION <ul style="list-style-type: none"> Assistance Case Review Customer Alignment
PRESIDIO INCITE	PRESIDIO EXCITE	PRESIDIO IGNITE	PRESIDIO UNITE

PRESIDIO
 Future Built

Exhibit 4. Presidio Illuminate

Presidio utilizes a project/consulting approach that provides best practices from our experience throughout the project's lifecycle. This process begins during the presales process as we gather critical data points, design the appropriate solution, and set reasonable expectations. This process continues through project delivery as our Account Management, Project Oversight, and Service Delivery teams worked together with the client to manage and deploy the project as effectively and efficiently as reasonably possible, within the constraints of the agreed upon scope, budget, and timeline.

PROJECT INITIATION AND KICKOFF

Once the Statement of Work has been executed and the proper financial and legal approvals are received, the following occur:

- Presidio Professional Services organization officially open the project and assign a Project Manager.
- Once the Project Manager is assigned, the Initiation Phase begins. During the Initiation Phase, the Presidio Project Oversight and Technical Management teams perform a thorough evaluation of the project scope; they identify the project team most appropriate for the technical and business requirements described.
- Internal Kick-off Meeting is held; during this meeting, the Presidio Account Management and Solutions Architecture teams brief the Project team and formally hand over the technical execution of the project. Stakeholder identification, solution briefing, client responsibilities, and estimated timelines are topics discussed during the Internal Kick-off Meeting.
- Upon completion of the Internal Kick-off Meeting, the project moves forward with the scheduling of a formal Project Kick-off with the client.
- The Project Kick-off marks the official beginning of the work associated with the approved Statement of Work. The purpose of the Project Kickoff is to:
 - Introduce the Project Manager and Service Delivery team
 - Review resource, roles, and responsibilities
 - Review project goals and objectives
 - Review scope
 - Review high-level design/assessment goals (if applicable)
 - Review change control process
 - Review milestone process
 - Review escalation process
 - Review client responsibilities
 - Review current product ship dates and delivery addresses (if applicable)
 - Review timeline expectations

- Review project closure and escalation.

PLANNING AND DESIGN

The Planning and Design Phase incorporates detailed discovery, analysis, planning, and knowledge transfer. The results of this phase include detailed, functional design specifications and a specific project plan, as well as testing plans. Detailed planning is necessary to ensure that the proposed solution will meet project requirements and help to reduce risk of an unsuccessful Execution Phase.

During Planning and Design sessions, the following occur:

- The Presidio team utilizes an assessment/design checklist to ensure that all necessary information is discussed and clearly articulated to the client's team.
- The capabilities and features of the solution as elected in the Statement of Work are explained.
- The technical and logistical requirements expected from the client are discussed.

STAGING

If applicable, Presidio maintains staging facilities where staging and field consultants perform pre-building, base configuration, and testing of equipment before delivery to the client site.

PROJECT EXECUTION

During the Project Execution Phase, the Presidio Project team(s) perform services as indicated in the Statement of Work.

PRESIDIO EXPERIENCE

Presidio has been providing solutions to governmental entities for more than 30 years. Our experienced team understands the nuances of government contracting and has a successful history of delivering solutions on time and within budget. We provide numerous contract vehicles to utilize from national to local contract agreements.

Our solutions and services have improved productivity, cost savings and efficiencies across hundreds of state, local, and federal governmental entities.

CHALLENGES

Digital transformation is not just for the private sector, as government agencies are looking to digitize their content and procedures. In many cases, this process can seem expensive and time consuming given the size of most government organizations. Government entities are always tasked to do more with less. The challenge lies with meeting the increased IT demands from workers while dealing with fewer IT dollars and limited expertise. Government organizations must also deal with cyber security issues as they face growing threats to their information systems.

SERVICES AND SOLUTION DETAIL

Presidio understands that there are specific compliance, standards, and requirements when providing professional services and solutions to our government customers. Our team members are educating themselves continuously on these requirements and the latest compliance mandates. We understand how to bridge the gap and the technology expectations of today's workforce, bringing to market solutions that fit all users.

Presidio has an extensive portfolio of IT solutions that have proven instrumental in achieving the business needs of governmental entities. Presidio's breadth of services, technologies, support, management, and cloud solutions provide a flexible, scalable IT model that enables our government customers to thrive in the face of rapidly evolving demands. It is these solutions, and more that allow government teams to benefit from such a connected world.

C. BIDDER QUALIFICATIONS

B.1 BIDDER COMPANY AND STAFF QUALIFICATIONS (EXPERIENCE)

Bidder shall have a minimum of five (5) years of Microsoft-certified experience in provisioning modern M365&CS information technology and /or management services to government customers. Bidder staff and subcontractors must be located in the United States. Administrative and technical staff shall be of sufficient size and knowledge base to support the State in its initiatives. In order to demonstrate market experience and breadth, identify other product offerings or tools from your company within the response. Please describe your experience. Vendors will be evaluated on their experience (including length of time) as related to doing business with and supporting government entities, existing certifications, special capabilities, the Vendor's ability to staff potential SOWs and efforts, and broad-based organizational capabilities that will justify how the Vendor's organization can support the State of NH.

Response:

Presidio is a Gold Microsoft National Managed Partner and has been involved with Office 365 since its' inception including the Office 365 precursor, BPOS hosted Exchange Service. Presidio has migrated over a million mailboxes into Office 365. Our presales Digital Transformation team consists of former solution architects that have now taken on a Business Development Manager role. There are two in New England (Robert Phillips and Jay Gilchrist) that bring over 25 years of Microsoft experience in identity management, collaboration, and email migrations, support, and the cloud including Office 365. The team assist customers with strategy, best practices, and project planning. The team hosts workshops and works closely with the local Microsoft team in Burlington, MA to assist customers, have regular business reviews, and host envisioning sessions both at the Presidio office and the Microsoft office. Our national Microsoft Solutions Architects pick up after our Business Development Managers in assisting customers with Statements of Work and designing projects. This team includes Mike Cessna who has over 20 years of Microsoft experience in the field and was an engineer prior to stepping into a presales role.

Our national post sales Microsoft engineering team has over 95 engineers and service partners that conduct thousands of projects a year including Office 365 migrations, SharePoint, Azure AD, and Active Directory as well as security and compliance Microsoft solutions.

Please refer to Appendix B for resumes.

B.2 CURRENT USE OF BIDDER-PROPOSED SOLUTIONS

When responding to a Request for Quote (RFQ/SOW), applications that constitute the Bidder's proposed solution must explicitly state what M365&CS licenses are required as well as any third-party applications.

Each RFQ/SOW may include requirements about the Bidder's experience in implementing a similar solution.

Experience shall include requirements that include but are not limited to, how many solutions of a similar nature are implemented and operational, the size and complexity of the project, and any experience with statutory, regulatory, or industry standards. Data must not be removed or copied

from the State's data environments or the Microsoft cloud environments without written, authorized permission of the State.

Each SOW will identify award criteria. (The agency will select award criteria and point allocations.) Sample award criteria follows:

- 1) Ability to meet "Mandatory Expertise or Contractor Qualifications" – 30 Points*
- 2) Ability to meet "Key Staff Required with Subject Matter Expertise" – 20 Points*
- 3) Optional interviews as deemed necessary by the State – 20 Points*
- 4) Total cost – 30 Points*

(No response necessary for B.2)

Response:

Acknowledged.

B.3. PROPOSED BIDDER TEAM

The proposed Bidder Team must include individuals with substantial experience in:

- Each of the disciplines relating to his or her stated project role.*
- Implementing Microsoft/Office 365/Azure Cloud Solutions.*
- The discipline of effective Project Management.*
 - Effective use of software change management best practice.*
 - The discipline of effective risk and issue management.*
 - Effective use of defect tracking tools that allow for reporting on test results.*
- The discipline of effective M365&CS System Administration in a state government environment in the Microsoft Government Cloud Computing (GCC) environment.*
 - Operational support of government entities comparable in size and complexity.*
 - Compliance with the statutory and regulatory publications that is appropriate with the statement of work.*
- The discipline of proper configuration for M365&CS.*
 - Successful M365&CS roll-out.*
 - M365&CS configurations that satisfy the unique needs of the State Agencies in New Hampshire.*
 - The discipline of information architecture as related to the modern SharePoint Online experience, PowerShell, and Site Designs and Site Scripts.*
 - The discipline of supporting business process with business automation with Power Apps, and Power Automate.*
 - The discipline of supporting business process with business automation with Dynamics 365*
- The discipline of software development, quality assurance, and user acceptance testing activities with M365&CS third-party integrations.*

Response:

Presidio acknowledges and complies.

B.4. BIDDER TEAM QUALIFICATIONS

TOPIC 1: MICROSOFT ROADMAP

The State will evaluate the Vendor's knowledge and experience with Microsoft's roadmap for M365&CS in the GCC. The Vendor must maintain a working understanding of the M365&CS roadmap. The Vendor shall use this knowledge to make informed, best practice recommendations to the State regarding M365&CS and SharePoint Online. Please describe your experience with the following:

- Your process for maintaining an up-to-date understanding of sunset, current, and expected functionality in Office/Microsoft 365/Cloud Solutions and SharePoint Online while remaining knowledgeable about Microsoft's roadmap.*

Response:

The Presidio Microsoft Practice meets regularly to discuss the published Microsoft Roadmap and the impact on our customers and projects underway. Features going into Preview are reviewed for testing and features moving into General Availability are reviewed for dissemination and discussion with clients pertaining to possible user impact/disruption and end user training. Presidio also regularly meets with our Microsoft National Partner Manager to review features that may or may not have made it into the publicly available roadmap.

- Making enterprise recommendations to clients (both short and long-term) based on the known roadmap and client business requirements.*

Response:

The Presidio Microsoft Practice meets regularly to discuss the published Microsoft Roadmap and the impact on our customers and projects underway. Features going into Preview are reviewed for testing and features moving into General Availability are reviewed for dissemination and discussion with clients pertaining to possible user impact/disruption and end user training. Presidio also regularly meets with our Microsoft National Partner Manager to review features that may or may not have made it into the publicly available roadmap.

TOPIC 2: PROJECT MANAGER

The State will base its evaluation upon the Vendor's response to the proposed Project Manager qualifications posted below. Provide a detailed description of your proposed Project Manager's qualifications and experience based on the following:

- Does your Project Manager have at least 5+ years of Program/Project Management experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the deployment of enterprise IT programs/projects? If yes, please elaborate.*

Response:

Jamey Beland is a Sr Project Manager with Presidio, is PMP certified, and has run some of our most complex Office 365 migrations. Presently Jamey is presently running a project to migrate nearly four thousand users to Office 365. The project is proceeding well, and 75% of the users have been successfully cut over.

- *Of their experience, how much of the Project Manager's experience is associated with managing the deployment of and projects related to M365&CS?*

Response:

Every member of the New England Project Management team has a Project Management Professional (PMP) certification and has run a number of Office 365 builds and migrations.

- *What were some of the Project Manager's successes and challenges during those Microsoft solution deployments? What did the Project Manager do to resolve or overcome those challenges, and what was the outcome?*

Response:

Challenges for Office 365 migrations usually occur with the migration technology, a challenge each PM must manage: Permissions (reverse trusts being allowed for migration from one org to another), oversized mailboxes (usually for executives who do not have mailbox quotas), and migration tools syncing improperly are some of the challenges we've faced and overcome in the past. Our PMs employ a number of tools to mitigate these issues. The first is weekly calls with relevant stakeholders engaged – having political power from above can be useful when permission issues arise. Mailbox migrations can be tested in several ways – our favorite is (after verifying backups are in place) to move the mailboxes of employees who have left the organization previously. These mailboxes are no longer in use, and it's better to test an unused mailbox, verify the migration technology is working, and move the executives only once the new platform has proven itself. Another way around this is to move the mailboxes of the IT team itself, as they will already be involved and are strong partners for any troubleshooting. The last challenge – migration tools not syncing properly – is managed through close tracking of mailboxes that have been synced vs mailboxes that have been cut over. We traditionally track this by Organizational Unit (OU), once the pilot group of uses has been moved over.

- *What deliverables or techniques does your Project Manager leverage when it comes to providing budget updates, project status updates, managing staff, resolving conflict/risk, and communicating with clients?*

Response:

Presidio has a mature, battle-tested delivery model based heavily on Project Management Institutes (PMI) standards. Weekly calls with the relevant personnel (as laid out in our Communications Plan and RACI matrix) are used to address technical challenges, ensure work is being completed on time, and that task assignments are on track. Regular status reports ensure everyone who needs to be involved or informed during the projects stays up to date. Budget updates on milestones can be given as frequently as the customer would like. Presidio employees Microsoft Project to build the critical path necessary for any successful engagement and report expected completion dates.

TOPIC 3: M365&CS BUSINESS ANALYST

The State will base its evaluation upon the Vendor's response to the proposed M365&CS Business Analyst qualifications posted below. Provide a detailed description of your proposed M365&CS Business Analyst's qualifications and experience based on the following:

- *Does your M365&CS Business Analyst have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record with supporting the development of M365&CS solutions across enterprise IT programs/projects? If yes, please elaborate.*

Response:

We have completed many public sector and federal government Microsoft projects. We have assisted customers moving to the government cloud within Microsoft. We would be happy to provide those project closeout plans and summaries if requested. No resources on our senior team has less than 15 years' experience. We also have several individuals with security clearance within our Federal and State and Local division as well.

- *Does your M365&CS Business Analyst have experience with developing user stories, use cases, business/IT requirements, process maps, standard operating procedures, and User Acceptance Testing documents?*

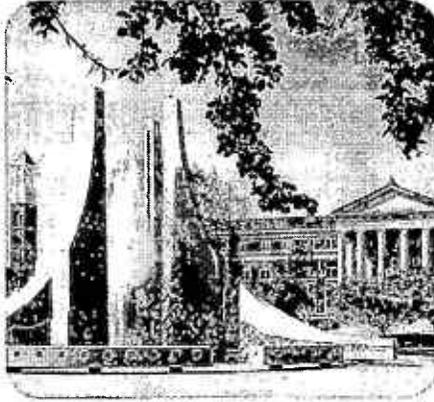
Response:

The Digital Transformation team at Presidio collects and creates case studies and whitepapers of past projects. As part of our standard presales process, a Vision document is provided to each client with business requirements, objectives, project timelines, budgetary costs, and third-party options. Once our team is engaged in a project, deliverables can include standard operating procedures, design and migration documents, or roadmaps and user acceptance testing documents. Most projects include knowledge transfer and acceptance of all deliverables if required by the client or project team. An example of a recent Microsoft 365 case study is included in Exhibit 5.

CASE STUDY

OFFICE 365 MIGRATION AND IDENTITY MANAGEMENT FOR MAJOR UNIVERSITY

Major University with over 40,000 students annually and nearly 17,000 faculty and staff



CHALLENGE

To design a strategy for identity management and syncing to the cloud while the university was migrating to a new Active Directory environment.

SOLUTION

Presidio designed, architected and implemented a strategy and method to migrate 25,000+ faculty, staff and student assistants to Office 365 keeping the cloud identity constant and functioning while the university migrated on-premises identities to a new Active Directory environment.

RESULTS

Leveraging Presidio Hybrid Cloud Transformation resources and assets, the team performed the migration of all on-premises mailboxes to Office 365 without hindering the university's domain migration resulting in a thoroughly modern and secure workplace for all students, faculty and staff.

PRESIDIO®
Future Built.

Exhibit 5. Microsoft 365 Case Study

- *Please describe the techniques, software tools, process, and methodology that the M365&CS Business Analyst leveraged to support the development of the Microsoft solution(s) within a Government Cloud environment. What was the business value and impact provided from those Microsoft solutions?*

Response:

Presidio follows Microsoft best practices and stays current on all guidelines and recommendations. The engineering team always suggest the most secure and compliant design within the customer guidelines and budget. As part of our normal program/project management, a risk chart is presented if any recommendations are not adhered to and must be signed off by the client. The software tools we sometimes use for migrations include Binary Tree, Quest, and BitTitan depending on the requirements of the client. Our teams are all certified to conduct these projects. We are also highly skilled in Microsoft SCCM and Intune tools to create an automated but secure environment.

- *Describe the M365&CS Business Analyst's experience with supporting the development of M365&CS within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of supporting the Microsoft solution(s).*

Response:

Presidio has recently formed a DevOps practice whose sole focus is around Agile development and DevOps. They assist customers with data and application migrations as well as migrations, refactoring, and moves. The team is highly trained and certified within each public cloud and many third-party automation, testing and modern development tools. Presidio also has a DevOps as a

Service practice that augment a client team on an as needed basis. Exhibit 6 is an example of a recent DevOps application migration.

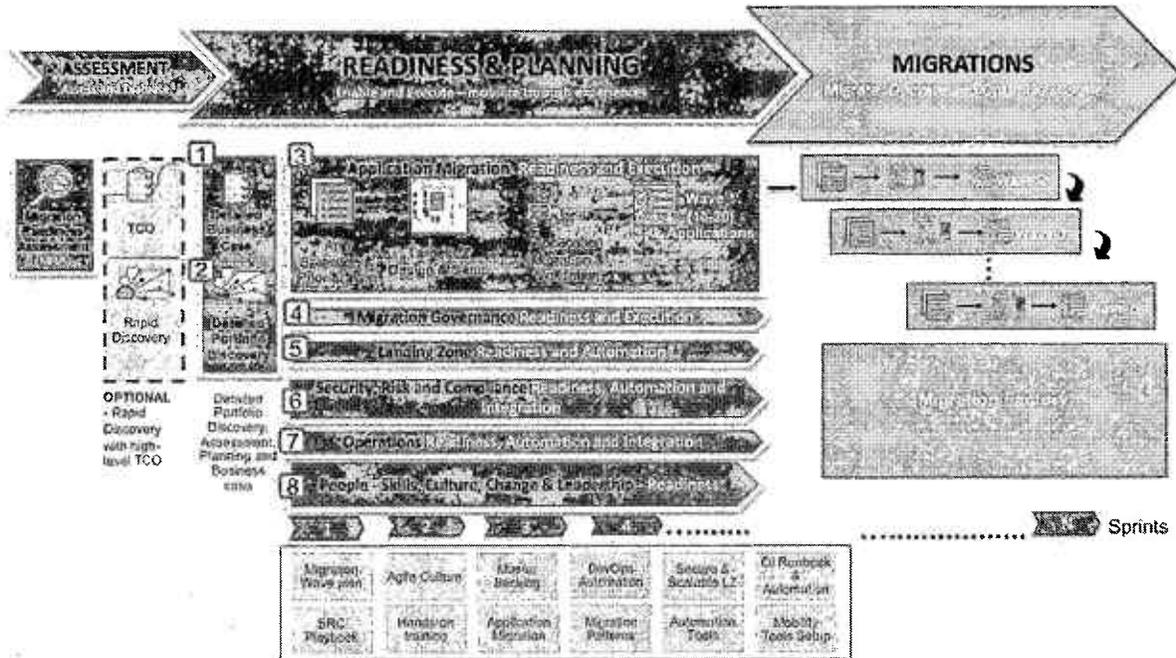


Exhibit 6. DevOps Applications Migration

- *What were some of the Microsoft/Office/Cloud Solutions 365 Business Analyst's successes and challenges during a M365&CS deployment? What did the M365&CS Business Analyst do to resolve or overcome those challenges, and what was the outcome?*

Response:

Our experience is that most challenges come with training and adoption of new technology. Often customers overlook this very important factor in a migration of this size and throwing new technology and tools at end-users. We often bring this up early in the planning and strategy meetings so that it is discussed, and clients understand the risk or impact to a project being deemed as successful. There are many ways to mitigate this risk and help the end users. We have several tools or suggestions, such as Dashboards, to track adoption and usage and training tools, such as videos or gamification to educate the end users. Another area that is often overlooked is support on Day 2 of a migration. Our experience is that 10% of the user base will require help desk or technical support, and most companies are not prepared for that.

TOPIC 4: MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR

The State will base its evaluation upon the Vendor’s response to the proposed Microsoft/Office 365 Global Administrator qualifications posted below. You may propose more than one Microsoft/Office 365 Global Administrator. Provide a detailed description of your proposed Microsoft/Office 365 Global Administrator’s qualifications and experience based on the following:

- *Does your Microsoft/Office 365 Global Administrator hold any Microsoft Certifications? If yes, please elaborate.*

Response:

As illustrated in Exhibit 7, Presidio holds the highest levels of Microsoft engineering certifications.

PRESIDIO'S MICROSOFT CERTIFICATIONS	
Microsoft Certified Systems Engineers (MCSE)	120+
Microsoft Certified IT Professionals (MCITP)	30+
Microsoft Certified Professional (MCP)	40+
Microsoft Certified Architect (MCA)	2
Microsoft Certified Database Administrator/Analyst (MCDBA)	4
Microsoft Certified Trainer	1
Microsoft Certified Solutions Expert	4+
Microsoft Certified Solutions Developer – Azure	20+
Microsoft Certified Solutions Architect	10+
Microsoft Specialist	19+
Microsoft Certified Technology Specialist	1+

Exhibit 7. Presidio's Microsoft Certifications

The team that manages Office 365 specifically has certifications in Azure Administration, Microsoft Certified Professionals, and is expanding capabilities and certifications through continuous technical training.

- *Does your Microsoft/Office 365 Global Administrator have at least 5+ years of Office 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Office 365 tools? If yes, please elaborate.*

Response:

Yes, the majority of the support team has over 5+ years of experience. Some of the members have experience as contractors for various clients with different Office 365 objectives. Other members have worked in MSP workspace and have supported multiple Office 365 tenants with various licenses and usages. The Presidio Microsoft team has experience in the Public and Government tenants both administration and advising on changes to make to their office 365 Tenant and educating system administrators on how to run reports and check for service health.

- *Of their experience, how much of the Microsoft/Office 365 Global Administrator's experience is associated with direct administration of M365&CS?*

Response:

The team has both direct and indirect experience with 75% of experience managing Office 365 and CS.

- *What were some of the Microsoft/Office 365 Global Administrator's successes and challenges during previous Microsoft/Office 365 administration work? What did the Microsoft/Office 365 Global Administrator do to resolve or overcome those challenges, and what was the outcome?*

Response:

A specific success is working with clients to get tenant administrator accounts over to privilege identity management. Challenges include supporting clients that have heavy security requirements and conditional-based access and reduced graphic user interface (GUI) administration requirements. The team overcame the challenge by working the client(s) to document properly in a knowledge base, proper access to the tenant, and building standard operating procedures (SOPs).

- *What deliverables or techniques does your Microsoft/Office 365 Global Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management, resolving conflict/risk, and communicating with clients?*

Response:

During onboarding, Presidio will assign an onboarding Project Manager (PM) to manage project status and/or work with a Professional Services PM, if applicable. Upon being onboarded, Presidio will assign a Service Delivery Manager to provide the State of New Hampshire a single point of contact, as well as, access to the Service Desk for support. The Service Delivery Manager is responsible for managing conflict/risk, communicating with clients, or helping with escalations, as needed. Presidio can work with the State of New Hampshire monitoring and reporting requirements to deliver based on their needs. Presidio has access to various monitoring tools and

can customize reporting as required. The Presidio Service Desk can all assist the client with access reports, tenant health, etc. within their administrative portal.

TOPIC 5: COMPLIANCE ADMINISTRATOR AND SECURITY AND COMPLIANCE

The State will base its evaluation upon the Vendor's response to the proposed Compliance Administrator qualifications posted below. You may propose more than one Compliance Administrator. Provide a detailed description of your proposed Compliance Administrator's qualifications and experience based on the following bullet points. In addition, please describe how you will staff or satisfy the roles in the Security and Compliance category (see table below).

- *Does your Compliance Administrator hold any Microsoft certifications? If yes, please elaborate.*

Response:

As illustrated in Exhibit 7, Presidio holds the highest levels of Microsoft engineering certifications. The team that manages security and compliance for Office 365 specifically has certifications in Azure Administration, Microsoft Certified Professionals, and expanding capabilities and certifications through continuous technical training.

- *Does your Compliance Administrator have at least 5+ years of Office 365 and Compliance administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online? If yes, please elaborate.*

Response:

Yes, the majority of the support team has over 5+ years of experience. Some of the members have experience as contractors for various clients with different Office 365 objectives. Other members have worked in MSP workspace and have supported multiple Office 365 tenants with various licenses and usages. The Presidio Microsoft team has experience with public and government tenants in both administration and advising on changes to make to their Office 365 tenant and educating system administrators on how to run reports and check for service health.

- *Of their experience, how much of the Compliance Administrator's experience is associated with direct compliance administration and data classification and sensitivity work in Office 365, Teams, OneDrive, and SharePoint Online?*

Response:

At least 50% experience is associated with direct compliance administration and data classification and sensitivity work in Office 365, Teams, OneDrive, and SharePoint Online.

- *What were some of the Compliance Administrator's successes and challenges during previous Office 365 Compliance administration work? What did the Compliance Administrator do to resolve or overcome those challenges, and what was the outcome?*

Response:

Microsoft and Office 365 provide a unique dashboard/portal to measure the security and compliance of a solution. Most clients overlook this feature as a tool to measure success and compliance within a stated framework. Presidio's engineers work with clients to ensure they understand this portal and measurement scores to assess their current situation and where they want to land post migration.

- *What deliverables or techniques does your Compliance Administrator leverage when it comes to providing monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?*

Category	Role	Description
Security & Compliance	Azure information protection admin	Manages labels for the Azure Information Protection policy, manages protection templates, and activates protection.
	Compliance admin	Manages regulatory requirements and eDiscovery cases, maintains data governance for locations, identifies, and apps.
	Customer Lockbox access approver	Manages Customer Lockbox requests, can turn Customer Lockbox on or off.
	Security admin	Controls organization's security, manages security policies, reviews security analytics and reports, monitors the threat landscape.
	Security operator	Investigates and responds to security alerts, manages features in Identity Protection center, monitors service health.

Response:

During onboarding, Presidio will assign an onboarding Project Manager (PM) to manage project status and/or work with a Professional Services PM, if applicable. Upon being onboarded, Presidio will assign a Service Delivery Manager to provide the State of New Hampshire a single point of contact, as well as, access to the Service Desk for support. The Service Delivery Manager is responsible for managing conflict/risk, communicating with clients, or helping with escalations, as needed. Presidio can work with the State of New Hampshire on monitoring and reporting requirements to deliver based on their needs. Presidio has access to various monitoring tools and can customize reporting as required. The Presidio Service Desk can all assist the client with access reports, tenant health, etc. within their administrative portal.

TOPIC 6: EXCHANGE ADMINISTRATOR

The State will base its evaluation upon the Vendor's response to the proposed Exchange Administrator qualifications posted below. You may propose more than one Exchange Administrator. Provide a detailed description of your proposed Exchange Administrator's qualifications and experience based on the following:

- Does your Exchange Administrator hold any Microsoft certifications? If yes, please elaborate.*

Response:

As illustrated in Exhibit 7, Presidio holds the highest levels of Microsoft engineering certifications across the organization, including Presidio Managed Services.

- Does your Exchange Administrator have at least 5+ years of Office 365 and Exchange Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online? If yes, please elaborate.*

Response:

Yes, the majority of the support team has over 5+ years of experience. Some of the members have experience as contractors for various clients. The Presidio Microsoft team has experience with public and government tenants, both in administration and in an advisory role.

- Of their experience, how much of the Exchange Administrator's experience is associated with direct administration of Exchange Online?*

Response:

At least 50% experience is associated with direct administration of Exchange Online.

- What were some of the Exchange Administrator's successes and challenges during previous Exchange Online administration work? What did the Exchange Administrator do to resolve or overcome those challenges, and what was the outcome?*

Response:

An example of a success is retiring Exchange Online Unified Messaging to Azure voicemail / Cloud voicemail. Some of the typical challenges we encounter in a project is around Group/Delegation migrations in that certain groups must be migrated together to insure consistency and workflow. Another important aspect of the migration is the tight integration with Active Directory and the Azure AD synchronization aspect. Careful attention must be paid to this feature and tasks within the project. Our Exchange Admins will assist with best practices and have years of experience mitigating issues as they come up.

- *What deliverables or techniques does your Exchange Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?*

Response:

During onboarding, Presidio will assign an onboarding Project Manager (PM) to manage project status and/or work with a Professional Services PM, if applicable. Upon being onboarded, Presidio will assign a Service Delivery Manager to provide the State of New Hampshire a single point of contact, as well as, access to the Service Desk for support. The Service Delivery Manager is responsible for managing conflict/risk, communicating with clients, or helping with escalations, as needed. Presidio can work with the State of New Hampshire on monitoring and reporting requirements to deliver based on their needs. Presidio has access to various monitoring tools and can customize reporting as required. The Presidio Service Desk can all assist the client with access reports, tenant health, etc. within their administrative portal.

TOPIC 7: GROUPS ADMINISTRATOR

The State will base its evaluation upon the Vendor's response to the proposed Groups Administrator qualifications posted below. You may propose more than one Groups Administrator. Provide a detailed description of your proposed Groups Administrator's qualifications and experience based on the following:

- *Does your Groups Administrator hold any Microsoft certifications? If yes, please elaborate.*

Response:

As illustrated in Exhibit 7, Presidio holds the highest levels of Microsoft engineering certifications. The team that manages Groups specifically has certifications in Azure Administration, Microsoft Certified Professionals, and expanding capabilities and certifications through continuous technical training.

- *Does your Groups Administrator have at least 5+ years of Office 365 and SharePoint Online Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Office 365 Groups? If yes, please elaborate.*

Response:

Yes, the majority of the support team has over 5+ years of experience. Some of the members have experience as contractors for various clients with different office 365 objectives. Other members have worked in MSP workspace and have supported multiple Office 365 tenants with various licenses and usages. The Presidio Microsoft team has experience in the Public and Government tenants both administration and advising on changes to make to their office 365 Tenant and educating system administrators on how to run reports and check for service health.

- *Of their experience, how much of the Groups Administrator's experience is associated with direct administration of Groups, Azure Active Directory, Teams, and SharePoint Online?*

Response:

At least 50% experience is associated with direct administration of Groups, Azure Active Directory, Teams, and SharePoint Online.

- *What were some of the Groups Administrator's successes and challenges during previous Office 365 administration work? What did the Groups Administrator do to resolve or overcome those challenges, and what was the outcome?*

Response:

A specific success is working with clients to get tenant administrator accounts over to privilege identity management. Challenges include supporting clients that have heavy security requirements and conditional based access and reduced GUI administration requirements. The team overcame the challenge by working the client(s) to properly document in a knowledge base, proper access to the tenant and building SOPs.

- *What deliverables or techniques does your Groups Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?*

Response:

During onboarding, Presidio will assign an onboarding Project Manager (PM) to manage project status and/or work with a Professional Services PM, if applicable. Upon being onboarded, Presidio will assign a Service Delivery Manager to provide the State of New Hampshire a single point of contact, as well as, access to the Service Desk for support. The Service Delivery Manager is responsible for managing conflict/risk, communicating with clients, or helping with escalations, as needed. Presidio can work with the State of New Hampshire on monitoring and reporting requirements to deliver based on their needs. Presidio has access to various monitoring tools and can customize reporting as required. The Presidio Service Desk can all assist the client with access reports, tenant health, etc. within their administrative portal.

TOPIC 8: SHAREPOINT ADMINISTRATOR

The State will base its evaluation upon the Vendor's response to the proposed SharePoint Administrator qualifications posted below. You may propose more than one SharePoint Administrator. Provide a detailed description of your proposed SharePoint Administrator's qualifications and experience based on the following:

- *Does your SharePoint Administrator hold any Microsoft certifications? If yes, please elaborate.*

Response:

As illustrated in Exhibit 7, Presidio holds the highest levels of Microsoft engineering certifications. The team that manages Groups specifically has certifications in Azure Administration, Microsoft

Certified Professionals, and expanding capabilities and certifications through continuous technical training.

- *Does your SharePoint Administrator have at least 5+ years of Office 365 and SharePoint Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of SharePoint Online tools? If yes, please elaborate.*

Response:

Yes, the majority of the support team has over 5+ years of experience. Some of the members have experience as contractors for various clients with different office 365 objectives. Other members have worked in MSP workspace and have supported multiple Office 365 tenants with various licenses and usages. The Presidio MS team has experience in the Public and Government tenants both administration and advising on changes to make to their tenant, as well as assisting end users on permissions. Any design or migration is performed by Professional Services.

- *Of their experience, how much of the SharePoint Administrator's experience is associated with direct administration of SharePoint Online?*

Response:

At least 50% experience is associated with direct administration of SharePoint Online.

- *What were some of the SharePoint Administrator's successes and challenges during previous Office 365 Groups and SharePoint Online administration work? What did the SharePoint Administrator do to resolve or overcome those challenges, and what was the outcome?*

Response:

SharePoint success has been around migration of SharePoint to SharePoint Online as it allows for a truly mobile experience. The migrations largely included tools like Sharegate to move the data and functionality. We find most clients move to modernize the look and feel of their sites which tends to make the projects more successful. Some of the challenges typically are around companies or organizations attempting to make SharePoint a cloud-based file server which is not what it is intended for but because it is included in the Office 365 license, companies are looking for ways to trim costs.

- *What deliverables or techniques does your SharePoint Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?*

Response:

During onboarding, Presidio will assign an onboarding Project Manager (PM) to manage project status and/or work with a Professional Services PM, if applicable. Upon being onboarded, Presidio will assign a Service Delivery Manager to provide the State of New Hampshire a single point of contact, as well as, access to the Service Desk for support. The Service Delivery Manager is responsible for managing conflict/risk, communicating with clients, or helping with escalations,

as needed. Presidio can work with the State of New Hampshire on monitoring and reporting requirements to deliver based on their needs. Presidio has access to various monitoring tools and can customize reporting as required. The Presidio Service Desk can all assist the client with access reports, tenant health, etc. within their administrative portal.

TOPIC 9: DYNAMICS 365 ADMINISTRATORS

The State will base its evaluation upon the Vendor's response to the proposed Dynamics 365 Administrator qualifications posted below. You may propose more than one Dynamics 365 Administrator. Provide a detailed description of your proposed Dynamics 365 Administrator's qualifications and experience based on the following:

- Does your Dynamics 365 Administrator hold any Microsoft certifications? If yes, please elaborate.*

Response:

Our engineer is a certified as a Microsoft Certified Solution Expert (MCSE) for Business Applications, Dynamics Sales Functional Consultant, as well as a Microsoft Certified Dynamics 365 + Power Platform Solution Architect Expert, and a Microsoft Certified Trainer.

- Does your Dynamics 365 Administrator have at least 5+ years of Dynamics 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Dynamics 365 tools? If yes, please elaborate.*

Response:

Yes, our architect/engineer has over 15 years working in the public sector, Federal, and State and Local.

- Of their experience, how much of the Dynamics 365 Administrator's experience is associated with direct administration of Dynamics 365?*

Response:

Our engineers experience is 100% Administration and Development for Dynamics 365 Solutions.

- What were some of the Dynamics 365 Administrator's successes and challenges during previous Dynamics 365 administration work? What did the Dynamics 365 Administrator do to resolve or overcome those challenges, and what was the outcome?*

Response:

Some recent challenges in the D365 Administrator Role has been regarding Security Roles and Permissions. A client had not given clear requirements on security from the beginning of the project, so design of the system required several iterations to find a security structure that would work for them. In order to resolve this issue, we built an education process that used prototypes and example scenarios to walk through with the client so that they could better understand how the end user experience would be.

Another important challenge which has been resolved successfully recently is a change to the licensing model within Power Apps and Dynamics. Traditionally, our clients would pick D365 as their tool, and pay full licensing cost even if they had to build custom functionality from it. Due to recent changes with the licensing model, we have been able to save our clients, in some cases as much as hundreds of thousands of dollars a year, by building custom applications on the platform that leverage a much lower licensing model.

- *What deliverables or techniques does your Dynamics 365 Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?*

Response:

Our standard deliverables are functional requirements, technical design and use case document. For larger implementations that require ongoing change, we also provide to the project team, and end users if necessary, regular Release Notes that include bug fixes, new features and upcoming functionality to expect. Providing the teams with this knowledge has driven better user adoption.

Built in to D365 there are system monitoring reports found in the Power Apps admin center, plus it is important to stay on top of the Office 365 Admin Center Health Reports.

Our team uses Agile project management, which involves determining what work to be accomplished during an agreed upon time period and meeting daily to have quick task updates to make sure everyone is on track with their tasks.

Each project has a project lead, which is primarily responsible for direct communication with the client's project team. We also leverage Microsoft Teams for communication, file management, and task management.

TOPIC 10: TEAMS ADMINISTRATOR

The State will base its evaluation upon the Vendor's response to the proposed Microsoft Teams Administrator qualifications posted below. You may propose more than one Teams Administrator. Your holistic response should consider the four primary Teams admin roles: Teams communication admin, Teams communication support engineer, Teams communication support specialist, and the Teams service admin. Provide a detailed description of your proposed Teams Administrator's qualifications and experience based on the following bullets. In addition, please describe how you will staff or satisfy the roles of Teams administration (see table below). The State does not expect a 1:1 staffing ratio.

- *Does your Teams Administrator hold any Microsoft certifications? If yes, please elaborate.*

Response:

As illustrated in Exhibit 7, Presidio holds the highest levels of Microsoft engineering certifications. The team that manages security and compliance for Office 365 specifically has certifications in Azure Administration, Microsoft Certified Professionals, and expanding capabilities and certifications through continuous technical training.

- *Does your Teams Administrator have at least 5+ years of Office 365 and Teams Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Teams? If yes, please elaborate.*

Response:

Yes, the majority of the support team has over 5+ years of experience. Some of the members have experience as contractors for various clients with different office 365 objectives. Other members have worked in MSP workspace and have supported multiple Office 365 tenants with various licenses and usages. The Presidio MS team has experience in the Public and Government tenants both administration and advising on changes to make to their office 365 Tenant and educating system administrators on how to run reports and check for service health.

- *Of their experience, how much of the Teams Administrator's experience is associated with direct administration of Teams?*

Response:

At least 50% experience is associated with direct administration of Teams.

- *What were some of the Teams Administrator's successes and challenges during previous Teams administration work? What did the Teams Administrator do to resolve or overcome those challenges, and what was the outcome?*

Response:

The team successes are prepping for the Skype for Business Online retirement and Microsoft Teams replacement, the retiring of Exchange Online Unified Messaging to Azure Voicemail / Cloud voicemail, and Office 365 deployment and activation issues with VDI environments.

- *What deliverables or techniques does your Teams Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?*

Response:

During onboarding, Presidio will assign an onboarding Project Manager (PM) to manage project status and/or work with a Professional Services PM, if applicable. Upon being onboarded, Presidio will assign a Service Delivery Manager to provide the State of New Hampshire a single point of contact, as well as, access to the Service Desk for support. The Service Delivery Manager is responsible for managing conflict/risk, communicating with clients, or helping with escalations, as needed. Presidio can work with the State of New Hampshire on monitoring and reporting requirements to deliver based on their needs. Presidio has access to various monitoring tools and can customize reporting as required. The Presidio Service Desk can all assist the client with access reports, tenant health, etc. within their administrative portal.

Category	Role	Description
Collaboration	Teams communication admin	Assigns telephone numbers, creates and manages voice and meeting policies, and reads call analytics.
	Teams communication support engineer	Reads call record details for all call participants to troubleshoot communication issues.
	Teams communication support specialist	Reads user call details only for a specific user to troubleshoot communication issues.

Response:

Presidio offers a Managed Voice solution that will provide administrative tasks as described above.

TOPIC 11: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES / DEVICES

The State will base its evaluation upon the Vendor's response to the proposed staffing plan. Excluding the roles called out above, provide a detailed description of how you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Devices	Cloud device admin	Enables, disables, and deletes devices and can read Windows 10 BitLocker keys.
	Desktop analytics admin	Can access and manage Desktop management tools and services.
	Intune admin	Full access to Intune, manages users and devices to associate policies, creates and manages groups.

Response:

Presidio has experience with Intune and can provide Intune administrative services. Cloud device administration and desktop analytics administration can be scoped and supported as requirements are defined.

TOPIC 12: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES / COLLABORATION

The State will base its evaluation upon the Vendor's response to the proposed staffing plan. Excluding the roles called out above, provide a detailed description of how you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
	Kaizala admin	Full access to all Kaizala management features and data, manages service requests.
	Office apps admin	Manages settings, policies, and deployment of Office apps.
	Power BI admin	Full access to Power BI management tasks, manages service requests, and monitors service health.
	Power Platform admin	Full access to Microsoft Dynamics 365, PowerApps, data loss prevention policies, and Power Automate.
	Search admin	Full access to Microsoft Search, assigns the Search admin and Search editor roles, manages editorial content, monitors service health, and creates service requests.
	Search editor	Can only create, edit, and delete content for Microsoft Search, like bookmarks, Q&A, and locations.

Response:

As clear requirements are defined among the roles defined above, Presidio will be able to create an administrative support plan.

TOPIC 13: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES / READ ONLY

The State will base its evaluation upon the Vendor's response to the proposed staffing plan. Excluding the roles called out above, provide a detailed description of how you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Read-Only	Global reader	Can view all administrative features and settings in all admin centers.
	Message Center	Access to data privacy messages in Message Center, gets email notifications, has read-only access to users, groups, domains, and subscriptions.
	privacy reader	
	Message Center reader	Reads and shares regular messages in Message Center, gets email notifications, has read-only access to users, groups, domains, and subscriptions.
	Reports reader	Reads usage reporting data from the reports dashboard, Power BI adoption content pack, sign-in reports, and Microsoft Graph reporting API.
	Security reader	Read-only access to security features, sign-in reports, and audit logs.

Response:

As clear requirements are defined among the roles defined above, Presidio will be able to create an administrative support plan.

TOPIC 14: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES / OTHER

The State will base its evaluation upon the Vendor's response to the proposed staffing plan. Excluding the roles called out above, provide a detailed description of how you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Other	Billing admin	Makes purchases, manages subscriptions, manages service requests, and monitors service health.
	Service support admin	Creates service requests for Azure, Microsoft 365, and Office 365 services, and monitors service health.

Response:

Presidio billing and service administration is available; however, in order to appropriately bill and create service requests, the State of New Hampshire will need to procure licensing/support from Presidio. Presidio offers government pricing through our Cloud Solutions Program (CSP). By Presidio becoming the State's CSP provider, Presidio will provision and manage new subscriptions, as well as provide service support, as required.

The State defines DEVELOPMENT as the advanced technical efforts that support the day-to-day maintenance and operations of the State's M365&CS environment. These development efforts include, but are not limited to:

- *SharePoint Online • PowerShell*
- *Site Designs and Site Scripts*
- *Scripts*
- *Power Apps*
- *Power Automate*
- *Third-party Integrations*
- *Dynamics 365*

Response:

Presidio read and acknowledges.

TOPIC 15: MICROSOFT TECHNICAL ARCHITECT (S)

The State will base its evaluation upon the Vendor's response to the proposed Microsoft Technical Architect qualifications posted below. Provide a detailed description of your proposed Microsoft Technical Architect's qualifications and experience based on the following. You may propose more than one Microsoft Technical Architect.

- *Does your Microsoft Technical Architect have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record of designing successful Microsoft/Office 365/Dynamics 365/Azure Cloud architecture solutions across enterprise IT programs/projects? If yes, please elaborate.*

Response:

Presidio's Microsoft Practice contains multiple certified engineers with many years of experience dealing with both commercial and government entities. Please refer to the Executive Summary section for a list of Presidio certifications.

- *Does your Microsoft Technical Architect have experience with developing/designing Microsoft/Office 365, SharePoint Online, Dynamics 365, and/or Azure architecture solutions? Please describe the techniques, security features, software, process, and architecture model/methodology that the Microsoft Technical Architect leveraged to develop/design an architecture solution for Microsoft within a Government Cloud environment. What was the business value and impact provided from those Microsoft Platform solutions?*

Response:

Presidio's team of architects have specialties in various Microsoft technologies including O365, SharePoint, Dynamics, and Azure along with many other Microsoft technologies.

- *Were any of the deployed Microsoft Platform architecture models lift and shift (pre-existing solution to be modified for another customer)? If yes, can you please describe the approach that you took to deliver value to the customer to meet rapid delivery?*

Response:

Projects have ranged from full lift and shift to long term hybrid coexistence models depending on the needs and requirements of each project.

- *Describe the Microsoft Technical Architect's experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of the Microsoft Platform solution(s).*

Response:

Presidio architects are well versed in multiple project methodologies and can work within the various frameworks as defined in a project's requirements. Presidio works with several different project methodologies including Waterfall, Agile, and DevOps. Office 365 does not fall under an Agile or DevOps methodology typically unless it is more of a SharePoint or Teams custom development project. In these instances, we have developed many customer SharePoint portals or intranets as well as custom BOT design for Teams and third-party software integration.

- *What were some of the Microsoft Technical Architect's successes and challenges during a Microsoft Platform deployment? What did the Microsoft Technical Architect do to resolve or overcome those challenges, and what was the outcome?*

Response:

User adoption and training are one of the many challenges during an O365 and SharePoint online migration and can be mitigated with planned, concise end user communications along with robust training programs.

TOPIC16: SHAREPOINT ONLINE INFORMATION ARCHITECT

The State will base its evaluation upon the Vendor's response to the proposed SharePoint Online Information Architect qualifications posted below. Provide a detailed description of your proposed SharePoint Online Information Architect's qualifications and experience based on the following. Note: The State is interested in the modern experience offered by SharePoint Online that leverages modern Office Group technology. The State is not interested in classic approaches to operating SharePoint Online.

- *Does your SharePoint Online Information Architect have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record with developing/managing Microsoft SharePoint Online solutions across enterprise IT programs/projects? If yes, please elaborate.*

Response:

Presidio's Microsoft Practice contains multiple certified engineers with many years of experience dealing with both commercial and government entities. Please refer to the Executive Summary section for a list of Presidio certifications.

- *Does your SharePoint Online Information Architect have experience with developing/designing Microsoft/Office 365? Please describe the techniques, security features, software, process, and data model/methodology that the SharePoint Online Information Architect leveraged to design, configure, and implement modern experience SharePoint Online solutions within a Government Cloud environment. What was the business value and impact provided from those Microsoft/Office 365 data solutions?*

Response:

Presidio's architects have experience in SharePoint on-premise, online, and hybrid deployments. Architectural techniques are derived from the requirements of each project on a case-by-case basis and depend on many factors both inside and out of the SharePoint technical realm such as compliance and regulatory requirements.

- *Were any of the deployed SharePoint Online solutions lift and shift (pre-existing solution to be modified for another customer)? If yes, can you please describe the approach that you took to migrate the data and what software tools did you use? What was the end result and business value provided to the customer?*

Response: Projects have ranged from full lift and shift to long term hybrid coexistence models depending on the needs and requirements of each project. Multiple tools were used during the migrations depending on the requirements of each project.

- *Describe the SharePoint Online Information Architect's experience with designing, configuring, and implementing the modern experience of SharePoint Online within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of the SharePoint Online solution(s).*

Response:

Presidio architects are well versed in multiple project methodologies and can work within the various frameworks as defined in a project's requirements. Presidio works with several different project methodologies including Waterfall, Agile, and DevOps. Office 365 does not fall under an Agile or DevOps methodology typically unless it is more of a SharePoint or Teams custom development project. In these instances, we have developed many customer SharePoint portals or intranets as well as custom BOT design for Teams and third-party software integration.

- *What were some of the SharePoint Online Information Architect's successes and challenges during a Microsoft/Office 365 and SharePoint Online deployment? What did the SharePoint Online Information Architect do to resolve or overcome those challenges, and what was the outcome?*

Response:

User adoption and training are one of the many challenges during an O365 and SharePoint online migration and can be mitigated with planned, concise end user communications along with robust training programs.

TOPIC 17: MICROSOFT LEAD PLATFORM DEVELOPERS

The State will base its evaluation upon the Vendor's response to the proposed Lead Microsoft Platform Developer qualifications posted below. The State expects the various proposed lead platform developers to be proficient with Office 365, SharePoint Online, Dynamics 365, and other Microsoft Azure Cloud Solutions. You may propose more than one Lead Microsoft Platform Developer. Provide a detailed description of your proposed Microsoft Lead Platform Developers' qualifications and experience based on the following:

Does your Lead Microsoft Lead Platform Developer have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record of deploying Microsoft/Office 365 solutions across enterprise IT programs/projects? If yes, please elaborate.

Response:

Yes, we have several senior Microsoft Platform Developers with experience in the Federal and State and Local space and have helped design several solutions for collaboration and custom applications using Azure DevOps, Team Foundation Server, Visual Studio, and third party development applications. An example is a custom meeting application within Office 365.

- *Does your Lead Microsoft Platform Developer have expert proficiency with PowerShell, C+, and SPFx?*

Response:

Yes, most of our engineers, if not all of them, are highly skilled and proficient with PowerShell. Our development team has skill sets in C+ and SPFx as well. We have several members from our DevOps practice that we use, and a very skilled service partner called Greenhouse data we use as well for projects.

- *Does your Lead Microsoft Developer have experience with developing/deploying Microsoft Platform solutions?*

Response:

Yes, most of our engineers, if not all of them, are highly skilled and proficient with PowerShell. Our development team has skill sets in C+ and SPFx as well. We have several members from our DevOps practice that we use, and a very skilled service partner called Greenhouse data we use as well for projects.

- *Please describe the techniques, security features, software, process, and approach that the Lead Microsoft Platform Developer leveraged to develop/deploy these Microsoft/Office 365 solutions within a Government Cloud environment. What was the business value and impact provided from those Microsoft/Office 365 solutions?*

Response:

This is a difficult question that crosses a few boundaries as Microsoft/Office 365 is a Software as a Services or SaaS solution that does not allow customization or development to the code and service itself. It provides tools such as PowerBI to help create dashboards, which Presidio has done with many projects and customers to track adoption, usage, and training for the software. The business value was tremendous as most customers roll out new technology but do not track its usage or adoption. The project showed that end users adopted email and chat but left services like OneDrive and Teams untouched. After some investment in training, the adoption rates increased as well as productivity, which was all measured with PowerBI.

- *Were any of the deployed Microsoft/Office 365 solutions lift and shift (pre-existing solution to be modified for another customer)? If yes, can you please describe the approach that you took to deliver value to the customer to meet rapid delivery?*

Response:

- *Describe the Lead Microsoft Platform Developer's experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of the Microsoft/Office 365 solution(s).*

Response:

Presidio works with several different project methodologies including waterfall, agile and DevOps. Office 365 does not typically fall under an agile or DevOps methodology unless it's more of a SharePoint or Teams custom development project. If so, we have developed many customer SharePoint portals or intranets as well as custom BOT design for Teams and 3rd party software integration.

- *What were some of the Lead Microsoft Platform Developer's successes and challenges during a Microsoft/Office 365 deployment? What did the Lead Microsoft Platform Developer do to resolve or overcome those challenges, and what was the outcome?*

Response:

Typically, the number one challenge is end user support as well as adoption and training of the new platform. Communications within the client sponsorship team and execution teams can be problematic. These are not technology challenges typically but more cultural changes to overcome.

C. SUBCONTRACTORS (SOLUTION)

1) Any Contract resulting from this RFP shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any other contractor without prior written approval by the State.

Response:

Presidio acknowledges and will comply.

2) If subcontractors are to be used, the Contractor must clearly explain their participation.

Response:

Presidio has not identified the need to use subcontractors, but will address any subcontractors, if identified, on individual projects.

3) If subcontractors are to be used, please include information regarding the proposed subcontractors including the name of the company, their address, contact person and three references from clients they are currently servicing.

Response:

Presidio has not identified the need to use subcontractors, but will address any subcontractors, if identified, on individual projects.

4) The Contractor shall be directly responsible for any subcontractor's performance and work quality when used by the Contractor to carry out the scope of the job.

Response:

Presidio acknowledges and will comply.

5) Subcontractors must abide by all terms and conditions under any resultant Contract.

Response:

Presidio acknowledges and will comply.

D. ADDITIONAL REQUIREMENTS

1) The State requires ten (10) days advance knowledge of work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.

Response:

Presidio acknowledges and will comply.

2) The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Bidder's employees, equipment or supplies. The bidder shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the bidder to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the bidder.

Response:

Presidio acknowledges and will comply.

3) The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the bidder to dismiss from the work such employees as deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.

Response:

Presidio acknowledges and will comply.

4) The bidder or their personnel shall not represent themselves as employees or agents of the State.

Response:

Presidio acknowledges and will comply.

5) While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

Response:

Presidio acknowledges and will comply.

6) All personnel shall observe all regulations or special restrictions in effect at the State Agency.

Response:

Presidio acknowledges and will comply.

7) *The bidder's personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited.*

Response:

Presidio acknowledges and will comply.

8) *All offers shall remain valid for a period of one hundred eighty (180) days from the RFP due date. A bidder's disclosure or distribution of an RFP other than to DAS, Division of Personnel may be grounds for disqualification.*

Response:

Presidio acknowledges and will comply.

9) *RFP prices must be in US dollars and must include delivery and all other costs required by this RFP invitation. Special charges, surcharges, processing charges (including credit card transaction fees), delivery charges, or fuel charges of any kind (by whatever name) may not be added on at any time.*

Response:

Presidio acknowledges and will comply.

Per Administrative Rule 606.01(e) "if there is a discrepancy between the unit price and the extension price in a response to an RFP, RFB or RFQ, the unit price shall be binding upon the bidder".

Response:

Additional Requirements

Requirement	Response
Full legal company name;	Presidio Networked Solutions LLC
Year business started;	1985
If applicable, information on any parent/subsidiary relationships with any other company or companies;	Presidio operates primarily through two wholly-owned subsidiaries: <ul style="list-style-type: none"> • Presidio Networked Solutions LLC, a leading provider of life-cycle based IT infrastructure solutions and services for the enterprise, commercial and government markets; and, • Presidio Technology Capital, LLC, an IT infrastructure leasing company.

Requirement	Response
	<p style="text-align: center;">Presidio Corporate Structure (As of December 31, 2019)</p> <p style="text-align: center;">Exhibit 8. Presidio Corporate Structure</p>
<p>State of incorporation;</p>	<p>Delaware</p>
<p>Location of headquarters;</p>	<p>Presidio headquarters is located at: One Penn Plaza, New York, NY 10119.</p> <p>The local office for the State of New Hampshire is located at: 10 Sixth Road, Woburn, MA 01801</p>
<p>Current number of people employed;</p>	<p>2,900+</p>
<p>Details of any litigation your company may be a party to in which an adverse decision might result in a material change in the company's financial position or future viability;</p>	<p>Not applicable</p>
<p>Presence in the State of New Hampshire</p>	<p>While our Northeast HQ is located in Woburn, MA, Presidio has 20 employees, including engineers, which reside in the State of New Hampshire.</p>

Requirement	Response
Identification of which services are provided via the bidder and those being resold or provided by a subcontractor;	Presidio has not identified the need to use subcontractors, but will address any subcontractors, if identified, on individual projects.
Sub-contractor including company name, address, contact person and three references for clients they are currently servicing.	Presidio has not identified the need to use subcontractors, but will address any subcontractors, if identified, on individual projects.

D. SUPPLEMENTAL INFORMATION

Presidio includes the following references to demonstrate our professional services capabilities.

MASSACHUSETTS SECRETARY OF STATE	
ADDRESS	1 Ashburton Place, Boston, MA 02108
CONTACT NAME	Please contact Chris Kingston to speak with the client.
PERIOD OF PERFORMANCE	11/14/2019
SIZE / SCOPE OF PROJECT	SEC upgraded their existing Windows Server 2008 DC's due to End of Life (EOL) of servers. Presidio was engaged to assist with the DC upgrades. Presidio provided a Microsoft Infrastructure Engineer to promote new Windows Server 2016 DC's and migrate any DC services to the new DC's and demote the existing Windows Server 2008 DC's to member servers.

STATE OF MAINE	
ADDRESS	45 Commerce Drive, Augusta ME 04330
CONTACT NAME	Please contact Chris Kingston to speak with the client.
PERIOD OF PERFORMANCE	Ongoing
SIZE / SCOPE OF PROJECT	Presidio has an ongoing partnership with State of Maine supporting the Network, Security and several other technologies in support of the SOM OIT team. Presidio has supported a statewide network upgrade refresh, including replacement of all routers, switches, and wireless. Other solutions we have supported/implemented, Cisco Stealthwatch, and ISE among many other security projects. State of Maine is a Microsoft Office 365 customer, and we have supported them through the migration from on premise Outlook and Office 365.

STATE OF VERMONT	
ADDRESS	133 State Street, Montpelier VT 05602
CONTACT NAME	Please contact Chris Kingston to speak with the client.
PERIOD OF PERFORMANCE	Ongoing
SIZE / SCOPE OF PROJECT	Presidio has an ongoing partnership with State of Vermont supporting the Network, Security, Data Center and several other technologies in support of the Agency of Digital Services team. Presidio has supported ongoing network upgrades, security projects and most recently a complete network assessment professional services engagement, among many other projects. We have recently been engaged to help with designing their data center consolidation using Microsoft Azure to move workloads to the cloud, leveraging our Microsoft team and our partnership with VMware and Microsoft. to support a hybrid cloud design supporting Microsoft Office 365 applications and other traditional Microsoft applications, among others.

Bidder may also furnish such supplemental information as the bidder believes will be valuable to the selection committee in evaluating its qualifications, the qualifications of its personnel, and the merits of its proposal. In this section a bidder may feature those elements of its firm, its personnel, or its proposal which distinguish it from other bidders likely to submit proposals.

Response:

Presidio LLC (Presidio) is an information technology (IT) infrastructure solutions provider that services approximately 8,500 clients across a broad range of industries in the United States. Our nearly 1,600+ engineers assist our clients in designing, procuring, implementing, and managing IT infrastructures. We provide services to our predominantly middle-market client base across six core technology verticals, including networking, data centers, mobility, security, collaboration, and contact centers. Our developed solutions incorporate technologies from over 500 leading OEMs, and we have over 2,900 employees across offices in the United States, making us one of the largest IT services providers in the United States.

We believe that we are positioned uniquely to take advantage of the markets in which we operate because of our expertise and specialization. We focus on the middle-market segment of the IT services market. Since most large-scale IT service providers focus on larger enterprises and because smaller regional competitors are unable typically to provide end-to-end solutions, we believe the middle market is under-penetrated and under-served.

Some of our business units date back to 1985, and since inception, we have grown from a regional, network-focused provider to a leading U.S. solutions provider that offers a comprehensive suite of IT infrastructure solutions through our national footprint. Our early focus was on expanding our regional presence and skill set expertise through both organic and acquisitive growth. By 2010, we had completed six acquisitions that complemented our core services businesses, which also expanded our presence to 33 offices in 18 states. Since 2010, we have completed several additional acquisitions, creating one of the largest IT services providers in the nation with 60+ offices in 38 states.

Presidio operates primarily through two wholly-owned subsidiaries:

- Presidio Networked Solutions, a leading provider of life-cycle based IT infrastructure solutions and services for the enterprise, commercial and government markets; and,
- Presidio Technology Capital, an IT infrastructure leasing company.

These subsidiaries broaden Presidio’s portfolio and enhance our technical capabilities to satisfy the diverse technology requirements and business objectives of growing and established companies. The result is a comprehensive portfolio of solutions and services that includes:

PRESIDIO NETWORKED SOLUTIONS	
PROFESSIONAL SOLUTIONS AND SERVICES	Design and deployment of the following solution areas: <ul style="list-style-type: none"> • Core Network and Wireless Infrastructure • Unified Communications and Collaboration • TelePresence / Video Conferencing • Data Center and Storage • Cloud Solutions / Capacity on Demand • Cyber Security

PRESIDIO NETWORKED SOLUTIONS	
	<ul style="list-style-type: none"> • Mobility • Contact Center <p>Comprehensive services and support:</p> <ul style="list-style-type: none"> • Consulting Services: Proven expertise across both business processes and leading technologies, following industry best practices to help clients develop successful strategic IT plans. • Solution Deployment and Integration: Credentialed experts with real-world experience design and deploy solutions that leverage existing systems and integrate with emerging technologies. • Collaborative Maintenance Services: Support and management of manufacturer provided maintenance contracts. • Presidio Field Services: Flexible and scalable planning, coordination, and rollout of technologies to meet diverse requirements. • Supplemental Engineering Services: Provision of the “right resource at the right cost at the right time.”
GLOBAL SERVICES	<p>Enables multinational customers to deploy IT solutions globally with:</p> <ul style="list-style-type: none"> • Global hardware procurement, logistics, and services with multi-national and cross-border quoting and invoicing capabilities. • Global Project Management / Logistics globally orchestrated and locally delivered. • Customized Cost-Effective Solutions to accommodate IT budgets, regardless of location. • Global Project Management / Logistics orchestrated and delivered.
MANAGED SERVICES	<ul style="list-style-type: none"> • Network Management and Monitoring • Managed Security and Risk Services • Data Center Managed Services • Storage Management Services • Hosted Collaboration Services • Video and Telepresence Management • Contact Center Management Service • Telephony and Unified Communications Management • Telecom Carrier Consulting and Solution
INTERNET OF THINGS	<p>Provides practical implementation and integration of OEM products, including:</p> <ul style="list-style-type: none"> • Extending capabilities of commercial off-the-shelf products to solve complex technology requirements. • Designing, integrating, and developing software, firmware, and systems. • Creating unique solutions that are interoperable and adaptable with clients’ environments and business requirements.
PRESIDIO TECHNOLOGY CAPITAL	
EQUIPMENT FINANCING	<ul style="list-style-type: none"> • Traditional Master Lease Agreement • Technology Acquisition Leasing Lines • Project Finance – “As a Service” Solutions

PRESIDIO NETWORKED SOLUTIONS	
	<ul style="list-style-type: none"> • Capacity on Demand • Qualifying Tier 1 Minority Business Enterprise (MBE) Credits • Payment Agreements • Presidio Access Support System – Asset Management System

CORE VALUES

At Presidio, our core values define our culture. They are our guiding principles and our fundamental beliefs. We are always looking for top talent that can embody the following values:

- **Teamwork** – We foster a collaborative, respectful work environment that brings together our diverse talents and extends to our customer relationships. We believe that when everyone is working together, success follows.
- **Execution Excellence** – We are passionate, practical, responsive, and relentless in delivering the right solutions to our customers and partners.
- **Integrity** – We are experienced professionals who work to the highest standards of ethics and honesty.
- **Forward Thinking** – We are visionary in our approach, constantly looking ahead to anticipate what is next. We strive to be leaders in everything we do.



BETTER BUSINESS IMPACT WITH LOWER RISK

Presidio delivers business outcomes for our clients with the lowest exposure to risk inherent in IT projects. Our holistic blend of proven experience and expertise, standardized processes, and advanced technology, creates lower risk in a way that provides practical and sustainable value. Our years of collaboration between our solution architecture team and our delivery professionals have resulted in the industry’s most reliable, proven solutions.

Our service approach covers a wide range of options that our clients can use to suit their needs. Presidio’s expertise ranges from providing strategy and consultation on a particular issue to managed services so that our clients can focus on their core business.



Presidio employs a proprietary five-phased, service-delivery approach, the Strategic Engagement Framework (SEF). Our SEF begins during sales as we collaborate with our client to envision the appropriate solution; the process continues during presales as we gather critical data points, design the solution, and set reasonable expectations. This process continues through project delivery as our Account Management, Project Oversight, and Field Consulting teams work together with the

client to manage and deploy your solution as effectively and efficiently as reasonably possible, within the constraints of the agreed upon scope, budget, and timeline.

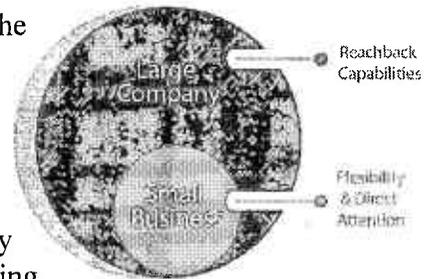
In context with SEF, Presidio works with you to identify business objectives, address unknown variables and potential liabilities; this ensures a solution in sync with your technology and business requirements. Key attributes of Presidio's SEF Methodology are:

- Defined Gates and Milestones with associated deliverables
- Flexible structure incorporates parallel strategies and initiatives
- Measures Business Impact and risk to help guarantee outcomes
- Aligns with your existing frameworks such as The Open Group Architecture Framework (TOGAF) and Information Technology Infrastructure Library (ITIL)

INDUSTRY STANDARDS AND BEST PRACTICES



The State of NH will find that Presidio has the reach-back capabilities of a large company, while providing the direct attention and highest level of flexibility of a small company. We have remained nimble since our founding in 1986, so our mature infrastructure and processes are flexible enough to quickly accommodate your needs and adapt to your changing environment. We follow a standardized service delivery methodology that is consistent with industry-recognized best practices and quality standards to deliver high-quality services.



Presidio's program management methodology includes clear lines of authority, explicitly defined areas of responsibility, and effective communication among all stakeholders. As evidenced by our quality, process, and organizational certifications, Presidio provides a proven methodology for managing projects ensuring process effectiveness, oversight, and controls across our organization; this strengthens our ability to provide superior services and solutions to clients.

The following are Presidio's industry-recognized best-practice management, service, and delivery certifications:

INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL) BEST PRACTICES

We employ more than 40 ITIL-certified individuals, including 20 ITIL V3 Foundation and 3 ITIL V3 Practitioner certifications.



SERVICE DELIVERY BASED ON PROJECT MANAGEMENT INSTITUTE

Presidio delivers superior services to clients consistently through our project and program management methodology based on PMI's Project Management Body of Knowledge (PMBOK).



Additionally, we have individuals who hold certifications in Lean Six Sigma Yellow Belt and our project management includes Project Management Institute (PMI)-certified Project Management Professionals (PMPs). Our mature, stable management approach and quality management system prove we consistently and reliably deliver what we promise.

QUALITY POLICY

Presidio recognizes the importance of Quality Management as a foundational business process. The Quality Management System (QMS) at Presidio is the primary responsibility of the Process and Quality Manager (PQM). The PQM is responsible for the measurement of Presidio processes. This includes operational processes, process, and procedures for estimating, requirements management, project planning/project monitoring and control, configuration management and overall analysis.



The PQM collaborates with Presidio's executive leadership to ensure the QMS aligns with corporate strategy, goals, and objectives. In addition to performing yearly surveillance audits and Management Reviews, the PQM also mentors Presidio employees and leads the cultural/behavioral initiative to ensure the successful delivery of engagements to anchor Presidio's position as an industry leader.

Effective Quality Management process is also a vehicle for meeting the needs of our customers. As such, Presidio is an **ISO 9001:2015** registered company.

INTERNATIONAL ORGANIZATION FOR STANDARDIZATION

ISO is an international standard for quality. This certification demonstrates and ensures Presidio takes seriously and provides industry-approved fundamental quality management processes designed to meet the needs of current and future customers. We are certified by the International Organization for Standardization's ISO 9001:2015 (April 2009). Presidio fulfills required reviews to ensure ongoing compliance with the applicable standards. Presidio was recertified in March 2015 with certification valid through April 2018; in April 2018, Presidio was recertified through April 2021.



Some of the benefits are:

- Top management is directly involved in the improvement of the Quality Management System (QMS).
- Facilitates operation as a customer-focused organization.

- Ensures sustained customer satisfaction by producing and delivering services and providing support functions that meet customer needs and expectations.
- Increases the effectiveness and efficiency of the organization through continual improvement in systems and products/services quality.

ISO 9001:2015 is based on eight quality management principles (all fundamental to good business practice). Presidio has fully adopted these principles to help improve our organizational performance:

<ul style="list-style-type: none"> • Customer Focus: 	<ul style="list-style-type: none"> • Organizations depend on their customers, and therefore need to shape activities around the fulfillment of market need.
<ul style="list-style-type: none"> • Leadership: 	<ul style="list-style-type: none"> • To provide unity of purpose and direction.
<ul style="list-style-type: none"> • Involvement of People: 	<ul style="list-style-type: none"> • Creates an environment where people become fully involved in achieving the organization's objectives.
<ul style="list-style-type: none"> • Process Approach: 	<ul style="list-style-type: none"> • To achieve organizational objectives, resources and activities need to be managed as processes, with an understanding of how the output of one process affects the inputs of another.
<ul style="list-style-type: none"> • System Approach to Management: 	<ul style="list-style-type: none"> • The effectiveness and efficiency of the organization depends on a systemized approach to work activities.
<ul style="list-style-type: none"> • Continual Improvement: 	<ul style="list-style-type: none"> • Adopting this as a part of everyday culture is one of the keys to our success.
<ul style="list-style-type: none"> • Fact-Based Decision-making: 	<ul style="list-style-type: none"> • Effective decisions are based on the logical and intuitive analysis of data and information.
<ul style="list-style-type: none"> • Mutually Beneficial Supplier Relationships: 	<ul style="list-style-type: none"> • Such relationships enhance our ability to create value.

APPENDICES

APPENDIX A - INITIALED ORIGINAL SOLICITATION

Presidio includes the original initialed solicitation on the following pages.



**NEW HAMPSHIRE DEPARTMENT OF ADMINISTRATIVE SERVICES
DIVISION OF PROCUREMENT AND SUPPORT SERVICES**

**REQUEST FOR PROPOSAL FOR MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS
PROFESSIONAL SERVICES
2312-21**

DUE DATE: June 4, 2020 at 10:00 AM (EST)

Table of Contents

PART I OVERVIEW AND SCHEDULE.....	4
A. Purpose	4
B. Timeline	4
C. Instructions to Bidders	4
PART II PROPOSED SCOPE OF WORK	4
A. Background.....	4
A.1 Goals and Objectives for the M365&CS Professional Services contract is to	5
B. Technical Requirements.....	5
B.1 Bidder Company and Staff Qualifications (Experience)	5
B.2 Current Use of Bidder-Proposed Solutions	5
B.3. Proposed Bidder Team	6
B.4. Bidder Team Qualifications	6
B.4.1 Program Support Roles	7
B.4.2 Administration Roles Operations	7
B.4.3 Operational Support Roles Development.....	12
C. Subcontractors (Solution)	14
D. Additional Requirements	14
PART III Process for Submitting a Proposal	15
A. Proposal Submission, Deadline, and Location Instructions.....	15
B. Proposal Inquiries	15
C. Addenda.....	16
D. Restriction of Contact with State Employees	16
E. Validity of Proposal	16
PART IV Content and Requirements for a Proposal	16
A. Transmittal Letter	16
B. Executive Summary.....	16
C. Bidder Qualifications	16
D. Supplemental Information.....	17
PART V Evaluation of Proposals	17
Criteria for Evaluation and Scoring.....	17
B. Award	18
PART VI Terms and Conditions Related To the RFP Process	18
A. RFP Addendum	18
B. Non-Collusion.....	18
C. Property of the State	18
D. Confidentiality of a Proposal	18
E. Public Disclosure	18
F. Non-Commitment	20
G. Proposal Preparation Cost	20
H. Ethical Requirements.....	20
PART VII CONTRACT TERMS AND AWARD	20
A. Non-Exclusive Contract	20
B. Award	20
C. Standard Contract Terms	20
PART VIII OFFER.....	22

STATE OF NEW HAMPSHIRE REQUEST FOR PROPOSAL TRANSMITTAL LETTER

Date: 6-4-2020

Company Name: Presidio Networked Solutions LLC
Address: 10 Sixth Road, Woburn, MA 01801

To: Point of Contact: Paul Rhodes
Telephone: 603-271-3350
Email: paul.rhodes@dps.nh.gov

RE: Proposal Invitation Name: MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
RFP Number: 2312-21
RFP Posted Date (on or by): April 24, 2020
RFP Closing Date and Time: June 4, 2020 @ 10:00 AM (EST)

[Insert name of signor] James Doyle, on behalf of Presidio Networked Solutions LLC [insert name of entity submitting RFP (collectively referred to as "Bidder")] hereby submits an offer as contained in the written RFP submitted herewith ("RFP") to the State of New Hampshire in response to RFP # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services at the price(s) quoted herein in complete accordance with the RFP.

Bidder attests to the fact that:

- 1. The Bidder has reviewed and agreed to be bound by the RFP.
2. The Bidder has not altered any of the language or other provisions contained in the RFP document.
3. The RFP is effective for a period of 180 days from the RFP Closing date as indicated above.
4. The prices Bidder has quoted in the RFP were established without collusion with other bidders.
5. The Bidder has read and fully understands this RFP.
6. Further, in accordance with RSA 21-I:11-c, the undersigned Bidder certifies that neither the Bidder nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
c. Has previously provided false, deceptive, or fraudulent information on a bidder code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
d. Is currently debarred from performing work on any project of the federal government or the government of any state;
e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;
g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
j. Has been placed on the debarred parties list described in RSA 21-I:11-c within the past year.

Authorized Signor's Signature Authorized Signor's Title Vice President, Support Services

NOTARY PUBLIC/JUSTICE OF THE PEACE

COUNTY: STATE: ZIP:

On the day of 2020, personally appeared before me, the above named, in his/her capacity as authorized representative of, known to me or satisfactorily proven, and took oath that the foregoing is true and accurate to the best of his/her knowledge and belief.

In witness thereof, I hereunto set my hand and official seal.

(Notary Public/Justice of the Peace)

My commission expires: (Date)

Contractor Initials NP
Date 6-4-2020

REQUEST FOR PROPOSAL FOR MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES FOR THE STATE OF NEW HAMPSHIRE

PART I OVERVIEW AND SCHEDULE

A. Purpose

The purpose of this RFP invitation is to establish up to ten (10) contract(s) for Microsoft/Office 365/Azure Cloud Solutions Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation.

The State expects to work with vendors who have an extensive and successful history of supporting entities in the government sector supporting M365&CS applications such as Azure, SharePoint Online, Teams, and Dynamics 365. All successful vendors awarded a contract will be pre-qualified to respond to specific agency Request for Quotes (RFQ)/Statements of Work (SOW) requests. These Vendor engagements will be Firm Fixed Price deliverables-based, under the direction of the Department of Information Technology personnel.

After contract award, Statements of Work will be defined for various projects through Request for Quotes (RFQs). For example, the State expects to award one qualified vendor through the RFQ process for the day-to-day maintenance and operations of the environments and tools, hosted in the Microsoft Government Community Cloud (GCC).

B. Timeline

The timeline below is provided as a general guideline and is subject to change. The State reserves the right to amend this schedule at its sole discretion and at any time through a published Addendum.

04/24/2020	RFP Solicitation distributed on or by
05/08/2020	Last day for questions, clarifications, and/or requested changes to RFP
05/20/2020	State Response to submitted questions, clarifications, and/or requested changes to RFP
06/04/2020	10:00 AM (EST) RFP Closing

C. Instructions to Bidders

Read the entire proposal invitation prior to filling it out. In the preparation of your proposal response you shall:

- Complete the pricing information in the "Offer" section
- Submit all requested information within your response
- Complete the "Bidder(s) Contact Information" section
- Complete the company information on the front page, and sign the proposal in the space provided on that page. The signature page must be notarized to be an official submission.

PART II PROPOSED SCOPE OF WORK

Bidder shall provide Microsoft/Office 365/Azure Cloud Solutions services as described herein.

A. Background

The State of New Hampshire is seeking to contract with qualified vendors capable of providing information technology professional services on Microsoft Cloud Solutions that include, but are limited to: managed services for modern Microsoft/Office 365/Azure Cloud Solutions [M365&CS] administration, operational oversight, systems maintenance, and short-term or ongoing development or integration projects. By leveraging M365&CS with vendor support, the State of New Hampshire anticipates improved service to constituents by: automating business processes, providing prompt responses to tracking or delivering

constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT environment.

The State is currently planning its Microsoft/Office 365 implementation, currently hosted and maintained in the Microsoft Government Community Cloud (GCC). With the assistance of subject matter experts, the State is currently engaged in planning the implementation of Microsoft/Office 365 and is in Phase 1 of the Enterprise SharePoint Online and collaboration tools (Teams, OneDrive) Project (to deploy basic functionality that can be used consistently across State agencies). Numerous and highly successful educational prototypes, derived from agency input, business analysis, and conversations with Microsoft, have generated significant automation and governance around naming conventions, compliance, and other efforts the State would like to continue using and further develop. Moving forward, the State plans to implement (initially) Microsoft/Office 365, SharePoint Online, and Teams with select pilot agencies while maintaining and evolving best design and governance practices that will inform further agency rollouts of the tool suite and be a baseline for further platform tool configuration or development. The State does have an agency with activities in Dynamics 365.

A.1 Goals and Objectives for the M365&CS Professional Services contract is to:

- a. Prequalify M365&CS vendors to work with State agencies to implement digital government solutions.
- b. Establish a process for State agencies to request quotes and award work to qualified vendors. A standard template to request a quote is included.
- c. Specific agency Request for Quotes (RFQ)/Statements of Work (SOW) requests may require the vendor to have
 - a. Mandatory Microsoft certifications to be awarded the work
 - b. Agreement and signature on project specific Business Associate Agreements or other documents as required by the State to address statutory, regulatory, or industry compliance

B. Technical Requirements

Include verification of Bidder's ability to meet each of the following technical requirements.

Future Projects solicited through the State's RFQ process will be conducted in cooperation with the New Hampshire Department of Information Technology (DoIT) and utilizing State agency. DoIT coordinates, reviews, and approves statewide Information Technology activities to ensure consistency and alignment with State strategic efforts.

B.1 Bidder Company and Staff Qualifications (Experience)

Bidder shall have a minimum of five (5) years of Microsoft-certified experience in provisioning modern M365&CS information technology and/or management services to government customers. Bidder staff and subcontractors must be located in the United States. Administrative and technical staff shall be of sufficient size and knowledge base to support the State in its initiatives. In order to demonstrate market experience and breadth, identify other product offerings or tools from your company within the response. Please describe your experience.

B.2 Current Use of Bidder-Proposed Solutions

When responding to a Request for Quote (RFQ/SOW), applications that constitute the Bidder's proposed solution must explicitly state what M365&CS licenses are required as well as any third-party applications.

Each RFQ/SOW may include requirements about the Bidder's experience in implementing a similar solution. Experience shall include requirements that include but are not limited to, how many solutions of a similar nature are implemented and operational, the size and complexity of the project, and any experience with statutory, regulatory, or industry standards. The specific Bidder-proposed functionality must be described.

Each SOW will identify award criteria. (The agency will select award criteria and point allocations.) Sample award criteria follows:

- 1) Ability to meet "Mandatory Expertise or Contractor Qualifications" – 30 Points
- 2) Ability to meet "Key Staff Required with Subject Matter Expertise" – 20 Points
- 3) Optional interviews as deemed necessary by the State – 20 Points
- 4) Total cost – 30 Points

Data must not be removed or copied from the State's data environments or the Microsoft cloud environments without written, authorized permission of the State. Please describe your ability to meet this requirement.

B.3. Proposed Bidder Team

The proposed Bidder Team must include individuals with substantial experience in:

- Each of the disciplines relating to his or her stated project role.
- Implementing Microsoft/Office 365/Azure Cloud Solutions.
- The discipline of effective Project Management.
 - Effective use of software change management best practice.
 - The discipline of effective risk and issue management.
 - Effective use of defect tracking tools that allow for reporting on test results.
- The discipline of effective M365&CS System Administration in a state government environment in the Microsoft Government Cloud Computing (GCC) environment.
 - Operational support of government entities comparable in size and complexity.
 - Compliance with the statutory and regulatory publications that is appropriate with the statement of work.
- The discipline of proper configuration for M365&CS.
 - Successful M365&CS roll-out.
 - M365&CS configurations that satisfy the unique needs of the State Agencies in New Hampshire.
 - The discipline of information architecture as related to the modern SharePoint Online experience, PowerShell, and Site Designs and Site Scripts.
 - The discipline of supporting business process with business automation with Power Apps, and Power Automate,
 - The discipline of supporting business process with business automation with Dynamics 365
- The discipline of software development, quality assurance, and user acceptance testing activities with M365&CS third-party integrations.

B.4. Bidder Team Qualifications

1) Scope of Services

The State of New Hampshire intends to identify vendors that meet the State's requirements in implementing M365&CS for the State and its partner agencies.

TOPIC 1: MICROSOFT ROADMAP

Response Page Limit: 3

The State will evaluate the Vendor's knowledge and experience with Microsoft's roadmap for M365&CS in the GCC.

The Vendor must maintain a working understanding of the M365&CS roadmap. The Vendor shall use this knowledge to make informed, best practice recommendations to the State regarding M365&CS and SharePoint Online. Please describe your experience with the following:

- Your process for maintaining an up-to-date understanding of sunset, current, and expected functionality in Office/Microsoft 365/Cloud Solutions and SharePoint Online while remaining knowledgeable about Microsoft's roadmap.
- Making enterprise recommendations to clients (both short and long-term) based on the known roadmap and client business requirements.

B.4.1 Program Support Roles

TOPIC 2 – PROJECT MANAGER

Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed Project Manager qualifications posted below.

Provide a detailed description of your proposed Project Manager's qualifications and experience based on the following:

- Does your Project Manager have at least 5+ years of Program/Project Management experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the deployment of enterprise IT programs/projects? If yes, please elaborate.
- Of their experience, how much of the Project Manager's experience is associated with managing the deployment of and projects related to M365&CS?
- What were some of the Project Manager's successes and challenges during those Microsoft solution deployments? What did the Project Manager do to resolve or overcome those challenges, and what was the outcome?
- What deliverables or techniques does your Project Manager leverage when it comes to providing budget updates, project status updates, managing staff, resolving conflict/risk, and communicating with clients?

TOPIC 3 – M365&CS BUSINESS ANALYST

Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed M365&CS Business Analyst qualifications posted below.

Provide a detailed description of your proposed M365&CS Business Analyst's qualifications and experience based on the following:

- Does your M365&CS Business Analyst have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record with supporting the development of M365&CS solutions across enterprise IT programs/projects? If yes, please elaborate.
- Does your M365&CS Business Analyst have experience with developing user stories, use cases, business/IT requirements, process maps, standard operating procedures, and User Acceptance Testing documents?
- Please describe the techniques, software tools, process, and methodology that the M365&CS Business Analyst leveraged to support the development of the Microsoft solution(s) within a Government Cloud environment. What was the business value and impact provided from those Microsoft solutions?
- Describe the M365&CS Business Analyst's experience with supporting the development of M365&CS within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of supporting the Microsoft solution(s).
- What were some of the Microsoft/Office/Cloud Solutions 365 Business Analyst's successes and challenges during a M365&CS deployment? What did the M365&CS Business Analyst do to resolve or overcome those challenges, and what was the outcome?

B.4.2 Administration Roles | Operations

The State defines OPERATIONS as the day-to-day maintenance and operational support. Any development in support of operations will be addressed in section B.4.3 below.

TOPIC 4: MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR

Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed Microsoft/Office 365 Global Administrator qualifications posted below. You may propose more than one Microsoft/Office 365 Global Administrator.

Provide a detailed description of your proposed Microsoft/Office 365 Global Administrator's qualifications and experience based on the following:

- Does your Microsoft/Office 365 Global Administrator hold any Microsoft Certifications? If yes, please elaborate.

- Does your Microsoft/Office 365 Global Administrator have at least 5+ years of Office 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Office 365 tools? If yes, please elaborate.
- Of their experience, how much of the Microsoft/Office 365 Global Administrator's experience is associated with direct administration of M365&CS?
- What were some of the Microsoft/Office 365 Global Administrator's successes and challenges during previous Microsoft/Office 365 administration work? What did the Microsoft/Office 365 Global Administrator do to resolve or overcome those challenges, and what was the outcome?
- What deliverables or techniques does your Microsoft/Office 365 Global Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management, resolving conflict/risk, and communicating with clients?

TOPIC 5: COMPLIANCE ADMINISTRATOR and SECURITY & COMPLIANCE

Response Page Limit: 5

The State will base its evaluation upon the Vendor's response to the proposed Compliance Administrator qualifications posted below. You may propose more than one Compliance Administrator.

Provide a detailed description of your proposed Compliance Administrator's qualifications and experience based on the following bullet points. In addition, please describe how you will staff or satisfy the roles in the Security and Compliance category (see table below).

- Does your Compliance Administrator hold any Microsoft certifications? If yes, please elaborate.
- Does your Compliance Administrator have at least 5+ years of Office 365 and Compliance administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online? If yes, please elaborate.
- Of their experience, how much of the Compliance Administrator's experience is associated with direct compliance administration and data classification and sensitivity work in Office 365, Teams, OneDrive, and SharePoint Online?
- What were some of the Compliance Administrator's successes and challenges during previous Office 365 Compliance administration work? What did the Compliance Administrator do to resolve or overcome those challenges, and what was the outcome?
- What deliverables or techniques does your Compliance Administrator leverage when it comes to providing monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

Category	Role	Description
Security & Compliance	Azure information protection admin	Manages labels for the Azure Information Protection policy, manages protection templates, and activates protection.
	Compliance admin	Manages regulatory requirements and eDiscovery cases, maintains data governance for locations, identities, and apps.
	Customer Lockbox access approver	Manages Customer Lockbox requests, can turn Customer Lockbox on or off.
	Security admin	Controls organization's security, manages security policies, reviews security analytics and reports, monitors the threat landscape.
	Security operator	Investigates and responds to security alerts, manages features in Identity Protection center, monitors service health.

TOPIC 6: EXCHANGE ADMINISTRATOR

Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed Exchange Administrator qualifications posted below. You may propose more than one Exchange Administrator.

Provide a detailed description of your proposed Exchange Administrator's qualifications and experience based on the following:

- Does your Exchange Administrator hold any Microsoft certifications? If yes, please elaborate.
- Does your Exchange Administrator have at least 5+ years of Office 365 and Exchange Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online? If yes, please elaborate.
- Of their experience, how much of the Exchange Administrator's experience is associated with direct administration of Exchange Online?
- What were some of the Exchange Administrator's successes and challenges during previous Exchange Online administration work? What did the Exchange Administrator do to resolve or overcome those challenges, and what was the outcome?
- What deliverables or techniques does your Exchange Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

TOPIC 7: GROUPS ADMINISTRATOR

Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed Groups Administrator qualifications posted below. You may propose more than one Groups Administrator.

Provide a detailed description of your proposed Groups Administrator's qualifications and experience based on the following:

- Does your Groups Administrator hold any Microsoft certifications? If yes, please elaborate.
- Does your Groups Administrator have at least 5+ years of Office 365 and SharePoint Online Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Office 365 Groups? If yes, please elaborate.
- Of their experience, how much of the Groups Administrator's experience is associated with direct administration of Groups, Azure Active Directory, Teams, and SharePoint Online?
- What were some of the Groups Administrator's successes and challenges during previous Office 365 administration work? What did the Groups Administrator do to resolve or overcome those challenges, and what was the outcome?
- What deliverables or techniques does your Groups Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

TOPIC 8: SHAREPOINT ADMINISTRATOR

Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed SharePoint Administrator qualifications posted below. You may propose more than one SharePoint Administrator.

Provide a detailed description of your proposed SharePoint Administrator's qualifications and experience based on the following:

- Does your SharePoint Administrator hold any Microsoft certifications? If yes, please elaborate.
- Does your SharePoint Administrator have at least 5+ years of Office 365 and SharePoint Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of SharePoint Online tools? If yes, please elaborate.
- Of their experience, how much of the SharePoint Administrator's experience is associated with direct administration of SharePoint Online?
- What were some of the SharePoint Administrator's successes and challenges during previous Office 365 Groups and SharePoint Online administration work? What did the SharePoint Administrator do to resolve or overcome those challenges, and what was the outcome?
- What deliverables or techniques does your SharePoint Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

TOPIC 9: DYNAMICS 365 ADMINISTRATORS

Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed Dynamics 365 Administrator qualifications posted below. You may propose more than one Dynamics 365 Administrator.

Provide a detailed description of your proposed Dynamics 365 Administrator's qualifications and experience based on the following:

- Does your Dynamics 365 Administrator hold any Microsoft certifications? If yes, please elaborate.
- Does your Dynamics 365 Administrator have at least 5+ years of Dynamics 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Dynamics 365 tools? If yes, please elaborate.
- Of their experience, how much of the Dynamics 365 Administrator's experience is associated with direct administration of Dynamics 365?
- What were some of the Dynamics 365 Administrator's successes and challenges during previous Dynamics 365 administration work? What did the Dynamics 365 Administrator do to resolve or overcome those challenges, and what was the outcome?
- What deliverables or techniques does your Dynamics 365 Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

TOPIC 10: TEAMS ADMINISTRATORS

Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed Microsoft Teams Administrator qualifications posted below. You may propose more than one Teams Administrator.

Your holistic response should consider the four primary Teams admin roles: Teams communication admin, Teams communication support engineer, Teams communication support specialist, and the Teams service admin. Provide a detailed description of your proposed Teams Administrator's qualifications and experience based on the following bullets. In addition, please describe how you will staff or satisfy the roles of Teams administration (see table below). The State does not expect a 1:1 staffing ratio.

- Does your Teams Administrator hold any Microsoft certifications? If yes, please elaborate.
- Does your Teams Administrator have at least 5+ years of Office 365 and Teams Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Teams? If yes, please elaborate.
- Of their experience, how much of the Teams Administrator's experience is associated with direct administration of Teams?
- What were some of the Teams Administrator's successes and challenges during previous Teams administration work? What did the Teams Administrator do to resolve or overcome those challenges, and what was the outcome?
- What deliverables or techniques does your Teams Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

Category	Role	Description
Collaboration	Teams communication admin	Assigns telephone numbers, creates and manages voice and meeting policies, and reads call analytics.
	Teams communication support engineer	Reads call record details for all call participants to troubleshoot communication issues.
	Teams communication support specialist	Reads user call details only for a specific user to troubleshoot communication issues.

Teams service
admin

Full access to Teams & Skype admin center, manages Office 365 groups and service requests, and monitors service health.

TOPIC 11: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | DEVICES

Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed staffing plan.

Excluding the roles called out above, provide a detailed description of how you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Devices	Cloud device admin	Enables, disables, and deletes devices and can read Windows 10 BitLocker keys.
	Desktop analytics admin	Can access and manage Desktop management tools and services.
	Intune admin	Full access to Intune, manages users and devices to associate policies, creates and manages groups.

TOPIC 12: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | COLLABORATION

Response Page Limit: 6

The State will base its evaluation upon the Vendor's response to the proposed staffing plan.

Excluding the roles called out above, provide a detailed description of how you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
	Kaizala admin	Full access to all Kaizala management features and data, manages service requests.
	Office apps admin	Manages settings, policies, and deployment of Office apps.
	Power BI admin	Full access to Power BI management tasks, manages service requests, and monitors service health.
	Power Platform admin	Full access to Microsoft Dynamics 365, PowerApps, data loss prevention policies, and Power Automate.
	Search admin	Full access to Microsoft Search, assigns the Search admin and Search editor roles; manages editorial content, monitors service health, and creates service requests.
	Search editor	Can only create, edit, and delete content for Microsoft Search, like bookmarks, Q&A, and locations.

TOPIC 13: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | READ-ONLY

Response Page Limit: 5

The State will base its evaluation upon the Vendor's response to the proposed staffing plan.

Excluding the roles called out above, provide a detailed description of how you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Read-Only	Global reader Message Center	Can view all administrative features and settings in all admin centers. Access to data privacy messages in Message Center, gets email notifications, has read-only access to users, groups, domains, and subscriptions.

privacy reader	Reads and shares regular messages in Message Center, gets email notifications, has read-only access to users, groups, domains, and subscriptions.
Message Center reader	Reads usage reporting data from the reports dashboard, Power BI adoption content pack, sign-in reports, and Microsoft Graph reporting API.
Reports reader	Read-only access to security features, sign-in reports, and audit logs.
Security reader	

TOPIC 14: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | OTHER
Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed staffing plan.

Excluding the roles called out above, provide a detailed description of how you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Other	Billing admin	Makes purchases, manages subscriptions, manages service requests, and monitors service health.
	Service support admin	Creates service requests for Azure, Microsoft 365, and Office 365 services, and monitors service health.

B.4.3 Operational Support Roles | Development

The State defines DEVELOPMENT as the advanced technical efforts that support the day-to-day maintenance and operations of the State's M365&CS environment. These development efforts include, but are not limited to:

- SharePoint Online
- PowerShell
- Site Designs and Site Scripts
- Scripts
- Power Apps
- Power Automate
- Third-party Integrations
- Dynamics 365

TOPIC 15 – MICROSOFT TECHNICAL ARCHITECT(S)
Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed Microsoft Technical Architect qualifications posted below.

Provide a detailed description of your proposed Microsoft Technical Architect's qualifications and experience based on the following. You may propose more than one Microsoft Technical Architect.

- Does your Microsoft Technical Architect have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record of designing successful Microsoft/Office 365/Dynamics 365/Azure Cloud architecture solutions across enterprise IT programs/projects? If yes, please elaborate.
- Does your Microsoft Technical Architect have experience with developing/designing Microsoft/Office 365, SharePoint Online, Dynamics 365, and/or Azure architecture solutions? Please describe the techniques, security features, software, process, and architecture model/methodology that the Microsoft Technical Architect leveraged to develop/design an architecture solution for Microsoft within a Government Cloud environment. What was the business value and impact provided from those Microsoft Platform solutions?

- Were any of the deployed Microsoft Platform architecture models lift and shift (pre-existing solution to be modified for another customer)? If yes, can you please describe the approach that you took to deliver value to the customer to meet rapid delivery?
- Describe the Microsoft Technical Architect's experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of the Microsoft Platform solution(s).
- What were some of the Microsoft Technical Architect's successes and challenges during a Microsoft Platform deployment? What did the Microsoft Technical Architect do to resolve or overcome those challenges, and what was the outcome?

TOPIC 16 – SHAREPOINT ONLINE INFORMATION ARCHITECT

Response Page Limit: 3

The State will base its evaluation upon the Vendor's response to the proposed SharePoint Online Information Architect qualifications posted below.

Provide a detailed description of your proposed SharePoint Online Information Architect's qualifications and experience based on the following. Note: The State is interested in the modern experience offered by SharePoint Online that leverages modern Office Group technology. The State is not interested in classic approaches to operating SharePoint Online.

- Does your SharePoint Online Information Architect have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record with developing/managing Microsoft SharePoint Online solutions across enterprise IT programs/projects? If yes, please elaborate.
- Does your SharePoint Online Information Architect have experience with developing/designing Microsoft/Office 365? Please describe the techniques, security features, software, process, and data model/methodology that the SharePoint Online Information Architect leveraged to design, configure, and implement modern experience SharePoint Online solutions within a Government Cloud environment. What was the business value and impact provided from those Microsoft/Office 365 data solutions?
- Were any of the deployed SharePoint Online solutions lift and shift (pre-existing solution to be modified for another customer)? If yes, can you please describe the approach that you took to migrate the data and what software tools did you use? What was the end result and business value provided to the customer?
- Describe the SharePoint Online Information Architect's experience with designing, configuring, and implementing the modern experience of SharePoint Online within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of the SharePoint Online solution(s).
- What were some of the SharePoint Online Information Architect's successes and challenges during a Microsoft/Office 365 and SharePoint Online deployment? What did the SharePoint Online Information Architect do to resolve or overcome those challenges, and what was the outcome?

TOPIC 17 – MICROSOFT LEAD PLATFORM DEVELOPERS

Response Page Limit: 6

The State will base its evaluation upon the Vendor's response to the proposed Lead Microsoft Platform Developer qualifications posted below.

The State expects the various proposed lead platform developers to be proficient with Office 365, SharePoint Online, Dynamics 365, and other Microsoft Azure Cloud Solutions. You may propose more than one Lead Microsoft Platform Developer. Provide a detailed description of your proposed Microsoft Lead Platform Developers' qualifications and experience based on the following:

- Does your Lead Microsoft Lead Platform Developer have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record of deploying Microsoft/Office 365 solutions across enterprise IT programs/projects? If yes, please elaborate.
- Does your Lead Microsoft Platform Developer have expert proficiency with PowerShell, C+, and SPFX?
- Does your Lead Microsoft Developer have experience with developing/deploying Microsoft Platform solutions?
- Please describe the techniques, security features, software, process, and approach that the Lead Microsoft Platform Developer leveraged to develop/deploy these Microsoft/Office 365 solutions within a Government Cloud environment. What was the business value and impact provided from those Microsoft/Office 365 solutions?

- Were any of the deployed Microsoft/Office 365 solutions lift and shift (pre-existing solution to be modified for another customer)? If yes, can you please describe the approach that you took to deliver value to the customer to meet rapid delivery?
- Describe the Lead Microsoft Platform Developer's experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of the Microsoft/Office 365 solution(s).
- What were some of the Lead Microsoft Platform Developer's successes and challenges during a Microsoft/Office 365 deployment? What did the Lead Microsoft Platform Developer do to resolve or overcome those challenges, and what was the outcome?

C. Subcontractors (Solution)

- 1) Any Contract resulting from this RFP shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any other contractor without prior written approval by the State.
- 2) If subcontractors are to be used, the Contractor must clearly explain their participation.
- 3) If subcontractors are to be used, please include information regarding the proposed subcontractors including the name of the company, their address, contact person and three references from clients they are currently servicing.
- 4) The Contractor shall be directly responsible for any subcontractor's performance and work quality when used by the Contractor to carry out the scope of the job.
- 5) Subcontractors must abide by all terms and conditions under any resultant Contract.

D. Additional Requirements

- 1) The State requires ten (10) days advance knowledge of work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.
- 2) The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Bidder's employees, equipment or supplies. The bidder shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the bidder to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the bidder.
- 3) The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the bidder to dismiss from the work such employees as deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.
- 4) The bidder or their personnel shall not represent themselves as employees or agents of the State.
- 5) While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.
- 6) All personnel shall observe all regulations or special restrictions in effect at the State Agency.
- 7) The bidder's personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited.

- 8) All offers shall remain valid for a period of one hundred eighty (180) days from the RFP due date. A bidder's disclosure or distribution of an RFP other than to DAS, Division of Personnel may be grounds for disqualification.
- 9) RFP prices must be in US dollars and must include delivery and all other costs required by this RFP invitation. Special charges, surcharges, processing charges (including credit card transaction fees), delivery charges, or fuel charges of any kind (by whatever name) may not be added on at any time.

Per Administrative Rule 606.01(e) "if there is a discrepancy between the unit price and the extension price in a response to an RFP, RFB or RFQ, the unit price shall be binding upon the bidder".

PART III PROCESS FOR SUBMITTING A PROPOSAL

A. Proposal Submission, Deadline, and Location Instructions

CHAPTER ADM 600 PROCUREMENT AND PROPERTY RULES APPLY TO AND ARE MADE A PART HEREOF.

Proposals submitted in response to this RFP must be received by the Bureau of Purchase and Property no later than the time and date specified in the Timeline section, herein. Proposals may be submitted by e-mail, U.S. Mail or delivery service.

- via email **NH.Purchasing@DAS.NH.Gov**
 - o **If email submission, 1 complete proposal with pricing as a separate document**
- via U.S. Mail or delivery service:
 - o **If hard copy submission, 1 complete with pricing and 5 copies with no pricing**

Hard copy proposals must be addressed to:

RFP#2312-21, Paul Rhodes, Contracts Manager
NH Bureau of Purchase & Property
25 Capitol Street - Room 102
Concord NH 03301

Email responses must be labeled with the following information:

State of New Hampshire RFP# 2312-21
Due Date: June 4, 2020 @ 10:00 AM (EST)

MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES

Late submissions will not be accepted and will be returned to the bidders unopened. Delivery of the Proposals shall be at the bidder's expense. The time of receipt shall be considered when a Proposal has been officially documented by the Bureau of Purchase and Property, in accordance with its established policies, as having been received at the location designated above. The State accepts no responsibility for mislabeled mail or mail that is not delivered or is undeliverable for any reason. Any damage that may occur due to shipping shall be the Bidder's responsibility.

B. Proposal Inquiries

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be submitted via email to the following RFP designated points of contact:

AGENT EMAIL: **NH.Purchasing@DAS.NH.Gov**

Inquiries must be received no later than the conclusion of the Bidder Inquiry Period (see Timeline). Inquiries received later than the conclusion of the Bidder Inquiry Period shall not be considered properly submitted and may not be considered.

C. Addenda

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, the Bureau of Purchase and Property on behalf of Division of Personnel will post on our web site any Addenda. Before your submission and periodically prior to the RFP closing, vendors are required to **check the site for any addenda** or other materials that may have been issued affecting the RFP. The web site address is <https://das.nh.gov/purchasing/purchasing.aspx>

D. Restriction of Contact with State Employees

From the date of release of this RFP until an award is made and announced regarding the selection of a Bidder, all communication with personnel employed by or under contract with the State regarding this RFP is forbidden unless first approved by the RFP Points of Contact listed in the Proposal Inquiries section, herein. State employees have been directed not to hold conferences and/or discussions concerning this RFP with any vendor during the selection process, unless otherwise authorized by the RFP Points of Contact.

E. Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Schedule of Events, or until the Effective Date of any resulting Contract, whichever is later.

PART IV CONTENT AND REQUIREMENTS FOR A PROPOSAL

Proposals shall follow the following format and provide the required information set forth below. Elaborate proposals beyond what is sufficient to present a complete and effective proposal are not desired.

A. Transmittal Letter

B. Executive Summary

Bidder Executive Summary, identifying how the Response satisfies the RFP requirements. The executive summary must include an overview of the bidder's proposed services, general company operations, a work plan defining how services will be implemented, timeframe to implement service, and functionality, support and training. The bidder must clearly identify their qualifications to meet the requirements defined in the RFP and reveal a clear understanding of the RFP requirements.

C. Bidder Qualifications

Respond to questions contained in Part II, Sections B.1, B.2, Section B.3, B.4 and Section C (if applicable). Provide full details regarding the following items in support of the bidder's Experience and ability to provide services. Include:

- Full legal company name;
- Year business started;
- If applicable, information on any parent/subsidiary relationships with any other company or companies;
- State of incorporation;
- Location of headquarters;
- Current number of people employed;
- Details of any litigation your company may be a party to in which an adverse decision might result in a material change in the company's financial position or future viability;

- Presence in the State of New Hampshire;
- Identification of which services are provided via the bidder and those being resold or provided by a subcontractor;
- Sub-contractor including company name, address, contact person and three references for clients they are currently servicing.

D. Supplemental Information

Provide three (3) references from other states or political subdivisions of similar size and complexity for whom you've provided services.

Bidder may also furnish such supplemental information as the bidder believes will be valuable to the selection committee in evaluating its qualifications, the qualifications of its personnel, and the merits of its proposal. In this section a bidder may feature those elements of its firm, its personnel, or its proposal which distinguish it from other bidders likely to submit proposals.

PART V EVALUATION OF PROPOSALS

Criteria for Evaluation and Scoring

Each responsive Proposal will be evaluated and considered with regard to the following criteria:

The Evaluation Committee will use a scoring scale of 100 points, a maximum of 35 points awarded based on the Price Proposal, a maximum of 20 points awarded for the Bidder Qualifications, a maximum of 35 points awarded for Experience in Providing Similar Services, and a maximum of 10 points award for Supplemental Information. The maximum points that will be awarded are shown in the table below.

CATEGORIES	POINTS
TECHNICAL PROPOSAL with the following potential maximum scores for each Technical Proposal category;	
Bidder Qualifications Bidder Company and Staff Qualifications (Section B.1, B.2)	20
Technical Requirements Bidder Team Qualifications (Section B.3-B.4.3) Subcontracts (if applicable) (Section C)	35
Supplemental Information References	10
PRICE PROPOSAL with the following potential maximum score;	35
TOTAL POTENTIAL TECHNICAL AND PRICE POINTS	100

The evaluation team will select a Bidder based upon the criteria and standards contained in this RFP and from applying the weighting in this section. Technical scoring will be based on consensus scoring.

The Price Proposal scoring will be based on the Total Cost as requested in the "Cost of Proposed Solution" tables located in "Part VIII OFFER" section of this RFP. The selected lowest cost proposal will receive 35 points allocated for the Price Proposal. Financial scores for all other proposals will be calculated using the following equation (scores will be rounded to the nearest whole number):

Lowest overall Bidder cost / bidder cost X 35 = Points Assessed

Example: Bidder A Total Cost is \$25,000.00

Bidder B Total Cost is \$27,500.00

Bidder A: $\$25,000 / \$25,000 \times 35 = 35$ Points Assessed to Bidder A
Bidder B: $\$25,000 / \$27,500 \times 40 = 32$ Points Assessed to Bidder B

B. Award

The award shall be made to the responsive Bidder(s) meeting the criteria established in this RFP and providing the highest Evaluation Process score. It is the intent of the State to award multiple contracts. The State reserves the right to reject any or all proposals or any part thereof. If an award is made, it shall be in the form of a State of New Hampshire Contract.

If the State, determines to make an award, the State will issue an "intent to negotiate" notice to the selected Bidder based on these evaluations. Should the State be unable to reach agreement with the selected Bidder during Contract discussions, the State may then undertake Contract discussions with the second highest scoring Bidder and so on, or the State may reject all proposals, cancel this RFP, or solicit new Proposals under a new acquisition process.

PART VI TERMS AND CONDITIONS RELATED TO THE RFP PROCESS

A. RFP Addendum

The State reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an addendum to this RFP, the State, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

B. Non-Collusion

The Bidder's signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and Work quoted have been established without collusion with other Contractors and without effort to preclude the State from obtaining the best possible competitive Proposal.

C. Property of the State

All material received in response to this RFP shall become the property of the State and will not be returned to the Bidder. Upon Contract award, the State reserves the right to use any information presented in any Proposal.

D. Confidentiality of a Proposal

Unless necessary for the approval of a contract, the substance of a proposal must remain confidential until the Effective Date of any Contract resulting from this RFP. A Bidder's disclosure or distribution of Proposals other than to the Bureau of Purchase and Property will be grounds for disqualification.

E. Public Disclosure

Generally, the full contents of any bid or proposal (including all materials submitted in connection with it, such as attachments, exhibits, addenda, and bidder presentations) become public information upon completion of final contract or purchase order negotiations with the selected vendor. Certain information concerning bids or proposals, including but not limited to pricing or scoring, is generally available to the public even before this time, in accordance with the provisions of NH RSA 21-G: 37.

Information submitted in response to this RFP is subject to public disclosure under the Right-to-Know law after the award of a contract by G&C. Therefore, any and all information contained in or connected to a bid or proposal that a bidder considers confidential shall be clearly designated in the following manner:

If the bidder considers any portion of a submission confidential, they shall provide a separate copy of the full and complete document, fully redacting those portions by blacking them out and shall note on the applicable page or pages of the document that the redacted portion or portions are "confidential." Use of any other term or method, such as stating that a document or portion thereof is "proprietary", "not for public use", or "for client's use only", is not acceptable. In addition to providing an additional fully redacted copy of the bid submission to the person listed as the point of contact on Page one (1) of this document, the identified information considered to be confidential **must** be accompanied by a separate letter stating the rationale for each item designated as confidential. In other words, the letter must specifically state why and under what legal authority each redaction has been made. Submissions which do not conform to these instructions by failing to include a redacted copy (if required), by failing to include a letter specifying the rationale for each redaction, by failing to designate redactions in the manner required by these instructions, or by including redactions which are contrary to these instructions or operative law may be rejected by the State as not conforming to the requirements of the bid or proposal. The State will generally assume that a bid or proposal submitted without an additional redacted copy contains no information which the bidder deems confidential. Bids and proposals which contain no redactions, as well as redacted versions of submissions that have been accepted by the State, may be released to the public, including by means of posting on State web sites.

The State shall have no obligation to maintain the confidentiality of any portion of a bid, proposal or related material, which is not marked in accordance with the foregoing provisions. It is specifically understood and agreed that the bidder waives any claim of confidentiality as to any portion of a response to this RFB or RFP that is not marked as indicated above, and that unmarked (or improperly marked) submissions may be disseminated to any person, without limitation. Marking an entire bid, proposal, attachment or full sections thereof confidential without taking into consideration the public's right to know shall neither be accepted nor honored by the State.

Notwithstanding any provision of this request for submission to the contrary, proposed pricing shall be subject to public disclosure REGARDLESS of whether or not marked as confidential.

Notwithstanding a Vendor's designations, the State is obligated under the Right-to-Know law to conduct an independent analysis of the confidentiality of the information submitted in a proposal. If a request is made to the State by any person or entity to view or receive copies of any portion of the proposal, the State shall first assess what information it is obligated to release. The State will then notify you that a request has been made, indicate what, if any, information the State has assessed is confidential and will not be released, and specify the planned release date of the remaining portions of the proposal. To halt the release of information by the State, a Vendor must initiate and provide to the State, prior to the date specified in the notice, a court action in the Superior Court of the State of New Hampshire, at its sole expense, seeking to enjoin the release of the requested information.

By submitting a proposal, Vendors acknowledge and agree that:

- The State may disclose any and all portions of the proposal or related materials which are not marked as confidential and/or which have not been specifically explained in the letter to the person identified as the point of contact for this RFP;
- The State is not obligated to comply with a Vendor's designations regarding confidentiality and must conduct an independent analysis to assess the confidentiality of the information submitted in your proposal; and
- The State may, unless otherwise prohibited by court order, release the information on the date specified in the notice described above without any liability to a Vendor.

RSA 91-A obligates disclosure of contracts resulting from responses to RFPs. As such, the Secretary of State provides to the public any document submitted to G&C for approval, and posts those documents, including the contract, on its website. Further, RSA 9-F:1 requires that contracts stemming from RFPs be posted online. By submitting a proposal, Vendors acknowledge and agree that, in accordance with the above mentioned statutes and policies, (and regardless of whether any specific request is made to view any document relating to this RFP), any contract resulting from this RFP that is submitted to G&C for approval will be made accessible to the public online via the State's website.

F. Non-Commitment

Notwithstanding any other provision of this RFP, this RFP does not commit the Bureau of Purchase and Property to award a Contract. The State reserves the right, at its sole discretion, to reject any and all Proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new Proposals under a new acquisition process.

G. Proposal Preparation Cost

By submitting a Proposal, a Bidder agrees that in no event shall the State be either responsible for or held liable for any costs incurred by a Bidder in the preparation of or in connection with the Proposal, or for Work performed prior to the Effective Date of a resulting Contract.

H. Ethical Requirements

From the time this RFP is published until a contract is awarded, no bidder shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any bidder that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any bidder who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from bidding on the RFP, or similar request for submission and every such bidder shall be disqualified from bidding on any RFP or similar request for submission issued by any State agency. A bidder that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the department of administrative services, which shall note that information on the list maintained on the State's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

PART VII CONTRACT TERMS AND AWARD

A. Non-Exclusive Contract

Any resulting Contract from this RFP will be a non-exclusive Contract. The State reserves the right, at its discretion, to retain other contractors to provide any of the Services or Deliverables identified under this procurement or future RFQ/SOW or make an award by item, part or portion of an item, group of items, or total Proposal. The award of the Contract under this procurement does not guarantee award of any future RFQ/SOW.

B. Award

If the State decides to award a contract as a result of this RFP process, any award is contingent upon approval of the Contract by Governor and Executive Council of the State of New Hampshire.

C. Standard Contract Terms

The State will require the successful bidder to execute a Not to Exceed Contract using the Standard Terms and Conditions of the State of New Hampshire which is attached as Appendix A.

To the extent that a Bidder believes that exceptions to the standard form contract will be necessary for the vendor to enter into the Agreement, the Bidder should note those issues during the Bidder inquiry period. The State will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion. If the State accepts a Bidder's exception the State will, at the conclusion of the inquiry period, provide notice to all potential bidders of the change to the P-37 and indicate that change is available to all potential bidders.

Any exceptions to the standard form contract that are not raised during the vendor inquiry period are waived. In no event is a Bidder to submit its own standard contract terms and conditions as a replacement for the State's terms in response to this solicitation.

IF AWARDED A CONTRACT, The Vendor must complete the following sections of the attached Agreement State of New Hampshire Form #P-37;

Section 1.3 Contractor(s) Name

Section 1.4 Contractor(s) Address

Section 1.11 Contractor(s) Signature

Section 1.12 Name & Title of Contractor(s) Signor

- Provide certificate of insurance with the minimum limits required as described below.
- Provide certificate of workers' compensation.
- Provide a certificate of good standing from the NH Secretary of State or proof of your completion of and payment for the start of the registration process.

CERTIFICATE OF INSURANCE:

Bidders awarded a contract(s) shall be required to submit proof of Comprehensive General Liability prior to performing any services for the State. The coverage shall comprehensive include general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

CONTRACT(S) TERM:

The term of the contract shall commence upon approval of the Governor and Executive Council through December 31, 2023, a period of approximately three (3) years.

The contract may be extended for two (2) additional one-year extensions thereafter under the same terms, conditions and pricing structure upon the mutual agreement between the successful Vendor and the State with the approval of the Governor and Executive Council. The maximum term of the contract (including extensions) shall not exceed five (5) years.

TERMINATION:

The State of New Hampshire shall have the right to terminate the contract at any time by giving the successful Bidder a thirty (30) day written notice.

VENDOR CERTIFICATIONS:

All Vendors must be duly registered as a vendor authorized to conduct business in the State of New Hampshire.

- **STATE OF NEW HAMPSHIRE VENDOR APPLICATION:** Prior to award, Vendors must have a completed Vendor Application Package on file with the NH Bureau of Purchase and Property. See the following website for information on obtaining and filing the required forms (no fee: <https://DAS.NH.Gov/Purchasing>)
- **NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION:** An award, in the form of a contract(s), will **ONLY** be awarded to a Vendor who is registered to do business **AND** in good standing with the State of New Hampshire. Please visit the following website to find out more about the requirements for registration with the NH Secretary of State: <https://www.sos.nh.gov/corporate>.

- **CONFIDENTIALITY & CRIMINAL RECORD:** If required by the using agency, the Vendor will have signed by each of its employees or its approved sub-contractor(s), if any, working in the office or externally with the State of New Hampshire records a Confidentiality form and Criminal Record Authorization Form. These forms shall be returned to the individual using agency prior to the start of any work.

TERMS OF PAYMENT:

Payment shall be paid in full within thirty (30) days after receipt of invoice and acceptance to the State's satisfaction.

PAYMENT:

Payment method (ACH). **Payments shall be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury/state-vendors/index.htm>**

NOTIFICATION AND AWARD OF CONTRACT(S):

Proposal results will not be given by telephone. On the date of proposal closing, only the number of bidders submitting responses will be made public. Specific response information will not be given out. Proposal results (bidder names and rank or scores) will be made public five days prior to submission to Governor and Council for final approval of the contract(s).

Proposal results may be viewed on our website at: <https://das.nh.gov/Purchasing/vendorresources.asp> when they become public.

PART VIII OFFER

Bidder hereby offers to perform the services to the State of New Hampshire as specified at the prices quoted below, in complete accordance with general and detailed specifications included herewith.

VENDOR PROPOSED POSITION RATES PRICING TABLE

The below cost table shall be used for the financial scoring of this RFP. Use the below cost table to indicate the proposed not-to-exceed hourly cost associated with the corresponding position. The State will evaluate cost based upon the aggregate of rates provided.

POSITION	Year 1	Year 2	Year 3	Total Amount of Hourly Rates
	Hourly Rate	Hourly Rate	Hourly Rate	
PROJECT MANAGER				
M365&CS BUSINESS ANALYST				
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR				
COMPLIANCE ADMINISTRATOR				
EXCHANGE ADMINISTRATOR				
GROUPS ADMINISTRATOR				
SHAREPOINT ADMINISTRATOR				
DYNAMICS 365 ADMIN ISTRATOR				
TEAMS ADMINISTRATOR				
MICROSOFT TECHNICAL ARCHITECT				
MICROSOFT LEAD PLATFORM DEVELOPERS				
Hourly Rate Total for each year				

				\$
--	--	--	--	----

BIDDER CONTACT INFORMATION:

Please provide contact information below for a person knowledgeable of and who can answer questions regarding, this bid response.

Contact Person	Local Telephone Number	Toll Free Telephone Number
E-mail Address	Company Website	DUNS #
Bidder Company Name		Bidder Address

Note: To be considered, proposal must be signed and notarized on front cover sheet in the space provided.

Contractor Initials MP
 Date 6-4-2020

SAMPLE FORM TO BE COMPLETED UPON AWARD

FORM NUMBER P-37 (version 11/7/2019)

Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name		1.2 State Agency Address	
1.3 Contractor Name		1.4 Contractor Address	
1.5 Contractor Phone Number	1.6 Account Number	1.7 Completion Date	1.8 Price Limitation
1.9 Contracting Officer for State Agency		1.10 State Agency Telephone Number	
1.11 Contractor Signature Date:		1.12 Name and Title of Contractor Signatory	
1.13 State Agency Signature Date:		1.14 Name and Title of State Agency Signatory	
1.15 Approval by the N.H. Department of Administration, Division of Personnel <i>(if applicable)</i> By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) <i>(if applicable)</i> By: _____ On: _____			
1.17 Approval by the Governor and Executive Council <i>(if applicable)</i> G&C Item number: _____ G&C Meeting Date: _____			

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 (“State”), engages contractor identified in block 1.3 (“Contractor”) to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference (“Services”).

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.18, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.14 (“Effective Date”).

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provide in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3. The Contractor agrees to permit the State or United States access to any of the Contractor’s books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State’s representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer’s decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder (“Event of Default”):

- 8.1.1 failure to perform the Services satisfactorily or on schedule;
- 8.1.2 failure to submit any report required hereunder; and/or
- 8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement.

10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties

hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. CHOICE OF LAW AND FORUM. This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

APPENDIX B - MICROSOFT RESUMES

Hayley R. Heskiel, Microsoft Managing Consultant-National Microsoft Practice

Summary of Relevant Experience

Hayley is proficient in the following areas:

- Active Directory, Windows 7, 8, 10, Windows 2008 Server SBS and Datacenter and R2, Windows Server 2012, Windows Server 2016
- Office 365 Migrations, Consolidations, Divestitures of Exchange Online, SharePoint Online, Intune, Azure RMS, ADFS
- AD Assessment, Remediation, Disaster Recovery, Redesign, Greenfield, Red Forests
- Enterprise Vault upgrades and migrations.
- Quest AD & Exchange Migrator (certified)
- Azure: green field build outs, and design. Multi-geo datacenter IaaS infrastructure solutions.
- MS SQL Server, ADFS and AD LDS with high availability and site resilience, including Availability Groups/Mirroring.
- Microsoft Office SharePoint Server 2007 Enterprise, Microsoft SharePoint 2010, Microsoft SharePoint Foundation 2010, Microsoft SharePoint Foundation 2013, SharePoint 2016, SharePoint Online
- Server Virtualization with MS Hyper-V clustering/High Availability.
- Network Protocols: TCP/IP, IPX/SPX, DNS, DHCP, VLANS etc.
- Mail Systems: Microsoft Exchange 2003, 2007, 2010, 2013, 2016 Exchange online
- BlackBerry Enterprise 4.0, 5.0, 10
- Databasing: MS Access, MS SQL Server 2000 and 2005, 2008, 2012, 2014, 2016

Professional Certifications, Training and Knowledge

EDUCATION

Cope Institute for Business 11/01-5/02
 A+, N+, MCSE Windows 2000 Certification Course
 • Hands-on experience building and administering PC/LAN hardware, software & operating Systems.

US Navy "A & C" Training Schools 09/99-06/01
 Computer and Electronics Troubleshooting
 • Component Level Troubleshooting
 • Desktop Systems to Radar and Communication systems
 • All Electrical Circuits.

AWARDS

Presidio Networked Solutions 08/15
 Data Center Engineer of the Year

Presidio Networked Solutions 09/17
 Data Center All-Star Engineer of the Year

Presidio Networked Solutions 09/18
 Cloud Innovator of the Year

Work Experience

Presidio

08/18 – Present

Microsoft Managing Consultant, National Microsoft Practice

Managing Consultant leading a team of six Microsoft resources across the country in support of the Presidio Professional Services team. Responsible for maintaining project movement across the team and ensuring utilization rates were met while balanced vs efficiency targets.

- Increased utilization rates across the team by 15% in 2 months' time.
- Addressed and restored utilization numbers for resources that were not delivering.
- Continued to perform tasks of Principal Consultant

Presidio

08/17 – 07/18

Principal Consultant, Data Center Delivery

Lead Microsoft Subject Matter Expert delivery consultant to clientele in the New York Tri-State region, engaged on projects entailing Active Directory and Exchange. Personally design and implemented migrations projects for dozens of clients in and around NYC, as well as nationally and internationally. Projects included Exchange 2003 through 2013 to Exchange 2013/2016 or Office 365. Notable engagements included the migration of several universities to Office 365, the migration of email from Notes to Exchange for a financial ratings firm, and the planning of Active Directory and Exchange environment of a multiple firm divestiture and consolidation project. Awarded the Data Center All-Star Engineer of the Year of 2017 for the Presidio Tri-State.

- Vet proposals, SOWs, and service requests for Exchange/AD related projects.
- Engaged with Presales teams across the country (both on-site and remote) to interface with customers in support of proposed projects.
- Deployed Active Directory environment for a large financial firm.
- Project Team Lead for multinational, multi-entity financial firm's network and resource divestiture and consolidation, in conjunction with data center moves and refresh as it related to AD/Exchange/AD Integrated applications.

Presidio

05/14 – 08/17

Senior Consultant, Data Center Delivery

Lead Microsoft Engineer engaged on numerous projects relating to Active Directory and Exchange projects in the New York Tri-State region.

- Multiple large-scale projects migrating thousands of mailboxes including large scale financial ratings firm, and an over 65K mailbox Office 365 migration for a university in NY.
- Implementations to Exchange 2013 and Exchange 2016 and Exchange Online Hybrid, from Exchange 2003 (swing migrations), Exchange 2007, and Exchange 2010.
- Integration of AD to Azure with Azure green field build outs.
- Multiple highly available ADFS design and implementations for environments on premise or Azure.
- Configuration of Exchange IRM with AD RMS (Post Exchange 2013 rollout).
- Configuration and design of AD Lightweight Directory Services (AD LDS) for integration with Cisco Unity/Jabber etc. involving multiple AD forests/environments.
- Regularly engaged for disaster recovery and urgent assistance for service restoration.
- Consistently high customer satisfaction and winner of the Presidio Annual award for Best Data Center Engineer of the Year for 2015
- Frequently engaged on projects across multiple regions due to SME status.

Royal Bank of Scotland (RBS America)

05/14 – 06/14

Sr. Messaging Engineer - Contract

- Sr. Messaging engineer in Multi-forest/Resource Forest Exchange 2007 domain providing 3rd/top level support to 4K+ users in 40k+ user environment
- One of a team of engineers supporting an inter-forest mailbox migration project.

- On-call support for RBS Americas Messaging and Collaboration infrastructure.
- Supported BES 5 and 10, Good, OCS, McAfee IronPort.

David Eisenstein, Sr. Data Center Engineer

Summary of Relevant Experience

Mr. Eisenstein has 25 years of experience supporting and deploying hardware, operating systems and applications. He has performed work in a variety of environments, including healthcare, state/local government, education, accounting, industry, and law firms, scaling from small business to global enterprises. He specializes in messaging and related technologies with a focus on Microsoft Exchange Server, Active Directory, and Collaboration Suites.

Professional Certifications, Training and Knowledge

Certifications

- Microsoft Certified Solutions Expert: Messaging (Charter)
- Microsoft Certified Solutions Associate: Windows Server 2012
- Microsoft Certified Solutions Associate: Windows Server 2008
- Microsoft Certified Trainer: 2011 – 2014
- Microsoft Certified IT Professional: Enterprise Administrator Windows 2008
- Microsoft Certified IT Professional: Enterprise Messaging Admin Exchange 2007
- Microsoft Certified IT Professional: Enterprise Messaging Admin Exchange 2010

Systems

- Microsoft Exchange Server
- Microsoft Active Directory
- Microsoft Windows PowerShell
- Microsoft Windows Server
- VMware vSphere
- Microsoft SQL Server
- Microsoft SharePoint Server
- Microsoft O365
- Microsoft Lync
- Microsoft Active Directory

Concepts

- Exchange Server Architecture
- Virtualization
- Active Directory
- Data Protection
- Disaster Recovery
- Data Center Redundancy

Work Experience

Presidio

2014-Present

Senior Data Center Engineer

Provides professional services focused on building and maintaining enterprise networks. Responsibilities include architecture design and configuration of enterprise-level messaging solutions and directory services, virtualization of business-critical applications, data center consolidation, and protection. Provides pre/post-sales support for account managers and ongoing support for the local customer base.

Recent Projects:

- Designed and implemented Microsoft Exchange migrations to Exchange Server 2010 (from Exchange 2003), 2013 (from 2007 and 2010) and Office 365 for multiple clients
- Performed risk and health assessments for Microsoft Active Directory and Microsoft Exchange environments for multiple clients including recommendations and best practice examples for them to implement.

Presidio

(2011-2014)

Senior Network Engineer: LPS, Integration

Specializing in primarily Active Directory, Windows Server, and Microsoft Exchange, worked with all versions from Windows 2000 up to 2012R2 and Exchange 2003 to 2013 inclusive, including Office 365 support. Proficient in DNS, DHCP, Certificate Authority, IIS, Windows Clustering, and Network Load Balancing (NLB). Architect, design, plan, and document proposed projects and then implement with the client upon acceptance. Teach Microsoft classes as needed for the training center at LPS and provide documentation and training exercises for other engineers and clients as requested to assist them with improving their skills. Perform Active Directory and Microsoft Exchange assessments and provide clients step-by-step processes to bring their systems into best practices and/or compliance.

Presidio

(2010 - 2011)

Senior Messaging Consultant, Consulting

Messaging consultant working on large scale Active Directory and Exchange migrations through the use of the Quest Migration tools set.

Rackspace Hosting, Inc.

(2009 - 2010)

Exchange Engineer IV

Team Lead for the Dedicated Exchange offering for Rackspace Hosting, which included gathering customer requirements, architect, and design Exchange 2007 or 2010 environment to include hardware and software configuration, backup solutions, Disaster Recovery, Blackberry Enterprise Server, ESX VMware when necessary, configuration of DASD or SAN storage based upon system requirements, and cost effectiveness. Perform the installation and configuration of the VMware systems, Exchange Server software, archival solution if requested, Blackberry Enterprise Server and SQL 2005/2008 server, and SCOM setup and monitoring. Provided 3rd level systems support once all of the systems were in production. Duties included full documentation of the configuration and settings, attending sales meetings to gather requirements and specifications, and training and mentoring of other staff members, as well as designing documentation to assist the customers with day-to-day administrative support when needed. Performed several Webinars and demonstrations as well as multiple Proof of Concept configurations for both current customers as well as potential customers. Provided training for the sales staff including the sales engineers to ensure all configurations were within supported confines. Used Sonian service for archival solutions, and Cloudmark for Anti-virus and anti-spam.

Marc Rhodes, Microsoft Systems Engineer

Summary of Relevant Experience

Accomplished Infrastructure Engineer and System Administrator with 10 years of IT experience. Extensive background in Microsoft Active Directory, Windows PowerShell, System Center Configuration Manager, Hyper-V Virtualization technologies and implementation, and Office products. Personnel management skills include customer service of IT Help Desk and leadership of System Administration teams.

Professional Certifications, Training and Knowledge

Education

Bachelor's Degree, Information Technology with Advanced Networking Certificate, University of Phoenix
Associates Degree, Information Systems Technology, Community College of the Air Force – 2008

Professional Certification

70-346: Managing Office 365 Identities and Requirements, CompTIA A+, CompTIA Network+, CompTIA Server+, CompTIA Security+, LogRhythm Certified Professional

Professional Training

Azure NetApp Files – 2018, Automating Administration with Windows PowerShell – 2014, LogRhythm – 2015, Air Force Noncommissioned Officer Academy – 2016

Work Experience

Presidio 2018 - Current
Microsoft Systems Engineer

Delivered projects through Statement of Work transactions on time and under budget, including working with clients to structure projects to align with business goals; leading discovery meetings and participating in detailed design sessions. Defined and validated design requirements and articulated solutions to clients. Worked in parallel with Project Leaders, Coordinators and Management to integrate with a team or lead for the execution of high level multi technology projects. Authored Professional Technical Documentation, Logical and Physical Diagrams. Utilized strong communication, time management, planning, and verbal and written skills among clients and/or peers.

Booz Allen Hamilton 2017 – 2018
Infrastructure Engineer

Planned and conducted engineering activities using Microsoft technologies, including server-side engineering, operating systems, group policy, and security hardening. Drafted technical documentation and comprehend existing technical manuals, security guidelines, and design and operation documents. Analyzed, evaluated, and planned methods of approach to achieve solutions for complex technical problems. Evaluated vendor capabilities to provide required products and services. Provided hands on support to servers in the client engineering lab and in production providing Tier III support. Interfaced with government and contract engineers in support of client engineering projects.

United States Air Force 2013 – 2017
Windows System Administrator

Provided base-level administration impacting high-priority Presidentially directed Department of Defense and Allied missions. Performed customer and IT services for 2.5K Joint users across the United States supporting a 12K+ square-mile/\$3.5B range. Delivered tier I-III full-spectrum IT support and corrective actions for user-initiated service calls, tickets and network outages. Responsible for design, installation and maintenance of software and Help Desk images for 5 independent configurations across 56 networks.

United States Air Force 2012 – 2013
Help Desk Technician

Provided base-level administration supporting high-priority Presidentially directed Allied and Department of Defense programs. Delivered IT support to 2K+ geographically separated users across a 12K+ square-mile test range utilizing a \$20M network. Managed Level I and II enterprise support and corrective actions on user-initiated trouble calls and network system outages. Contributed to the development and implementation of hardware and software installation procedures on 50+ networks.

United States Air Force 2011 – 2012
Global Command and Control System (GCCS) System Administrator

Provided advanced technical support to GCCS Deliberate Crisis Action Planning and Execution System (DCAPES) issues. Maintained/administered/troubleshoot GCCS-AF network and user-related problems on Air Mobility Command's DCAPES enclave. Performed daily preventative maintenance actions on 32 Air Force-level servers; coordinated/assisted with routine monthly backups. As GCCS-AF newsgroup monitor, implemented directives from AF Functional Managers/created web administrator accounts.

APPENDIX C - ACKNOWLEDGMENT OF ADDENDUMS

Presidio included signed Addendums 1 and 2 on the following pages.

STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM # 1 TO REQUEST FOR PROPOSAL # 2312-21

Posted: 5/20/2020

DATE OF BID CLOSING: 06/11/2020

TIME OF BID CLOSING: 10:00 AM (EST)

FOR: MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES

CURRENTLY READS:

DATE OF BID CLOSING: 06/04/2020

TIME OF BID CLOSING: 10:00 AM (EST)

CHANGE TO READ:

DATE OF BID CLOSING: 06/11/2020

TIME OF BID CLOSING: 10:00 AM (EST)

CLARIFICATIONS:

Question 1: Part II, Proposed Scope of Work, Section B.4, A follow up question. In case the Vendor is not able to respond to all the 17 positions (topics), would you disqualify their proposal? In other words, can a Vendor respond to one or more positions (topics), but not all 17?

State Response 1: The State expects the Vendors to be well-versed in the Microsoft 365 suite, specifically the administration and management of the tools. The State will accept only submissions from Vendors that can support all topics specified. Otherwise the submission will be marked as non-compliant and not evaluated for award.

Question 2: Section B.4. Bidder Team Qualifications, Do vendors have to submit a response and qualify for all "Topics"/Roles under Section B.4. Bidder Team Qualifications or can we simply respond to only the topics for which we meet the qualifications?

State Response 2: The State expects the Vendors to be well-versed in the Microsoft 365 suite, specifically the administration and management of the tools. The State will accept only submissions from Vendors that can support all topics specified. Otherwise the submission will be marked as non-compliant and not evaluated for award.

Question 3: Do partners have to have the ability to deliver ALL topics addressed in the RFP, or will they accept partners responding to specific (but not all) Topics?

State Response 3: The State expects the Vendors to be well-versed in the Microsoft 365 suite, specifically the administration and management of the tools. The State will accept only submissions from Vendors that can support all topics specified. Otherwise the submission will be marked as non-compliant and not evaluated for award.

Question 4: Does the NH DOAS expect responses to this RFP to address all topic areas, or is it acceptable to respond to only a subset of those topic areas?

State Response 4: The State expects the Vendors to be well-versed in the Microsoft 365 suite, specifically the administration and management of the tools. The State will accept only submissions from Vendors that can support all topics specified. Otherwise the submission will be marked as non-compliant and not evaluated for award.

Question 5: Part II, Proposed Scope of Work, Section B.4 – Bidder Team Qualifications, In sections B.4, B.4.1, B.4.2, B.4.3 of the RFP, you have identified a total of 17 roles (topics). Is your

expectation that the Vendor should respond to all the identified positions in their proposal?

State Response 5: The State expects the Vendors to be well-versed in the Microsoft 365 suite, specifically the administration and management of the tools. The State will accept only submissions from Vendors that can support all topics specified. Otherwise the submission will be marked as non-compliant and not evaluated for award.

Question 6: Does a vendor need to provide solution for all 17 Topic to be considered for award? Can a vendor bid on as low as one category/Topic?

State Response 6: The State expects the Vendors to be well-versed in the Microsoft 365 suite, specifically the administration and management of the tools. The State will accept only submissions from Vendors that can support all topics specified. Otherwise the submission will be marked as non-compliant and not evaluated for award.

Question 7: Is it mandatory to bid for all the categories?

State Response 7: Yes. The State assume "Categories" refers to the Topics listed in Section B.4. The State expects the Vendors to be well-versed in the Microsoft 365 suite, specifically the administration and management of the tools. The State will accept only submissions from Vendors that can support all topics specified. Otherwise the submission will be marked as non-compliant and not evaluated for award.

Question 8: If the respondent doesn't reply to every Topic/role because it doesn't align to core solution offerings, e.g. "ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES" would that be viewed as non-compliance by the State?

State Response 8: The State expects the Vendors to be well-versed in the Microsoft 365 suite, specifically the administration and management of the tools. The State will accept only submissions from Vendors that can support all topics specified. Otherwise the submission will be marked as non-compliant and not evaluated for award.

Question 9: How many users are being managed by Active Directory?

State Response 9: Less than 30,000 users.

Question 10: Are these inhouse staff or contracted? Please share the name of the vendor if contracted?

State Response 10: The State does not understand your question.

Question 11: Part II, Proposed Scope of Work, Section B.3 Proposed Bidder Team, What is the nature of engagement that you are procuring against this RFP? Please explain:

- a. Is it Managed Services?
- b. Is it Staff Augmentation?

State Response 11: See Part I OVERVIEW AND SCHEDULE, Section A: The purpose of this RFP invitation is to establish up to ten (10) contract(s) for Microsoft/Office 365/Azure Cloud Solutions Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation.

Question 12: Does State have any existing vendors who are currently supporting you with Microsoft/ Office 365/Azure Cloud Solutions Professional Services? If yes, please share the list of vendors.

State Response 12: There are no statewide M365 services contracts in place. The only current M365 contracts in place support individual agency needs. A list of vendors is not relevant to this RFP.

Question 13: How many sites are in scope?

State Response 13: See Part I OVERVIEW AND SCHEDULE, Section A. Paragraph 3.

Question 14: Is the NH DOAS willing to forego requiring a notarized response given the current COVID-19 environment?

State Response 14: The State cannot waive the notarization requirement. The State will accept an electronic version of a notarized document during COVID-19. Please see the Governor's Emergency Order #11:

<https://www.governor.nh.gov/sites/g/files/ehbemt336/files/documents/emergency-order-11.pdf>

Question 15: RFP Page 4, Point C. Instructions to Bidders, Complete the company information on the front page, and sign the proposal in the space provided on that page. The signature page must be notarized to be an official submission. With Covid-19 stay at home orders currently ongoing and uncertainty surrounding our ability to obtain notarization, could we remove the requirement to have our submission documents notarized?

State Response 15: The State cannot waive the notarization requirement. The State will accept an electronic version of a notarized document during COVID-19. Please see the Governor's Emergency Order #11:

<https://www.governor.nh.gov/sites/g/files/ehbemt336/files/documents/emergency-order-11.pdf>

Question 16: Due to Covid-19 situation is there any consideration for changing the hard copy to online submission.

State Response 16: See Part III PROCESS FOR SUBMITTING A PROPOSAL, Section A

Question 17: As per solicitation, vendor has choose either to submit proposals through email or Hard copy?

State Response 17: See Part III PROCESS FOR SUBMITTING A PROPOSAL, Section A

Question 18: Can we submit the proposal via email only?

State Response 18: See Part III PROCESS FOR SUBMITTING A PROPOSAL, Section A

Question 19: Is it necessary to submit the hard copy of the proposal?

State Response 19: See Part III PROCESS FOR SUBMITTING A PROPOSAL, Section A

Question 20: What Office 365 licenses does The State of NH currently hold? (E3, E5, etc.)

State Response 20: The State has a combination of G1, G3, G5 and other licences and addons for the M365 suite in the GCC.

Question 21: How much time advanced notice will we have to place resources?

State Response 21: This will vary based upon each individual Statement of Work

Question 22: Has the state implemented or expect to implement any email retention or archiving solution, and if so please describe?

State Response 22: Yes, the State expects to implement.

Question 23: How much time will each of the up to 10 vendors have to respond to each individual RFQ?

State Response 23: This will vary based upon each individual Statement of Work

Question 24: Is there a list of expected/planned agency projects that you can share that might be part of this program?

State Response 24: Not at this time.

Question 25: If the vendor is to set up a PMO, does it need to be onsite in NH, or can it be virtual?

State Response 25: The State does not understand the question because the requirements did not ask for a PMO.

Question 26: Any Microsoft autopilot in play?

State Response 26: Yes.

Question 27: Is this going to be a lift/shift Office deployment?

State Response 27: No.

Question 28: How many custom apps are going to need to be managed in Dynamics?

State Response 28: Unknown at this time.

Question 29: How many databases in play?

State Response 29: Not applicable to this RFP.

Question 30: Do you need 24x7 support or just support during business hours?

State Response 30: This will vary based upon each individual Statement of Work

Question 31: Any special data residency requirements?

State Response 31: Yes, all M365 data resides in the GCC.

Question 32: Remote project delivery typically enables us to reduce project duration and costs. Most of the projects we do could be delivered 100% remotely however, customers sometimes find it useful to be onsite during discovery meetings, training, etc. Considering the potential effect on project duration, resource availability, cost, the fact that these are cloud-based solutions, and the current COVID-19 pandemic, on a scale from 1 to 5 where 1 represents "100% onsite project delivery" and 5 represents "100% remote project delivery", what will the State's typical requirements be on this continuum for projects awarded under RFQs issued pursuant to this solicitation?

State Response 32: Remote work will be acceptable, but each individual SOW may require an on-premise presence and will be documented as such in the SOW. Bidder staff and subcontractors must be located in the United States.

Question 33: What are the state's expectation for on-site delivery of services after the current pandemic-induced remote-work ends? Can Project services be delivered remotely?

State Response 33: Remote work will be acceptable, but each individual SOW may require an on-premise presence and will be documented as such in the SOW. Bidder staff and subcontractors must be located in the United States.

Question 34: What are the expectations to perform the work detailed? On premises, remote (off-site)? Combination (percentage)?

State Response 34: Remote work will be acceptable, but each individual SOW may require an on-premise presence and will be documented as such in the SOW. Bidder staff and subcontractors must be located in the United States.

Question 35: What are the expectations to perform the work detailed? On premises, remote (off-site)? Combination (percentage)?

State Response 35: Remote work will be acceptable, but each individual SOW may require an on-premise presence and will be documented as such in the SOW. Bidder staff and subcontractors must be located in the United States.

Question 36: Is there an expectation that these resources will be on-site at a State of New Hampshire location, remote or a combination of both?

State Response 36: Remote work will be acceptable, but each individual SOW may require an on-premise presence and will be documented as such in the SOW. Bidder staff and

subcontractors must be located in the United States.

Question 37: Any remote worker component? a. VOIP?

State Response 37: Remote work will be acceptable, but each individual SOW may require an on-premise presence and will be documented as such in the SOW. Bidder staff and subcontractors must be located in the United States.

Question 38: Do we need to perform all the work onsite or some work can be done from offsite facility also?

State Response 38: Remote work will be acceptable, but each individual SOW may require an on-premise presence and will be documented as such in the SOW. Bidder staff and subcontractors must be located in the United States.

Question 39: Are you looking for more than one partner for implementation and ongoing management, or would this effort ideally be managed by one vendor?

State Response 39: See Part I OVERVIEW AND SCHEDULE, Section A. Purpose, Para 1: The purpose of this RFP invitation is to establish up to ten (10) contract(s) for Microsoft/Office 365/Azure Cloud Solutions Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation.

Question 40: Any AD Management component? (Password resets, etc.)?

State Response 40: It is possible a forthcoming SOW would include augmenting the State's Help Desk for Azure AD Management.

Question 41: Does the scope of this RFP include any end-user support (e.g. help desk, etc.), and if so please describe?

State Response 41: It is possible a forthcoming SOW would include augmenting the State's Help Desk for end-user support or work request triage.

Question 42: Any end user support component – Direct Support, Phone Calls, Chat, Remote Tools, Email, Portal?

State Response 42: It is possible a forthcoming SOW would include augmenting the State's Help Desk for end-user support or work request triage.

Question 43: Any need for a fully managed Service Desk that can be stood up now to replace or supplement an existing desk?

State Response 43: It is possible a forthcoming SOW would include augmenting the State's Help Desk for end-user support or work request triage.

Question 44: Will there be knowledge transfer to staff of New Hampshire Department of Administrative Services, or will the vendor purely own all items on-going?

State Response 44: This will vary based upon the Statement of Work

Question 45: Gen. Provisions 13, Vendor proposes to modify the indemnification term to limit it to third party claims of intellectual property infringement or damages attributable to bodily injury or death, or to injury to or destruction of tangible personal property.

State Response 45: No, the State cannot agree to this.

Question 46: Will the State negotiate a commercially-reasonable limitation of liability term?

State Response 46: The State is willing to negotiate.

Question 47: Gen. Provisions 5.3, Vendor proposes to modify this terms to limit set-off rights to amounts arising under the Agreement and only after an adjudication in the favor of the State.

State Response 47: No, the State cannot agree to this.

Question 48: Gen. Provisions 6.1, Vendor proposes that applicable laws be limited to those that are applicable to Vendor in its capacity as a provider of professional services encompassed by this Agreement

State Response 48: The State requires that Vendors must comply with applicable laws.

Question 49: Gen. Provisions 8.1, Vendor proposes that events of breach be limited to material breaches.

State Response 49: The State is willing to negotiate.

Question 50: Gen. Provisions 8.2, Vendor proposes that State's remedy in the event of a Vendor default be first to provide notice of claimed default and opportunity to cure within 30 days rather than the listed other options.

State Response 50: No, the State cannot agree to this.

Question 51: Gen. Provisions 10.1, For Works for Hire, Vendor proposes that it would assign copyright to State and to negotiate over the scope of any license rights to existing works.

State Response 51: The State is willing to discuss this further during contract negotiations.

Question 52: Gen. Provisions 12.1, Vendor would like to have the ability to assign, on notice to the State, Vendor's right to payments (but not its obligations to perform) without requiring consent of the State.

State Response 52: No, the State cannot agree to this.

Question 53: Gen. Provision 18, Subject to preserving State's right to claim sovereign immunity, Vendor would propose that venue for any dispute under the Agreement may also be in any federal court with proper jurisdiction located in Merrimack County, New Hampshire.

State Response 53: No, the State cannot agree to this.

Question 54: As part of our response to the RFP and the instruction under Part VII, Section C, we have reviewed the terms and conditions set forth therein. While we are willing to enter into an engagement agreement based upon the proposed terms, we do have comments about certain of those terms. We have set out those comments below. While we have tried to be thorough, we cannot guarantee we have identified all issues that may arise during the process of finalizing the engagement agreement. Our proposal to provide services is contingent on the execution of a mutually satisfactory engagement agreement between us and we expect to resolve any open items related to engagement terms to our mutual satisfaction.

1. Section 9. Our agreements generally provide that we may terminate immediately if we reasonably determine that we can no longer provide the Services in accordance with applicable law or professional obligations. Would the State be willing to accept adding this term?
2. Section 13. We generally neither request nor provide indemnities. We do on occasion agree to mutual indemnities with our clients for bodily injury or damage to tangible property to the extent directly caused by our negligence or misconduct, and for intellectual property infringement caused by our deliverables, subject to customary commercial exceptions. Would the State be willing to accept changes to this section?
3. Section 14. We may need to seek certain changes to this section consistent with our firm policy on such matters. Would the State be willing to discuss potential changes to this section with our insurance manager?

State Response 54: No, the State cannot agree to items 1 and 2, The State is willing to negotiate on item 3.

Question 55: Disputes/Arbitration/Mediation – In the event a client views our services as having been rendered otherwise than in compliance with the agreement our approach is to enter into good faith discussions with the client to arrive at a mutually acceptable resolution of the matter. Our firm policy favors the speedy and amicable resolution of disputes through

mediation and arbitration conducted in accordance with the Rules for Non-Administered Arbitration of the CPR International Institute for Conflict Prevention and Resolution. Would the State be amenable to adding these terms?

State Response 55: The State is willing to negotiate dispute resolution provisions but it cannot agree to binding arbitration. The State proposes the following:

1. DISPUTE RESOLUTION

1.1 Prior to the filing of any formal proceedings with respect to a dispute (other than an action seeking injunctive relief with respect to intellectual property rights or Confidential Information), the party believing itself aggrieved (the “Invoking Party”) shall call for progressive management involvement in the dispute negotiation by written notice to the other party. Such notice shall be without prejudice to the Invoking Party’s right to any other remedy permitted under the Contract.

1.2 The parties shall use reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between negotiators for the parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

1.3 The allotted time for the first level negotiations shall begin on the date the Invoking Party’s notice is received by the other party. Subsequent allotted time is days from the date that the original Invoking Party’s notice is received by the other party.

TABLE 1: Dispute Resolution Responsibility and Schedule Table			
LEVEL	CONTRACTOR POINT OF CONTACT	STATE POINT OF CONTACT	CUMULATIVE ALLOTTED TIME
Primary			5 Days to Respond
First			10 Days to Respond
Second			15 Days to Respond
Third			30 Days to Respond

Question 56: Intellectual Property or Ownership - Our clients generally own our reports and other deliverables provided to them, subject to restrictions on their distribution to third parties and our retention of ownership of certain data, modules, leading practices, and specifications developed or used by us or its licensors, or to which we otherwise have rights, including enhancements and improvements developed in the course of performing the services. Would the State be amenable to adding these terms?

State Response 56: The State is willing to discuss this further during contract negotiations.

Question 57: Limitation of Liability - We generally limit our total aggregate liability under an Agreement to the fees paid to us for the services under which any liability is principally alleged to arise. We generally provide that we will not in any case be liable for consequential, incidental, indirect, punitive or special damages. Would the State be amenable to adding these terms?

State Response 57: The State is willing to negotiate.

Question 58: Part II, Section C, #5 (page 14 of 27) states “Subcontractors must abide by all terms and conditions under any resultant Contract.”, Can you please clarify if the subcontractor must only abide by the applicable terms in the SOW? We propose that #5 read: “Subcontractor must abide by all applicable terms and conditions under any resultant Statement of Work.” The contractor will have its own subcontract with its subcontractor(s).

State Response 58: No, the State cannot agree to this.

Question 59: Which desktop Operating Systems is in use?

State Response 59: Mostly Windows 10

Question 60: Has a recent network readiness assessment been completed? If so, what were the results/recommendations? If not, would this be in scope for this RFP?

State Response 60: Yes, but this will not be in scope for this RFP. The results are not relevant for this RFP.

Question 61: Any special data residency requirements?

State Response 61: Yes, all M365 data resides in the GCC.

Question 62: Is subcontracting mandatory for the contract?

State Response 62: No.

Question 63: Are there plans to replace any of the current A/V devices with Teams Rooms or Teams phones?

State Response 63: Not at this time.

Question 64: Please confirm if the Bidder must be Microsoft certified at the corporate level.

State Response 64: Yes.

Question 65: "For each Topic 1 thru 17 detailed in the RFP, what specific certifications are required:

a. For the firm/vendor to possess (e.g. we have four Microsoft Gold and three Microsoft Silver Competencies)

b. For individual consultants employed by the firm/vendor to possess (e.g. we have two Microsoft Certified Masters, multiple MCSEs, MCSDs, etc.)"

State Response 65: This will vary based upon each individual Statement of Work

Question 66: We typically deliver solutions to our customers with a team of resources who use various "Solution Accelerators", which expedite the implementation of the solution, standardize the configuration through automation, and ensure the quality of the solution, almost independent of which consultant employs the accelerator. These accelerators were developed by the 13 Microsoft MVPs and 5 Certified Masters who have been employed by our firm and as a result, they enforce best practices, etc. When responding to an RFQ, are we permitted to use any member of our technical team, provided they meet the minimum qualifications?

State Response 66: The State does not understand your question.

Question 67: Do the Administrator roles require a security clearance - Public Trust, Secret, etc.?

State Response 67: This will vary based upon each individual Statement of Work

Question 68: What is the expected demand (i.e. number of resources required) per role?

State Response 68: This will vary based upon each individual Statement of Work

Question 69: Is the use of the resources expected to be full time?

State Response 69: This will vary based upon each individual Statement of Work

Question 70: Will resources take direction from NH or the Vendor?

State Response 70: This will vary based upon each individual Statement of Work

Question 71: Would State create a separate pool for each category?

State Response 71: The State does not understand your question.

Question 72: Referring to Page 16 of RFP, Part V Evaluation of Proposals, Bidder Qualifications – section B.2 Current Use of Bidder-Proposed Solutions. We assume this evaluation criterion is more aligned towards the future SoWs/ RFQ's. Knowing that this is an opportunity for creating a vendor pool, please clarify what response is expected on this?

State Response 72: See Addendum 2 for changes.

Question 73: Part VII offer, Hourly Rate Total for each year, Please confirm the formula you want used for hourly rate total by year and total. Is this the sum of hourly rates for roles responded to?

State Response 73: The State will evaluate cost based upon the aggregate of rates per role for all three years provided.

Question 74: Can you tell us if the State willing to accept rates and qualifications for some (not all) of the requested labor categories?

State Response 74: The State expects the Vendors to be well-versed in the Microsoft 365 suite, specifically the administration and management of the tools. The State will accept only submissions from Vendors that can support all topics specified. Otherwise the submission will be marked as non-compliant and not evaluated for award.

Question 75: The RFP indicates that "The Price Proposal scoring will be based on the Total Cost as requested in the "Cost of Proposed Solution" tables located in "Part VIII OFFER" section of this RFP" and includes a sample calculation that is based on the Total Cost of a solution not the Hourly Rate however, the tables located in "Part VIII OFFER" section only ask for Hourly Rates (i.e. not the Total Cost). Approximately 90% of our business is with State and Local Government and, while our rates may not be the lowest, we are typically the lowest cost provider for the solution overall due to our experience and use of the Solution Accelerators described above. How will the scoring work for this solicitation if you are only asking for Hourly Rates in this solicitation?

State Response 75: The State will evaluate cost based upon the aggregate of rates per role for all three years provided. For the purpose of this RFP, we are looking for maximum hourly rates (per role per year). Vendors may propose a lower cost rate for each SOW, but a proposed hourly rate on an SOW may not exceed the hourly rates proposed in your response to this RFP, or any subsequent contract.

Question 76: Overall, is the state looking for an hourly rate for every engagement, or more of a managed service model with a fixed monthly cost

State Response 76: The State will be looking for hourly rates which will be used to determine fixed-price costs. Each SOW will detail their pricing requirements.

Question 77: Does "firm fixed price" (page 4) simply mean that you want to lock in a rate?

State Response 77: The State wishes to lock role rates at a maximum rate. For each SOW, the Vendor may propose a lower cost.

Question 78: Can the State further clarify the VENDOR PROPOSED POSITION RATES PRICING TABLE? Do you wish to see the hourly rate for each position across Years 1-3? If so, can you explain Hourly Total row? Would that be a blended rate per hour? Or do you wish to see the total assuming each role was one FTE?

State Response 78: The State will evaluate cost based upon the aggregate of rates per role for all three years provided.

Question 79: Is the State of New Hampshire looking for rates for the "Additional Administrative Support Roles" described in Topics 11 through 14 as part of this RFP? If so, how do

they want them represented?

State Response 79: See Addendum 2 for changes.

Question 80: There might be difference between the onsite and offsite rates for the proposed resources, so can we create two different pricing tables i.e. one with the onsite rates and other with the offsite rates?

State Response 80: No, please provide your maximum rates. The State wishes to lock role rates at a maximum rate. For each SOW, the Vendor may propose a lower cost. Each SOW will detail their pricing and on-premise or remote requirements. Bidder staff and subcontractors must be located in the United States.

Question 81: Is there a high-level plan (or key milestone dates) established to achieve the various aspects of O365 migration/deployment?

State Response 81: The roadmap is currently under refinement.

Question 82: Which systems still need to be implemented?

State Response 82: The roadmap is currently under refinement. Future SOWs will govern what additional systems will be implemented.

Question 83: What products has the NH DAS already purchased, and which are already actively in use? (e.g. Azure, O365, Teams, SharePoint etc.). For each product which license type(s) and quantity are in use?

State Response 83: The roadmap is currently under refinement. The State has a combination of G1, G3, G5 and other licences and addons for the M365 suite in the GCC.

Question 84: Can you share any details of the Phase 1 of the Enterprise SharePoint Online and collaboration tools effort? Or the underlying roadmap currently driving that initiative?

State Response 84: The State is currently implementing the following Microsoft/Office 365 tools: Azure AD, SharePoint Online, Teams, OneDrive, Planner, and some of the other tools provided by the licensing (referred to as M365 Collaboration Tools). Phase 1 included numerous and highly successful educational SharePoint Online prototypes, derived from agency input, business analysis, and conversations with Microsoft. Phase 1 continues with the pilot implementation of the afore mentioned tools with one State agency. The State will continue to evolve best design and governance practices that will inform further agency rollouts of the M365 Collaboration Tools and become a baseline for further platform tool configuration or development. The State does have agencies with activities in Dynamics 365, separate from the M365 Collaboration Tools effort.

Question 85: Does the scope include the development of integrations with third party applications. If yes, what applications must be included?

State Response 85: Third-party integrations are not in scope for the short-term. These will be handled with individual SOWs.

Question 86: What are the current set of technologies in use across the State for collaboration (chat/voice/video, file storage and collaboration, MDM etc)?

State Response 86: A number of Microsoft and non-Microsoft solutions are in place across the state and vary among the agencies.

Question 87: Part II, Proposed Scope of Work, Section B.2 Current Use of Bidder-Proposed Solutions, What is the relevance of the scoring / award criteria (points 1 – 4 for a total cost of 30 points) to this RFP? Please explain.

State Response 87: This is an example of award criteria for each SOW, and it may vary with each SOW.

Question 88: Part V Evaluation of Proposals, Criteria for Evaluation and Scoring, "You have assigned 35 points for Technical Requirements (for 17 topics) and subcontracts (Section C).

a. How do you assign points for each topic (position)?

b. Are all the topics (positions) assigned the same (equal) points?

c. What is the maximum point a Vendor can get if the vendor responds to only one topic (position)?"

State Response 88: The State will evaluate the totality of the proposed talent pool and provide one holistic score. The State expects the winning Vendors to be well-versed in the Microsoft 365 suite, specifically the administration and management of the tools. The State will accept only submissions from Vendors that can support all topics specified. See Addendum 2 for changes.

Question 89: How many vendors are you planning to select against this RFP?

State Response 89: See Part I OVERVIEW AND SCHEDULE, Section A. Purpose, Para 1: The purpose of this RFP invitation is to establish up to ten (10) contract(s) for Microsoft/Office 365/Azure Cloud Solutions Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation.

Question 90: Is this an all-inclusive document or will there be follow-up projects?

State Response 90: See Part I OVERVIEW AND SCHEDULE, Section A. Purpose, Para 1: The purpose of this RFP invitation is to establish up to ten (10) contract(s) for Microsoft/Office 365/Azure Cloud Solutions Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation.

Question 91: Is this designed to be a core Microsoft/Office 365/Azure Cloud Solutions team or a team of resources that can be brought in for various projects?

State Response 91: See Part I OVERVIEW AND SCHEDULE, Section A. Purpose, Para 1: The purpose of this RFP invitation is to establish up to ten (10) contract(s) for Microsoft/Office 365/Azure Cloud Solutions Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation.

Question 92: Referring to Page Number 16 of the RFP under B. Executive Summary, it is requested to provide a work plan defining how services will be implemented, timeframe to implement service, and functionality, support and training but in the RFP, there is no scope of work provided. So, can you please elaborate the expectations for this response?

State Response 92: See Part I OVERVIEW AND SCHEDULE, Section A. Purpose, Para 1: The purpose of this RFP invitation is to establish up to ten (10) contract(s) for Microsoft/Office 365/Azure Cloud Solutions Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation.

Question 93: How many of these systems are already in place and just need management and maintenance?

State Response 93: "See Part I OVERVIEW AND SCHEDULE, Section A. Purpose, Para 2.

The State's GCC tenancy has been in place for several years. The tools in place are in a pilot phase."

Question 94: Part II, Section B.1 Bidder Company and Staff Qualifications (Experience) (page 5 of 27) states "Bidder staff and subcontractors must be located in the United States." Are you open to using offshore resources?

State Response 94: No, see Part II PROPOSED SCOPE OF WORK, Section B.1: Bidder Company and Staffing Qualifications, staff and subcontractors must be located in the United States.

Question 95: I am reviewing the RFP for Microsoft services and I noticed there is a line that states that all bidding staff needs to reside in the US. We are a US based company that partners with a very well credentialed company in India. I would just like to confirm whether or not that

arrangement would be approved. They are not a subcontractor for us but a direct Partner.

State Response 95: see Part II PROPOSED SCOPE OF WORK, Section B.1: Bidder Company and Staffing Qualifications, Bidder staff and subcontractors must be located in the United States.

Question 96: 1. Section C. Bidder Qualifications, asks for information related to "Presence in the State of New Hampshire"; what, if any, preference will be given when scoring proposals for New Hampshire based vendors versus vendors outside of the state of New Hampshire?

State Response 96: Unless required by law, NH is a non-preference State.

Question 97: Can some of the work also be done offshore?

State Response 97: No, see Part II PROPOSED SCOPE OF WORK, Section B.1: Bidder Company and Staffing Qualifications, staff and subcontractors must be located in the United States.

Question 98: How are mobile devices provided? (BYOD or Corporate devices?)

State Response 98: State-issued. BYOD is not allowed at this time.

Question 99: How many total users in the State of NH?

State Response 99: The accurate response depends on which State agencies decide to use M365. At maximum, it would be between 11,000 and 12,000 users.

Question 100: How many users and actual mail boxes will need to be supported?

State Response 100: The accurate response depends on which State agencies decide to use M365. At maximum, it would be between 11,000 and 12,000 users.

Question 101: How many users are in scope for this project? (All 20,000 SoNH State employees?)

State Response 101: The accurate response depends on which State agencies decide to use M365. At maximum, it would be between 11,000 and 12,000 users.

Question 102: Part II, Proposed Scope of Work, Section A. Background, What is the length of contract that you plan to award as part of this RFP? Is it for a 12 months duration or is it for a longer period?

State Response 102: See Part VII CONTRACT TERMS AND AWARD, Section C: Standard Contract Terms

Question 103: What was State's spending on similar IT services during previous contract?

State Response 103: Not applicable to this RFP.

Question 104: Do you just need coverage for the areas listed in the table and those areas only?

State Response 104: The State does not understand your question.

Question 105: Is it expected that the service provider will provide on-going support through a support contract?

State Response 105: The State may issue a SOW award for managed services that augments current M365 support staff.

Question 106: Does state is looking to resources to the current workforce? Is there team currently working all ready?

State Response 106: See Part I OVERVIEW AND SCHEDULE, Section A. Purpose, Para 1: The purpose of this RFP invitation is to establish up to ten (10) contract(s) for Microsoft/Office 365/Azure Cloud Solutions Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation.

Question 107: Is there more than one tenant?

State Response 107: The State owns and manages two M365 tenants: The Lab (a dev/testing environment), and Production.

Question 108: What is the budget for this project?

State Response 108: There is no budget for this RFP/project. Any forthcoming budget depends upon a SOW submitted by DOIT or partner agencies.

Question 109: Could you share the anticipated budget for the solicitation?

State Response 109: There is no budget for this RFP/project. Any forthcoming budget depends upon a SOW submitted by DOIT or partner agencies.

Question 110: What is the budget allocated for this contract?

State Response 110: There is no budget for this RFP/project. Any forthcoming budget depends upon a SOW submitted by DOIT or partner agencies.

Question 111: How large are the SharePoint Sites being migrated to the cloud?

State Response 111: There is no SharePoint site migration. The State is rolling out SharePoint Online for the first time.

Question 112: How many SharePoint Sites are being migrated?

State Response 112: There is no SharePoint site migration. The State is rolling out SharePoint Online for the first time.

Question 113: "In reviewing the Microsoft Consulting Services RFP, it appears that there are several different consulting engagement types being requested. The following are the areas we understand are requested in the RFP.

1. Ad Hoc Consulting Services – MS SE Services delivered on a T&M PS Engagement, as Requested.
2. Fixed Fee PS Engagement – A scoped MS PS engagement using a SOW to frame the project scope.
3. Staff Augmentation – Identifying a certain MS resource expertise for a set period of time, delivering support either remote or onsite.
4. MS Managed Services – Managed Microsoft Application NOC Support Services.

Does this accurately reflect what is being requested? Are there any other engagement types required by the SoNH in this RFP?"

State Response 113: "These are different example of possible SOWs DoIT or its partner agencies may submit to the vendor pool.

See Part I OVERVIEW AND SCHEDULE, Section A, Para 2: All successful vendors awarded a contract will be pre-qualified to respond to specific agency Request for Quotes (RFQ)/Statements of Work (SOW) requests. "

Question 114: Does the State have an incumbent vendor? If yes, would the incumbent be given preference for award of contract?

State Response 114: This RFP is for a new contract(s). There is no incumbent contractor for M365 Cloud Services.

Question 115: Is this a new contract or renewal to an existing contract? If existing, please share the number and list of incumbents.

State Response 115: This RFP is for a new contract(s). There is no incumbent contractor for M365 Cloud Services.

Question 116: How many contracts does State anticipates to award per Topic?

State Response 116: Unknown. Any forthcoming SOWs depends upon the needs of State agencies.

Question 117: How many requests does the State anticipate in this contract?

State Response 117: Unknown. Any forthcoming SOWs depends upon the needs of State agencies.

Question 118: How many requests does the State anticipate in this contract?

State Response 118: Unknown. Any forthcoming SOWs depends upon the needs of State agencies.

Question 119: The RFP indicates the following, "NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION: An award, in the form of a contract(s), will ONLY be awarded to a Vendor who is registered to do business AND in good standing with the State of New Hampshire"; we are a California "C" Corporation providing products and services throughout the US and Canada. Does this mean we have to create a legal entity in New Hampshire or will our registration and good standing as a California-based corporation suffice?

State Response 119: Please contact the NH Secretary of State on how to register your company.

Question 120: On a scale from 1 to 5 where 1 represents a vendor in New Hampshire and local to a given agency who has a project and 5 represents a vendor in another state such as California, what is the State's preference for vendor proximity to engagements? In other words, please rate your preference for local vendors.

State Response 120: Unless required by law, NH is a non-preference State.

Question 121: Will the local vendors be given any preference? If yes, what is the percentage of preference?

State Response 121: Unless required by law, NH is a non-preference State.

Question 122: Does the vendor need to have an active business license in the State New Hampshire to be eligible to bid for this opportunity? Or we can get it later when selected?

State Response 122: See Part VII CONTRACT TERMS AND AWARD, Section C. Standard Contract Terms: Vendor Certification.

Question 123: Is it necessary for the vendors to have presence in the State of New Hampshire?

State Response 123: Unless required by law, NH is a non-preference State.

Question 124: Part IV, Section C (Bidder Requirements), "Presence in the State of New Hampshire"? Is regional or U.S. presence acceptable, or is the preference local only?

State Response 124: Unless required by law, NH is a non-preference State.

Question 125: Is the state considering any security/encryption solution beyond what is provided in M365 and Azure?

State Response 125: Identity Management solution outside of the Microsoft Suite is out of scope at this time.

Question 126: Will Teams have eDiscovery requirements?

State Response 126: Yes, Teams, SharePoint Online, and potentially other tools will have eDiscovery, compliance, and other data governance requirements.

Question 127: Will the State allow a Vendor to propose supplemental terms in a SOW for an engagement to address supplemental or missing terms?

State Response 127: Terms and conditions, no. SOW deliverables and requirements, yes.

Question 128: A. Purpose / Part VII offer, The purpose of this RFP invitation is to establish up to ten (10) contract(s) for Microsoft/Office 365/Azure Cloud Solutions Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation. Please confirm a vendor may respond to a subset of the positions defined and are not required to provide responses to all positions should they so choose.

State Response 128: The State expects the Vendors to be well-versed in the Microsoft 365 suite, specifically the administration and management of the tools. The State will accept only submissions from Vendors that can support all topics specified. Otherwise the submission will be marked as non-compliant and not evaluated for award.

Question 129: Has the state already licensed M365/Azure, and if not when is that expected to happen?

State Response 129: Yes, the State owns and manages two M365 tenants: The Lab, and Production.

Question 130: The position "SharePoint Online Information Architect" is not included in the "Vendor Proposed Position Rates Pricing Table". Does the State of New Hampshire want a rate for this resource? If so, do they want the rate included in the Pricing Table and as part of the "Hourly Rate Total for each year" and "Total Amount of Hourly Rates"? Or do they want the rates in a separate pricing table?

State Response 130: Yes, this was an accidental omission. Please see the Addendum 2 for changes.

PURCHASING AGENT: Paul Rhodes
E:Mail: NH.Purchasing@das.nh.gov

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

BIDDER Presidio Networked Solutions LLC ADDRESS 10 Sixth Rd. Woburn MA 01801

BY James Doyle Digitally signed by James Doyle
DN: cn=James Doyle, o=Presidio,
ou=Executive, email=jdoyle@presidio.com,
c=US
Date: 2020.06.08 12:59:39 -0400 VP

(this document must be signed)
James J. Doyle TEL. NO. 781 638-2253

(please type or print name)

Please visit: <https://das.nh.gov/purchasing/purchasing.asp> (click on "Bid and Proposals") for complete bid and addendums.

STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM # 2 TO REQUEST FOR PROPOSAL # 2312-21

Posted: 5/20/2020

DATE OF BID CLOSING: 06/11/2020

TIME OF BID CLOSING: 10:00 AM (EST)

FOR: MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES

1. Replace PART II PROPOSED SCOPE OF WORK, Sections B.1 and B.2 with the following:

B.1 Bidder Company and Staffing Qualifications (Experience)

Bidder shall have a minimum of five (5) years of Microsoft-certified experience in provisioning modern M365&CS information technology and/or management services to government customers. Bidder staff and subcontractors must be located in the United States. Administrative and technical staff shall be of sufficient size and knowledge base to support the State in its initiatives. In order to demonstrate market experience and breadth, identify other product offerings or tools from your company within the response. Please describe your experience.

Vendors will be evaluated on their experience (including length of time) as related to doing business with and supporting government entities, existing certifications, special capabilities, the Vendor's ability to staff potential SOWs and efforts, and broad-based organizational capabilities that will justify how the Vendor's organization can support the State of NH.

B.2 Current Use of Bidder-Proposed Solutions

When responding to a Request for Quote (RFQ/SOW), applications that constitute the Bidder's proposed solution must explicitly state what M365&CS licenses are required as well as any third-party applications.

Each RFQ/SOW may include requirements about the Bidder's experience in implementing a similar solution. Experience shall include requirements that include but are not limited to, how many solutions of a similar nature are implemented and operational, the size and complexity of the project, and any experience with statutory, regulatory, or industry standards. Data must not be removed or copied from the State's data environments or the Microsoft cloud environments without written, authorized permission of the State.

Each SOW will identify award criteria. (The agency will select award criteria and point allocations.) Sample award criteria follows:

- 1) Ability to meet "Mandatory Expertise or Contractor Qualifications" – 30 Points
- 2) Ability to meet "Key Staff Required with Subject Matter Expertise" – 20 Points
- 3) Optional interviews as deemed necessary by the State – 20 Points
- 4) Total cost – 30 Points

(No response necessary for B.2)

2. ADD THE FOLLOWING to Part II PROPOSED SCOPE OF WORK, Section B.4.2 Administration Roles Operations:

Note: Please see the About Admin Roles documentation at Microsoft for the complete list of Admin roles the State references: <https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/about-admin-roles?view=o365-worldwide>

3. Replace VENDOR PROPOSED POSITION RATES PRICING TABLE with the following:

POSITION	Year 1	Year 2	Year 3	Total Amount of Hourly Rates
	Hourly Rate	Hourly Rate	Hourly Rate	
TOPIC 2. PROJECT MANAGER				
3. M365&CS BUSINESS ANALYST				
4. MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR				
5. COMPLIANCE ADMINISTRATOR				
6. EXCHANGE ADMINISTRATOR				
7. GROUPS ADMINISTRATOR				
8. SHAREPOINT ADMINISTRATOR				
9. DYNAMICS 365 ADMIN ISTRATOR				
10. TEAMS ADMINISTRATOR				
11, 12, 13, 14. ADDITIONAL SUPPORT ROLES				
15. MICROSOFT TECHNICAL ARCHITECT				
16. SHAREPOINT ONLINE INFORMATION ARCHITECT				
17. MICROSOFT LEAD PLATFORM DEVELOPERS				
Hourly Rate Total for each year				\$

Please submit a filled out pricing table in accordance with PART III PROCESS FOR SUBMITTING A PROPOSAL

4. Replace PART V EVALUATION OF PROPOSALS table with the following:

CATEGORIES	POINTS
TECHNICAL PROPOSAL with the following potential maximum scores for each Technical Proposal category;	
Bidder Qualifications Bidder Company and Staffing Qualifications (Section B.1)	20
Technical Requirements Bidder Team Qualifications (Section B.3-B.4.3) Vendor Staff vs. Subcontractor mix (if applicable (Section C)	35
TOPIC 2. PROJECT MANAGER	3
3. M365&CS BUSINESS ANALYST	3
4. MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR	4
5. COMPLIANCE ADMINISTRATOR	2
6. EXCHANGE ADMINISTRATOR	2
7. GROUPS ADMINISTRATOR	2
8. SHAREPOINT ADMINISTRATOR	3
9. DYNAMICS 365 ADMINISTRATOR	2

10. TEAMS ADMINISTRATOR	3
11, 12, 13, 14. ADDITIONAL SUPPORT ROLES	2
15. MICROSOFT TECHNICAL ARCHITECT	2
16. SHAREPOINT ONLINE INFORMATION ARCHITECT	4
17. MICROSOFT LEAD PLATFORM DEVELOPERS	3
Supplemental Information: References (References will be evaluated based upon similarity to the NH scope of work as well as size and complexity of projects.)	10
PRICE PROPOSAL with the following potential maximum score;	35
TOTAL POTENTIAL TECHNICAL AND PRICE POINTS	100

PURCHASING AGENT: Paul Rhodes
E:Mail: NH.Purchasing@das.nh.gov

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

BIDDER Presidio Network Solutions LLC ADDRESS 10 Sixth Rd. Woburn MA 01801

BY James Doyle Digitally signed by James Doyle
DN: cn=James Doyle, o=Presidio,
ou=Executive,
email=jdoyle@presidio.com, c=US
Date: 2020.06.08 12:57:18 -0400 VP

(this document must be signed)

James J. Doyle TEL. NO. 781 638-2253

(please type or print name)

Please visit: <https://das.nh.gov/purchasing/purchasing.asp> (click on "Bid and Proposals") for complete bid and addendums.