ADDENDUM

Issued February 19, 2019

TO

REQUEST FOR QUOTE

FOR

Office 365 – Productivity Software Training for

Period of: March 4 to April 12 2019

(RFQ# 19-001)

(RFQ Issued February 7, 2019)
NOTICE TO PROPOSERS

Proposers are required to acknowledge this Addendum Section. This Addendum shall be included in the RFQ and shall be part of the RFQ documents. All conditions not affected by this Addendum shall remain unchanged.

South Carolina Legal Services (SCLS) seeks quotes from qualified Computer Software Training vendors (herein after “Services”), in response to this Request for Quote (RFQ). The focus of the RFQ is to select a vendor to provide computer software training, specifically for Office 365 (0365) Workplace Productivity training.

SCLS reserves the right to accept or reject any and all proposals, or any part of any proposal, without penalty. In addition, SCLS reserves the right to fund (and proceed with project or purchase), not to fund the project, or to partially fund the project. Any allowance for oversight, omission, error, or mistake by the Vendor made after receipt of the proposal will be at the sole discretion of SCLS.

This Addendum consists of South Carolina Legal Services’ responses to written questions that were received by SCLS as of February 14, 2019 - by 4:30 pm EST.

The “ADDENDUM RECEIPT ACKNOWLEDGEMENT FORM” on the last page of this Addendum must be signed and dated in the spaces provided and submitted with your Proposal. All Proposers must submit this form with its Proposal regardless of the content contained in the Addendum.

<table>
<thead>
<tr>
<th>Question 1:</th>
<th>Are you currently using an incumbent vendor?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer 1:</td>
<td>No.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question 2:</th>
<th>If we decide on a dedicated class at your location, what kind of training facility do you provide?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a. How many people do they accommodate?</td>
</tr>
<tr>
<td></td>
<td>b. Do they have computers?</td>
</tr>
<tr>
<td></td>
<td>c. Do they have internet connection?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Answer 2:</th>
<th>If on-site training is requested, for planning purposes, vendor would be required to specify:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a. Specific office location - (each “potential training location”) has space that would accommodate up to 10+ users;</td>
</tr>
<tr>
<td></td>
<td>b. Number of employees to be trained effectively per class; and</td>
</tr>
<tr>
<td></td>
<td>c. Necessary equipment and technologies (hardware and/or software), that SCLS would need to provide for on-site user training.</td>
</tr>
</tbody>
</table>

SCLS’ “Potential SCLS Training Locations” have Internet connectivity.

<table>
<thead>
<tr>
<th>Question 3:</th>
<th>Would you entertain doing Online Live classes remotely?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer 3:</td>
<td>No; whether it’s off-site or on-site, SCLS believes that hands-on ‘in person’ training is necessary for its employees.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question 4:</th>
<th>In your scenarios: Do you want to do Word, Excel, Outlook, Office 365, Lync and SharePoint Site Manager all in one day?</th>
</tr>
</thead>
</table>
**Answer 4:** The Training scenarios included in RFQ were ‘scenarios’ not “mandatory requirements”; the ‘desired outcomes’ of 0365 productivity training are found on page 4 of the RFQ. The RFQ requests SPO ‘site user’ training.

The one day training will be training staff on the **desktop version** of Office 365.

The RFQ focuses predominately on O365 workplace productivity training. SCLS envisions the transition/learning curve from MS Office 2013 to Office 365 online for employees to be the focus.

Please see Question/Answer 10 below.

**Question 5:** Since Microsoft Teams is replacing Skype for Business (which previously replaced Lync), would you prefer training to focus on Teams?

**Answer 5:** Yes.

**Question 6:** Is there any interest for virtual training options, so that users can attend training from outside Columbia, Charleston, or Greenville?

**Answer 6:** No; whether it’s off-site or on-site, SCLS believes that hands-on ‘in person’ training is necessary for its employees.

**Question 7:** Are you open to including pre-training assessments to determine the current level of skills of those attending?

**Answer 7:** Possibly; SCLS request that vendor provide additional information regarding a ‘pre-training assessment’ and time requirements for such assessment.

**Question 8:** After analysis of the aforementioned pre-training assessments, would there be any flexibility in the training scenarios provided in the RFQ to best meet the needs of the attendees?

**Answer 8:** Training scenarios included in RFQ were ‘scenarios’ not “mandatory training requirements”.

SCLS expects the vendor to provide hands-on, in person trainings to employees that enable employees to understand and accomplish the functionality of the desired outcomes as listed on page 4 of the RFQ.

The goal of the hands-on, in person trainings are to educate and train users on how to effectively use the 0365 workplace productivity applications.

**Question 9:** Are you currently using SharePoint in any way? If so, how?

**Answer 9:** Yes; SCLS has a SharePoint Online (SPO) intranet and has introduced employees to the SPO Intranet; SCLS’ intends to implement our SPO Intranet **after** employees are trained on 0365.

**Question 10:**

(a) Do you intend to use the desktop versions or the Office 365 online applications as primary?

(b) If using the desktop, are users working with 2016 or the updated versions installed from the Office 365 subscription?

**Answer 10:**

(a) SCLS will use the desktop version on pcs, which will be the primary; SCLS currently uses MS Windows 10 Professional and Office 2013;
(b) SCLS plans to use the updated version installed from the Office 365 subscription.

**Question 11:**
In your Request for Quote, you mentioned that your offices would accommodate 10+ users. Would the vendor be providing equipment, or does the room come equipped with all necessary technologies (hardware and/or software)?

**Answer 11:**
If on-site training is requested, for planning purposes, vendor would be required to specify:

a. Specific office location - (each “potential training location”) has space that would accommodate up to 10+ users;
b. Number of employees to be trained effectively per class; and
c. Necessary equipment and technologies (hardware and/or software), that SCLS would need to provide for on-site user training.

SCLS’ “Potential SCLS Training Locations” have Internet connectivity.

**Question 12:**
If I understand correctly, you want us to provide a one day class that covers items a-f in section 3 of the RFQ.

**Answer 12:**
Yes; one day per training session.

**Question 13:**
1) You want us to price it based on three criteria
   
a. Class size - Minimum and maximum size
   
b. Class location - Our site or yours (Columbia, Greenville, Charleston)
   
c. Class experience level - Basic or advanced group

**Answer 13:**

a. Articulate the preferred size, i.e. how large of a group can your facility train effectively in each training session.
b. If vendor’s location(s) is convenient for some or all of our offices to travel, SCLS prefers that staff are trained at vendor’s off-site location(s). SCLS is open to discussing logistics, etc. prior to the submission deadline.
c. Vendor should articulate the difference between ‘basic’ or advanced’ 0365 training. If requested, SCLS is willing to poll employees to determine level of familiarity with 0365.

**Question 14:**
The negotiation/award date is outlined as February 28-March 1st, with training beginning as early as March 4th. What is the expected start date for training, and how far in advance would scheduling occur?

1) Can I assume then that I am just quoting a per day rate to cover the content noted in section 3, items a-f?

2) So then, based on how many students SCLS wants to attend each session, SCLS will request the number of training days it wants and where, and the per day rate will apply with each training day SCLS requests?

3) You mention in section 7 item 1 to note if “rates are fixed or change for afterhours work”. Just above that it says that training needs to be between 9 AM and 4:30 PM. Is there a chance this could change?

**Answer 14:**
The expected start date for training will be decided during the negotiation/award period with the successful vendor. SCLS is amenable
to follow up discussions on the scheduling and duration of a training period.

1) Yes; hands-on training will involve Section 3 items (a) through (f);

2) In order to schedule the number of students to be trained each day, SCLS expects the vendor to specify the maximum number of students to effectively train on (a) through (f) per day. See Questions/Answers 8 & 10 above.

Along with the proposed training location, the quote proposal must include the ‘per day rate’ for each trainee’s training session.

3) SCLS is a non-profit entity. All cost proposals should be “fixed” pricing. In-person trainings must occur between the hours of 9:00 a.m. and 4:30 pm. Monday – Friday. SCLS does not expect any “after-hours” work.

END OF ADDENDUM 1
ADDENDUM - RECEIPT ACKNOWLEDGEMENT FORM

REQUEST FOR QUOTE

FOR

Office 365 – Productivity Software Training for

Period of: March 4 to April 12 2019

(RFQ# 19-001)

(RFQ Issued February 7, 2019)

By signing this Acknowledgement and submitting same with its Proposal submission, the undersigned Proposer acknowledges receipt of this Addendum.

Proposer further acknowledges that it has read and reviewed the information contained herein, understands same, and that its questions, if any presented, have been answered satisfactorily.

Proposer agrees that it shall incorporate/consider the information contained in this Addendum in preparing and providing its proposal price.

In addition, this Addendum - Receipt Acknowledgement Form (page 5) must be signed and dated and attached to the proposal submittal.

Signature: _____________________________________________________________

Company Name: ________________________________________________________

Proposer Acknowledgement Date: _________________________________________

Print & Sign Company Principal Name & Title: ________________________________

__________________________________________________________