

Response to questions received on NMHX IT Managed Services RFQ

1. Reference Scope of work 3.3.2: Does this contract need to be inclusive of the entire server migration/new server project, or will that be bid separately? If separately, does it still need to fall under the \$99,000 figure?
 - a. **Response:** Yes the cost for migration needs to be included, it is in scope of this bid and not separate. Cost for actual Server procurement does not need to be included. Please show this as a separate line item on your Cost Proposal
2. Reference Form and Content of Quotes 4.2: May we include a Table of contents? If yes, will it be considered part of our 5 page limit?
 - a. **Response:** Yes include TOC we will not count towards limit
3. We need to know if there are any requirements in terms of hours on-site versus remote support and management, ticketing system use, and if the servers are on-site or off-site.
 - a. **Response:** NMHIX does not have restriction on onsite v/s offsite support, there will be support needs to support users that have to be done onsite. Please describe in your response what underlying assumptions are.
 - b. **Response:** Servers are located in our Santa Fe office that will have to be migrated to Albuquerque. We are looking to purchase additional new sever and find an offsite Data Center in Albuquerque to host them. Our office in Albuquerque is not suitable for hosting a server securely.
 - c. **Response:** We have 1 server Small Business Server 2011 that is located in our Santa Fe office, we will be migrating this server to Albuquerque and use it as backup/development server. We are looking to purchase additional self-contained new sever/s working with the chosen vendor (e.g of servers 1 Dell PowerEdge VRTX Tower Chassis Customizable and 2 Dell PowerEdge M520 Server Node for VRTX Chassis) and find an offsite Data Center in Albuquerque to host them. Our office in Albuquerque is not suitable for hosting a server securely.
4. What is the number of physical and virtual servers that are in the NMHIX environment? I see 3 hosted Microsoft servers in the RFQ. Are their additional servers beyond these three?
 - a. **Response:** Please see response to questions #3 above
5. As for the servers, is cloud hosted servers not an option?
 - a. **Response:** NMHIX would discuss other possible options with chosen vendor. Please specify in your cost proposal options for server to be located in physical data center in Albuquerque that NMHIX will procure working with chosen vendor and a cloud option.
6. Is there a number of calls on average that you could share? What is the expectation for onsite v/s remote support
 - a. **Response:** NMHIX is a small organization. We do not anticipate high calls for support. Other than regular desktop and server maintenance along with any break fix we do not

anticipate high support needs. Please specify in your cost proposal assumptions on call/ticket volume and provide tiered structure if applicable.

- b. Response:** We do not have set expectation for onsite v/s remote support. We are not opposed to remote support if it allows us to keep our cost low without sacrificing quality of work and timely response/resolution. Please specify in your cost proposal assumptions that are made on onsite v/s remote. Provide options that NMHIX can choose from, if applicable.
7. Reference 3.2, Scope of Work Topics: Support costs is requested for 3 servers. What mix of physical vs virtual?
 - a. Response:** Please refer to question #3
8. Reference 3.2, Scope of Work Topics: Item number 8 requests support for the "Datto system". Support is currently built into a separate BDR contract. Should this be broken out? If so, can I assume the BDR service/support contract is outside the scope of this RFP?
 - a. Response:** NMHIX currently has Datto Siris SB2000 device. We are looking to upgrading it to Siris Enterprise SE5000 or SE10000 and would work with choose vendor to perform this upgrade. Please include in your cost proposal, as a separate line item, any cost associated with supporting this upgrade and ongoing support
9. Reference 4.4.4, Detailed Price Proposal: Will NMHIX allow a fixed price or does it allow a hourly monthly rate?
 - a. Response:** Please include fixed cost proposal for regular IT Managed Services for Scope of Work specified in Section 3 of the RFQ. Also include in your cost proposal items that would be considered outside of this scope of work under an hourly rate and provide rate card for these services. Please provide all assumptions that go into your cost proposal.
10. Will NMHIX consider to collocate Data Center with our other customers that are a good fit?
 - a. Response:** NMHIX wishes to procure and setup its IT Infrastructure that is IT Managed Service vendor neutral in case of future transition to a different vendor or if NMHIX wants to bring it in-house. As such we do not want to collocate.

Response to questions received on NMHX IT Managed Services RFQ by Dec 10th

1. Is the physical address for delivering the hardcopies 6301 Indian School Road NE, 1st floor?

- a. **Response:** Please send in hardcopies of responses to
Raj Shethia
New Mexico Health Insurance Exchange (NMHIX)
6301 Indian School Road NE, Suite 100
Albuquerque, NM 87110

2. The response to Q1 states that anything in the RFQ's scope should be included in the \$99K figure. The response to Q5, however, suggests that we should add a cloud option to the cost proposal. That seems contradictory to us. The response to Q8 also asks for a separate line item for the cost of supporting the upgrade and ongoing support of the Datto Siris device, yet that task is in the scope of the RFQ. Please provide a revised cost proposal so that we are providing the information you wish to evaluate?

- a. **Response:** Q5 – Per response to Q3 NMHIX intends to rent a space at an offsite secure data center in Albuquerque, NM. Chosen vendor, ***as part of the scope of work in this RFQ***, will assist with new server procurement, installation and migration from our Santa Fe office. Also this is the location where the chosen vendor would have to travel to provide any ongoing support that cannot be done remotely.

Question was asked if NMHIX would consider a secure cloud option instead. We asked bidders to provide that as a separate line item if they want to, as we believe that could potentially lower the cost if NMHIX chooses to go that route

- b. **Response:** Q8 – To clarify, Yes ongoing support of Datto Siris is part of the scope of work of this RFQ. NMHIX is looking for a onetime migration to higher capacity enterprise level Datto Siris, we are asking vendors to call out any cost (which should be minimal) associated with supporting this migration as a separate line item.