

Q&A

Questions due 08/13/2026, 2:00pm EDT
Answers due before 08/17/2026, 2:00pm EDT

Q1: Are web terms okay for this or would you like it on contract?

A1: The College would consider consortium-awarded services provided they offer the best-fitting proposal for the services requested in the RFP.

Q2: Since it takes longer for us to prepare a quote for Managed Services as compared to hardware quotes, I would request an extension in the submission due date by at least 5-7 days. This extension shall be utilized in accordance with Zones five-star services since we will be focusing highly on the delivery planning and budget management while we produce a competitive proposal for you.

A2: The College can accommodate an extension of the proposal submission deadline. Any revised due date will be communicated through an official Purchasing addendum; vendors should rely on the currently posted due date unless and until an addendum is issued.

Q3: How many Microsoft support cases were opened in the past 12 months (by service and severity if data is available)?

A3: WCC opened approximately 12 Microsoft-related support incidents during the past 12 months. A detailed breakdown by Microsoft service and severity is not currently available. This volume is provided for informational and proposal-planning purposes and should not be interpreted as a guaranteed annual support volume.

Q4: What support model is WCC using today for Microsoft support and escalation?

A4: WCC currently utilizes the standard support resources available through its existing Microsoft services and licensing. The College does not currently maintain a dedicated third-party Microsoft support agreement. Issues requiring Microsoft assistance are escalated through the support channels available to WCC through Microsoft.

Q5: Does this scope include only incident support, or also configuration changes, project work, and engineering services?

A5: The base scope is primarily for incident/problem support, troubleshooting, escalation assistance, and engineering guidance for Microsoft technologies covered by the RFP. Reasonable configuration guidance associated with resolving an incident is in scope. Material project work, migrations, or significant configuration changes should be separately identified and priced unless specifically included in the vendor's proposed service offering.

Q6: Will support requests come only from WCC IT staff, or can faculty and staff contact the vendor directly?

A6: Support requests will originate from authorized WCC IT staff. Faculty, staff, and students are not expected to contact the selected vendor directly unless WCC specifically authorizes an exception for a particular incident or engagement.

Q7: Should vendors assume all services will be delivered remotely, or is onsite support expected?

A7: Vendors should assume remote delivery as the standard support model. Onsite support is not expected for

routine incidents; if onsite assistance becomes necessary, it would be coordinated in advance with WCC and handled under the agreed contract terms and pricing.

Q8: Can you provide an example of a ticket you submitted for this type of support?

A8: WCC is not providing a historical ticket for distribution. A representative support scenario would be a production-impacting Microsoft 365 or Azure issue in which WCC IT has completed initial troubleshooting and needs advanced vendor assistance to isolate the cause, engage Microsoft when appropriate, recommend remediation, and remain involved through service restoration and root-cause follow-up.

Q9: Can WCC provide a high-level inventory of the Microsoft services currently in production, including Azure workloads, Defender modules, Purview components, and third-party integrations?

A9: WCC's high-level Microsoft environment includes Microsoft 365, Microsoft Entra ID, Microsoft Intune/Configuration Manager co-management, Microsoft Defender XDR, and Microsoft Purview capabilities. Approximately 3,000 devices are represented in Intune. Defender for Endpoint has limited deployment, while Microsoft Sentinel, Defender for Identity, Defender for Cloud, and Windows Autopilot are not currently deployed or broadly in use. WCC does not currently have significant production Azure infrastructure workloads identified. Significant third-party integrations may vary by service and will be addressed as needed during support engagements.

Q10: What is the approximate number of managed endpoints currently enrolled in Intune and/or Autopilot?

A10: WCC currently has approximately 3,000 devices represented in Microsoft Intune, primarily consisting of co-managed and Configuration Manager-managed Windows endpoints. WCC does not currently have devices registered with Windows Autopilot.

Q11: Does WCC currently operate a hybrid Exchange environment, or has all mailbox infrastructure been migrated to Exchange Online?

A11: Yes

Q12: What Azure services are currently in use and expected to be included within the support scope (e.g., Azure Virtual Machines, Azure Virtual Desktop, Azure App Services, Azure Networking, Azure Backup)?

A12: WCC does not currently operate any production workloads in Microsoft Azure. However, the College may adopt Azure services during the term of the agreement. The selected vendor is expected to have the expertise and capability to provide support, troubleshooting, configuration guidance, and escalation assistance for Azure services as they are implemented. Potential services may include, but are not limited to, Azure Virtual Machines, networking, storage, backup/recovery, application services, and related Azure infrastructure services.

Q13: Are Microsoft Sentinel, Defender XDR, Defender for Endpoint, Defender for Identity, or Defender for Cloud currently deployed and expected to be supported under this agreement?

A13: WCC currently utilizes Microsoft Defender XDR. Microsoft Sentinel, Defender for Identity, and Defender for Cloud are not currently deployed or in use. Defender for Endpoint has limited deployment and is not broadly deployed across the College's endpoint environment. Vendors should include support for Microsoft Defender XDR

within the proposed services and identify their ability to support the other listed Microsoft security services should WCC deploy or expand their use during the contract term.

Q14: Approximately how many Microsoft-related support incidents/tickets does WCC experience annually?

A14: See answer #3.

Q15: Will support requests originate solely from WCC IT staff, or will the selected vendor be expected to interact directly with faculty, staff, and end users?

A15: Support requests will originate from authorized WCC IT staff. The selected vendor may need to interact with WCC employees during troubleshooting when coordinated by WCC IT, but the vendor is not expected to provide direct end-user help desk services.

Q16: Does WCC require onsite support services at any point during the contract term, or are all support services expected to be delivered remotely?

A16: Remote delivery is expected for normal support services. Onsite support is not a routine requirement but may be requested by mutual agreement if a specific incident or project warrants it.

Q17: Is the awarded vendor expected to provide after-hours change support for maintenance windows, migrations, or Microsoft-related projects?

A17: Yes. WCC may require support outside normal business hours for planned maintenance windows, critical incidents, migrations, or other Microsoft-related changes. Vendors should describe their after-hours availability, escalation process, and any additional rates or conditions that would apply.

Q18: Can WCC provide expected escalation procedures and communication preferences for Severity 1 incidents?

A18: For Severity 1 incidents, WCC expects immediate escalation through the vendor's highest-priority support process, including access to qualified technical resources and an escalation manager when appropriate. Communication should use the agreed incident channel (telephone and/or Teams, with email/ticket updates for documentation) and continue at regular intervals until service is stabilized or restored. The final escalation matrix and contact list will be established during onboarding.

Q19: Will privileged administrative access be provided to the awarded vendor, and what access management process will be utilized (PIM, PAM, JIT access, etc.)?

A19: Privileged access, if required, will be limited to the minimum access necessary for the specific support activity and must follow WCC security requirements. WCC prefers least-privilege and time-bound access practices such as PIM/JIT where technically supported. Persistent privileged accounts should not be assumed. The exact access method will be established during onboarding and may vary by service.

Q20: Are there any compliance requirements specific to higher education, FERPA, PCI-DSS, or other regulations that the selected vendor must support?

A20: Yes. The selected vendor must support WCC's applicable security, privacy, and regulatory obligations, including FERPA and PCI-DSS where the supported systems or data are in scope, as well as applicable WCC security policies and contractual data-protection requirements. Vendors should identify any additional compliance frameworks relevant to

the services they propose.

Q21: Can WCC clarify the required frequency of status updates for Severity 1 and Severity 2 incidents?

A21: For Severity 1 incidents, WCC expects status updates at least every 60 minutes while active restoration work is underway, or sooner when there is a material change. For Severity 2 incidents, updates should be provided at least every four business hours during active work, with the cadence adjusted by mutual agreement based on incident impact and activity.

Q22: Does WCC require a formal monthly service review report in addition to the quarterly review meetings referenced in the RFP?

A22: A separate formal monthly service review meeting is not required unless mutually agreed. The quarterly service reviews referenced in the RFP remain the required cadence. Vendors should, however, make routine service metrics and ticket status information available between quarterly reviews.

Q23: What key performance indicators (KPIs) or service metrics does WCC expect to be included in regular reporting?

A23: Regular reporting should include, at minimum: ticket volume by severity and service area; response and resolution performance against SLA targets; open-ticket aging and backlog; escalations; major/root-cause issues and corrective actions; after-hours support activity; recurring incident trends; and any recommended service-improvement actions. WCC and the selected vendor may refine the final KPI set during onboarding.

Q24: Does WCC have an incumbent third-party Microsoft support provider? If so, can the College share any transition expectations or lessons learned from the current arrangement?

A24: No

Q25: Can WCC provide an estimated annual budget or not-to-exceed spending range for this engagement?

A25: The College is not providing an estimated annual budget or not-to-exceed amount for this solicitation. Vendors should submit their most competitive pricing and clearly identify all assumptions, included services, optional services, and any usage-based or out-of-scope rates.

Q26: Would WCC consider optional pricing tiers that include proactive advisory services, health assessments, and strategic Microsoft roadmap planning beyond the base support requirements?

A26: Yes. Vendors may provide optional pricing tiers for proactive advisory services, health assessments, optimization, and strategic Microsoft roadmap planning, provided the base proposal clearly satisfies the required support scope and optional services are separately identified and priced.

Q27: Is WCC seeking a fixed annual fee model only, or will alternative pricing structures be considered, provided they meet the stated requirements?

A27: Alternative pricing structures will be considered provided they satisfy the RFP requirements and are presented clearly enough for WCC to evaluate total cost and value. Vendors should clearly distinguish recurring fees, included support entitlements, consumption or hourly charges, and any optional services or overage rates.