



Ogden City Corporation

Request for Proposal

Microsoft Enterprise Agreement Renewal

Q & A

Is the City expecting standard business hour support (e.g., 8am–5pm, M–F), or are there any after-hours or on-call requirements? **Standard Business Hours Support**

Can you clarify whether Tier 1 support includes desktop, printer, and user device issues, or is the focus strictly on Microsoft licensing and cloud services? **Strictly licensing and cloud services**

Escalation & SLAs

Does the City already have a preferred SLA or support response time expectation for Tier 1, 2, and 3 support levels? **Tools & Integration**

Does the City currently use a specific ITSM or ticketing platform (e.g., ServiceNow, Jira, Freshservice), or is the vendor expected to provide and maintain one? **We don't need this - We have our own ticketing platform. We only need MS licensing**

Additionally, the RFP mentions “Premier or Unified Support”, can you confirm if the City already holds one of these Microsoft support agreements, or is the vendor expected to incorporate this into their service delivery? **The RFP does not mention anything about Premier or Unified support. The city currently has MS agreements through a third party which is what we are trying to ask for though this RFP to solicit a vendor to renew our MS licensing support services.**

Phase 2 Preparation – **There is no indication of a phase two.**

Will vendors selected for Phase 2 be provided with detailed infrastructure documentation and information on current support gaps to aid in accurate pricing? **There are no phases in RFP.**

Will the City allow adjustments to staffing levels and support models between Phase 1 and Phase 2 if initial assumptions change? **We reiterate - there are no phases to the rollout of support models.**

On-Site Logistics

In the event of in-person support, will the City provide a designated workspace, or is the vendor expected to arrange local office access for assigned personnel? **We do not need in person support, this is strictly MS licensing.**

How often does the City anticipate needing on-site presence versus fully remote support? **Please refer to above. We do not anticipate onsite support.**

We appreciate your time and consideration and look forward to your guidance as we prepare our Phase 1 submission ahead – **We are not sure what phase 1 that you are referring to is in lieu of our RFP.**