



Request for Quotations (RFQ)

RFQ Number: AGO-ITS-0365

The Ohio Attorney General's Office is seeking quote submissions in response to this Request for Quotations for the following work:

Microsoft Office 365 GCC Tenant Security and Compliance Configuration

Deadline for submission of Quote Response: August 13, 2021, 8:00 A.M. Eastern Time

Overview and Purpose

Ohio Attorney General Dave Yost is an elected official who is the Chief Law Officer for the State of Ohio and its agencies, boards and commissions. The office consists of about 1600 employees in nearly 30 distinct sections that advocate for consumers and victims of crime, assists the criminal justice community, provide legal counsel for state offices and agencies, and enforce certain state laws.

The purpose of this request is to solicit responses for the selection of a qualified and experienced vendor to work with the Ohio Attorney General's Office (AGO) to configure all security and compliance requirements for Microsoft Office 365 GCC Tenant ("O365 Tenant").

The AGO's O365 Tenant must adhere to various security and compliance requirements to transmit, store, and process criminal justice information ("CJI"), federal tax information ("FTI"), personally identifying information ("PII") or electronic protected health information ("EPHI").

The selected vendor will be responsible for three (3) phases of the security and compliance configuration to include:

1. Discovery and Assessment;
2. Planning and Design; and
3. Deployment, Configuration, and Documentation.

Upon completion of work by the selected vendor, the AGO's O365 Tenant will, at minimum, meet or exceed applicable standards of National Institute of Science and Technology (NIST) standard [800.53](#), Internal Revenue Service (IRS) Publication 1075, and Criminal Justice Information System ("CJIS") Control Mappings.

Scope of Work and Required Deliverables

The vendor duties required for each phase will, at a minimum, include:

Discovery and Assessment:

- Analyze the AGO's current O365 Tenant design and configuration to establish a baseline of the AGO's current configuration.
- Conduct interviews, whiteboard sessions, and design sessions with key stakeholders to understand current and required future designs.
- Perform identification and information gathering related to the AGO's existing tools, incident management, response, and recovery.
- Evaluate IRS Publication 1075, CJIS Control Mapping, and NIST [800.53](#) standards and determine which controls must be implemented to meet all three (3) standards.
- Review and identify security best practices with the AGO team to identify shortcomings in the AGO's current and future configuration plans.
- Provide the AGO a high-level project timeline estimate.

Planning and Design:

- Gather requirements and use cases for O365 Tenant security and compliance implementation.
- Develop and provide the AGO design, configuration, and implementation plans for updating the AGO's O365 Tenant to meet IRS Publication 1075, CJIS Control Mapping, and NIST [800.53](#).
- Assist the AGO team in identifying and defining role-based access controls for AGO ITS support staff who will be responsible for supporting and maintaining the O365 Tenant into the future.
- Obtain written approval from the AGO prior to any deployment or configurations being made.

Deployment, Configuration, and Documentation:

- Perform the deployment and configuration of O365 Tenant to meet NIST [800.53](#), IRS Publication 1075, and CJIS Control Mapping as identified in the planning and design phase.
- Provide validation and testing that all controls have been successfully implemented and meet NIST [800.53](#), IRS Publication 1075, and CJIS Control Mapping.
- Review and provide improvement suggestions of AGO technical and acceptable use policies
- Provide the AGO a minimum of twenty (20) hours of coaching and training on future maintenance and support related to the implemented security controls in O365 tenant.
- Provide the AGO all documentation, scripts, and code of O365 Tenant compliance to NIST [800.53](#), IRS Publication 1075, and CJIS Control Mapping no more than ninety (90) days after configuration has been implemented.

AGO Request for Services

Responsibilities of the vendor:

1. Provide Microsoft Office 365 GCC Tenant security and compliance phases to include Discovery and Assessment; Planning and Design; and Deployment, Configuration, and Documentation as requested by the AGO.
2. Provide a detailed plan identifying vendor resources, work timeline, and the necessary tasks to be performed by the vendor.
3. Complete all approved configuration changes in the AGO's O365 Tenant.
4. Document all control and setting changes in O365 Tenant Compliance Manager indicating when it was completed and providing proof of the implementation.
5. Provide the AGO with all work-related documentation, scripts, and code no more than ninety (90) days after configuration has been implemented.
6. Provide Work Management:
 - Submit weekly report of billable services provided.
 - Provide timely alerts when hours are tracking to exceed quoted hours on tasks for any given month/phase.
 - Provide Project Change Request ("PCR") for any hours required beyond the agreed to amount in a given month. PCR will document and must be approved in writing by the AGO for work requiring additional hours before that work is performed.
 - Manage resources assigned and scheduling of support services.

AGO Assumptions

1. AGO will assign a main point of contact with authority to authorize and prioritize services requested by AGO.
2. AGO can request services verbally, via email to the vendor, or through other means which assure request will be received in a timely manner. Verbal requests for services will be documented in writing.
3. The AGO will only be charged for the actual work authorized by the AGO.
4. All requests for after hours or holiday work need to be approved by the AGO in writing.
5. The AGO will provide remote access to servers, applications, and systems as required for the selected vendor to perform the work.
6. The AGO will provide Microsoft licensing information as requested by the vendor.

Required and Desired Experience and Professional Requirements

The selected vendor **must meet** the following experience and professional requirements to be considered for and to complete the work:

- Minimum of three (3) years of experience in the field of Microsoft Office 365 GCC Tenant configuration.
- Minimum of three (3) references of customers who the vendor provided the same or similar services.

The selected vendor is **preferred to meet** the following experience and professional requirements to complete the work:

- Microsoft Gold Security Partner
- Microsoft Gold Cloud Productivity Partner
- Microsoft Gold Cloud Platform Partner
- Microsoft Gold Small and Midmarket Cloud Solutions Partner
- Microsoft Gold Enterprise Mobility Management Partner
- Microsoft Gold Collaboration and Content Partner
- Microsoft Gold Messaging Partner

Preference will be given to organizations that have any one or more of these Microsoft certifications.

Inquiries and Communication

Unless the AGO advises differently, all contact is to be in writing using the State of Ohio Procurement website. All inquiries and responses will be posted to the same website. The due date for any inquiry within the intent and scope of this RFQ must be received by July 30, 2021, 8:00 A.M. Eastern Time.

Any reference materials related to this RFQ will be available on the State of Ohio Procurement website. The State of Ohio Procurement website address is linked from www.ohioattorneygeneral.gov/Business/Services-for-Business/RFQ.

Calendar of Events and Deadlines

All dates following the Quote Due Date are estimates and subject to change.

RFQ Issue Date	July 27, 2021
Inquiry Period Begins	July 27, 2021
Inquiry Deadline	July 30, 2021, 8:00 A.M. Eastern Time
Quote Due Date	August 13, 2021, 8:00 A.M. Eastern Time
Estimated Selection Date	August 2021
Estimated Contract Execution Date	September 2021

Quote Submission

Any quotation received after the required time and date specified for receipt shall be considered late and non-responsive. Any late quotations will not be evaluated for award.

All responses must be submitted no later than August 13, 2021, 8:00 A.M. Eastern Time via email to: AGO-ITSProcurement@OhioAGO.gov, referencing RFQ# AGO-ITS-0365.

When submitting bid files, vendors should note the following:

- All attachments should be in PDF format, unless directed differently by this document.
 - When directed, other file types may be attached but only the following file extensions will be allowed: .docx, .xlsx, .zip.
- Email body and attachments combined cannot exceed 18 MB. Be sure to break up your submission into parts that are small enough to meet this requirement. This will prevent rejections by the email server and the resultant lost time from responding to and resending failed submissions.
- If the attachment cannot be parsed into small segments and emailed separately, contact us, at the email address above, well in advance of the required time and date specified, for another method of file transfer or bid submission. Any late submissions will not be evaluated for award.

The AGO has the discretion to select a vendor and to reject responses that are not in the best interest of the AGO, or to cancel this RFQ. The AGO may waive minor defects and/or request clarifications in the responses that do not materially deviate from the specifications or otherwise create an unfair competitive advantage.

All responses to this RFQ must include the information listed below to ensure the quote submission is considered for this opportunity.

Quote Content

All responses to this RFQ must include the information listed below to ensure the quote submission is considered for this opportunity. Any material deviation from the format or information below may result in rejection of a response.

IMPORTANT NOTE: The AGO will only consider quotes that have the following required information:

1. A Quote Cover Letter on company letterhead that includes at a minimum:
 - AGO Request for Quote number.
 - Contact Person, who has the authority to answer questions regarding the quote, including their Name, Title, Address, Phone Number, and E-mail Address.
 - DAS State Term Schedule (STS) Number, if applicable.
 - DAS contract price list line item description(s).
 - List price and discounted price for AGO.
 - Quote date expiration (at least 60 days from deadline date).

- Acknowledgement of the work scope and duration.
 - Name, Title and Signature of an individual authorized to legally bind the company.
2. Required Minimum Vendor Experience referencing and detailing prior work similar in scope.
 3. Desirable Vendor Experience and Professional Requirements.
 4. Required three (3) Vendor References.
 - Including the Name, Title, Address, Phone Number, and E-mail Address of a contact.
 5. Detailed plan of execution describing how the work requirements will be met.
 - Include a work timeline and the duration for each phase of the work.
 - Include a staffing plan, including work team members, their roles and time commitments.
 - Include proposed personnel and personnel resumes.
 - Include a plan for providing all work-related documentation, scripts, and code.
 6. Vendor assumptions, if applicable.
 7. AGO responsibilities, if applicable.
 8. Total not-to-exceed cost and cost breakdown for each phase of the work.
 - The quote must include all costs to accomplish the work requested in the Scope of Work and Required Deliverables section of this RFQ to ensure the successful completion of the required work as a **not-to-exceed fixed price**.
 - The quote must include the **fee structure**, based on proposed positions and rates.
 - The quote must include the **work effort** for each Phase to include all Deliverable items listed in the Discovery and Assessment; Planning and Design; and Deployment, Configuration, and Documentation phases, including:

Phase	Deliverable
Discovery and Assessment	Analyze current design and configuration
	Conduct interviews, whiteboard sessions, and design sessions
	Perform identification and information gathering
	Evaluate security and compliance requirements and determine controls to be implemented
	Review and identify security best practices
	Provide project timeline
Planning and Design	Gather requirements and use cases for implementation
	Develop and provide the AGO design, configuration, and implementation plans
	Assist in identifying and defining role-based access controls
	Obtain written approval for deployment or configurations

Phase	Deliverable
Deployment, Configuration, and Documentation	Perform the deployment and configuration of 0365 Tenant to meet security and compliance requirements
	Provide validation and testing that all controls have been successfully implemented
	Review and provide improvement suggestions of technical and acceptable use policies
	Provide a minimum of twenty (20) hours of coaching and training on future maintenance and support
	Provide all documentation, scripts, and code of 0365 Tenant compliance no more than ninety (90) days after configuration has been implemented

Payment will be made when compliance to NIST [800.53](#), IRS Publication 1075, and CJIS Control Mapping standards and requirements is validated by the AGO.

The AGO will not be liable for any costs incurred by a vendor in responding to this RFQ, regardless of whether the AGO awards any contract(s) through this process, decides to cancel this RFQ for any reason, or issues another RFQ if it is deemed to be in the best interest of the AGO to do so.

The AGO reserves the right to negotiate any and all terms associated with this RFQ, including price. It is entirely within the discretion of the AGO to permit negotiations. A vendor must not submit a response assuming that there will be an opportunity to negotiate any aspect of the response. The AGO is free to limit the negotiations to particular aspects of any response.

Vendors should not base their pricing on the assumption of long-term financing by the AGO that extends beyond the current biennium, which ends June 30, 2023.

The current Ohio General Assembly cannot commit a future Ohio General Assembly to expenditure. Therefore, the resulting contract will automatically expire at the end of each fiscal biennium (June 30th of every odd year). The AGO may renew a contract in the next biennium by issuing written notice to the contractor of the decision to do so. This expiration and renewal procedure also will apply to the end of any subsequent biennium during which the scope of work continues, including any optional renewal periods.

The contract will be awarded to the vendor that offers the best value, based on a combination of qualifications and price. The contract may not necessarily be awarded to the lowest price quote.

Work Location

In adherence to best practices brought about in response to COVID-19, the Ohio Attorney General's Office moved to a "remote work" status effective March 18, 2020. As a result, all work performed under a contract awarded pursuant to this RFQ will also be conducted remotely at the candidates' location. Neither the

vendor or its candidate(s) shall be reimbursed for travel, lodging or any other expenses incurred in the performance of the work under the contract.

All work performed under the resulting contract must be performed within the territory of the United States. All services provided by the selected contractor must not be performed outside of the United States without AGO's written permission provided in advance. AGO data must not be stored, accessed from or transmitted to outside of the United States without AGO's written permission provided in advance.

The vendor's personnel will work within the AGO's Information Technology Session provided and report to the manager indicated.

Terms and Conditions

The selected vendor may not report to the AGO, ship any equipment to the AGO, and no work may commence until an AGO contract has been fully executed, as well as all other applicable agreements, including end user license agreements (EULA), subscription, and/or other license agreements have been fully executed, background checks are completed and approved for all vendor employees, and a purchase order is issued to the vendor. Note that the contracting, background check, and purchase order processes may take up to six weeks in total to complete.

Additionally, the selected vendor(s) may be required to sign various AGO forms and/or agree to comply with certain requirements prior to commencement of work, including the following:

- AGO Non-Employee Computer Usage, Network Access, Internet Usage and Social Media Policy, Acknowledgement form. This is an AGO nondisclosure statement. Attachment A.
- Agreement for the Purchase of Goods and or Services. This is an example of the AGO agreement. Attachment B.

Once the selected vendor reports to the AGO, all work will be conducted in accordance with AGO policies, procedures, coding standards, and best practices as instructed by the AGO.

The AGO is subject to the requirements of the Ohio Public Records Act, located at Ohio Revised Code Section 149.43. Accordingly, vendors must understand that information and other materials submitted in response to this RFQ or in connection with any contract as a result of this RFQ may be subject to disclosure as a public record. Accordingly, responses should not include any confidential or trade secret information.

During the term of any contract resulting from this RFQ, the vendor shall be engaged by the AGO solely on an independent contractor basis, and the vendor shall therefore be responsible for all the vendor's business expenses, including, but not limited to, employees' wages and salaries, insurance of every type and description, and all business and personal taxes, including income and Social Security taxes and contributions for Workers' Compensation and Unemployment Compensation coverage, if any.