



REQUEST FOR QUALIFICATIONS AND QUOTATIONS

SHAREPOINT CONSULTING SERVICES

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Responses to Vendor Questions Regarding the RFQQ

The following questions have been received from organizations indicating an interest in responding to Oregon Child Development Coalition's RFQ for SharePoint Consulting Services. These questions and OCDC's answers are made available to interested parties.

1. *Based on expressed needs surrounding the assessment of the current environment and how that will translate into recommendations for the new environment, is a governance model currently in place that would facilitate the decision-making process during a future project? If not, would assistance or guidance be sought in order to formulate one?*

Answer: Our governance model includes both a centralized core of support and decision-making for managing the farm and associated sites and databases, and dispersed content ownership and management. Our stated interest regarding the assessment of the current environment and recommendations is largely expected to address the environment at the higher level and less with our dispersed area leads. While refining our governance model is not the focus at this time, we may look at this as we proceed.

2. *Since OCDC is potentially exploring a migration to a cloud-based solution, is O365 being leveraged or licensed for any other enterprise application needs?*

Answer: O365 is not currently leveraged or licensed for any other enterprise applications, though the option is being explored.

3. *Would this project include migration of content from the current environment to the new? If so, is there an estimate for how much content that would include?*

Answer: If it is determined that migrating to a newer on-premises SharePoint version or online version would resolve user experience issues or would otherwise be appropriate, it is likely that content migration would be identified as a desired project. At this time, OCDC estimates that in its seven site collections, composed of 67,000 searchable items, fewer than 9,000 are essential documents and fewer than 1,000 are enterprise wiki pages.

4. *Does the current environment leverage any server-side customizations or globally deployed solutions that would need to be replicated in the new environment?*

Answer: The current environment does not leverage server-side customizations or globally deployed solutions.

5. *What type of service integrations (specific to scope item G) would be included in a move to a new SharePoint environment?*

Answer: The current SharePoint implementation is built with site-level and library-level silos which correspond with our agency teams. This has hindered user access to different but related information. For example, our Education team may have guidance and documentation published related to expectations for classroom operations, which is viewed by staff in that area. Our Family and Health Services team may similarly create and publish guidance related to classroom operations. Which set of guidance one finds depends on which “door” one goes through. Documents and forms are further separated from the guidance so that one may locate guidance but not the related documents or documents but not the related forms. One of our goals is to improve the way that related information is made available to users so that they can have quicker access and make better informed decisions.

6. *What is the total number of users currently using the existing SharePoint 2010 environment?*

Answer: There are currently over 200 employees who use SharePoint regularly to access agency guidance, documents, and forms. A smaller number use SharePoint for collaboration and project management. The goal would be for 900 of OCDC’s year-round staff to use SharePoint regularly to access both static and dynamic information. An additional 500 staff might access SharePoint but would be expected to be low-level users.

7. *Can you describe the use case of the current intranet and the user adoption issues you are experiencing?*

Answer: SharePoint implementation began in 2012 and, after a short period of external consulting, was developed and rolled-out with internally available resources. The primary motive behind the implementation was to assist the geographically dispersed staff (service centers are as far as 400 miles from the administrative office) in having access to agency guidance and documents. While the conversations about SharePoint have shifted to “Did you look at SharePoint for that?” or “That should be on SharePoint”, the system has not invited full participation of all users, as exemplified by the amount of data still stored in local file servers and being sent around through email. The most common reasons people identify for not using SharePoint for document storage or project

collaboration are that they don't know how to find documents once they have been uploaded to SharePoint or they don't use SharePoint often enough to remember how to use the available features or instruct others on SharePoint's use. Users identify frustrations with the amount of time they may spend searching for commonly used information.

8. *Timeline expectations for this project? Business drivers that are pushing this migration?*

Answer: We expect that we may need a series of projects over time to address current needs, as well as needs which are identified as users become more sophisticated and see additional opportunities to move work to SharePoint (work which is currently conducted across email or maintained in spreadsheets). We anticipate beginning work early in 2018. Updates are being driven by the identified need to advance SharePoint functioning to improve user experience as the agency has settled into expectations "that information is on SharePoint" or should be. Also driving the changes are:

- Time spent by staff in searching for guidance and documents.
- Structural barriers which are inhibiting integration among guidance and documents and among service area information silos.
- Lack of a shared agency calendar(s) in an intensely calendar-driven organization.
- Lack of an easily updatable and maintained staff directory to allow individuals or groups to be found.
- Loss of agency work and institutional memory when staff leave and important working files are stored off-site or in individual profiles rather than where they are centrally available and identifiable.

9. *What is the look and feel expectation for the new intranet, would you want it to be out of the box SharePoint or have a custom look and feel?*

Answer: It is expected that in order to meet user expectations of a user-friendly, intuitive intranet, SharePoint will need at least some level of customization to its look and feel. This might include development of custom page layouts in the wiki pages which contain different types of guiding information – from formal policies to "how to" guides – which should link to related documents, forms, people, and other information. Utilization of some global navigation, built on or beyond what is available OOTB is also expected to improve user experience.

10. *Is a budget established for providing consulting services to upgrade and customize the agency's SharePoint platform, for improved user adoption and system effectiveness? If yes, how much is the budget? Budget range expectation for the project?*

Answer: A budget / budget range has not been established at this time.

11. *Are there workflows in place in the current intranet?*

Answer: There are minimal workflows currently in place in the existing intranet and most of any active workflows are "out of the box" approval workflows.

12. *How many vendors will be submitting to this RFQ?*

Answer: As OCDC did not require potential respondents to indicate their intent to respond, it is unknown how many vendors will be responding to this RFQQ.

13. *As a result of selecting contractors through the RFQQ, what is the process for selecting contractors to work on actual projects? Do you use RFP, RFI, or another process?*

Answer: OCDC reserves the right to negotiate one or more contracts based on the submitted responses to this RFQQ or compile projects into one or more RFPs.

14. *Do you expect to release and RFP in the future? If yes, when?*

Answer: No RFP release has been planned. OCDC reserves the right to negotiate one or more contracts based on the submitted responses to this RFQQ.

15. *As a result of selecting contractors through the RFQQ, is it OCDC's intent to award a contract to the lowest cost bid? What would make you choose one vendor over another?*

Answer: As stated in RFQQ Section 6 - Contractor Selection Process, OCDC reserves the right not to be limited to the lowest cost bid. OCDC will pre-qualify vendors based on the scoring of vendors' responses, according to the evaluation criteria provided.

16. *Could you please let me if it's okay to have this work done on an onsite-offshore model?*

Answer: Working with an onsite-offshore model is not precluded from being considered. Our decision will be based on a respondent's rating against the criteria, which includes the respondent's ability to provide staff capable of meeting onsite and should include the respondent's ability to provide support during our operating hours, weighed alongside the other criteria about qualifications and cost.

17. *We don't technically have staff in the Portland area yet. We've been servicing our clients in that area from other offices. Your RFQQ said "local" resources so I wanted to verify with you if that was a deal breaker or not.*

Answer: We would prefer to have some face to face time with our consultant / consulting team, but that does not preclude working with organizations outside of the Portland metro area. Our decision would take into account: the costs of holding those face to face meetings and our ability to access support during most of our normal working hours.