

WASHTENAW COMMUNITY COLLEGE
Purchasing Department – Room SC326
RFP # 6895 Third-Party Microsoft Support Svcs.
RFP Due Date: August 19th, 2026, 2:00pm EDT

4800 E. Huron River Drive
Ann Arbor, MI 48105-4800
PHONE: (734) 677-3603

WASHTENAW COMMUNITY COLLEGE Request for Proposal # 6895

Third-Party Microsoft Support Svcs.

RFP Release Date: August 11th, 2026.
Proposal Responses Due Date: August 19th, 2026, by 2:00pm EDT.

Submit proposals electronically via email to:

Steven Hoekstra
Washtenaw Community College
pur@wccnet.edu

1.0 Proposal Invitation

Washtenaw Community College (“College” and/or “WCC”) seeks proposals from vendors that can fulfill the deliverables as outlined in this RFP. The major goal of this project is to contract qualified third-party Microsoft support providers to deliver comprehensive support services for the College’s Microsoft 365 A5 Environment. The selected vendor will be expected to supplement the College’s internal IT staff and provide independent technical support, escalation management, and resolution services for Microsoft-related incidents across the campus environment. This RFP is for third-party coverage only. The College is not seeking Microsoft licensing, resale, or a Microsoft-managed support relationship.

The College expects to enter into a contract with the awarded vendor for an initial period beginning late August 2026, through August 2027. At its sole discretion, the College reserves the option to renew this contract up to four (4) additional, one-year periods, through August 2031.

The purpose of this RFP is to assess the current availability of the selections outlined herein. The College, at its sole discretion, may consider the closest comparable substitution for award. The selected supplier will be able to provide all deliverables outlined in the RFP.

Response to this RFP confirms an understanding that this is *not* a contract or offer of business by the College. This request for proposal in no manner obligates the College to the eventual purchase of any products or services described, implied, or which may be proposed, until confirmed by written agreement, and may be terminated by the College without penalty or obligation at any time prior to the signing of an agreement, contract, or purchase order. In submitting a proposal, Supplier agrees that all materials associated with, attached to, or referenced by the submitted proposal will become the property of the College and may be incorporated into a subsequent contractual agreement between the successful Supplier and the College.

The College is not liable in any manner or to any extent for any cost or expense incurred by the Supplier in the preparation, submission, presentation, or any other action connected with proposing or otherwise responding to this RFP. Such exemption from liability applies whether such costs are incurred directly by the Supplier or indirectly through the Supplier’s agents, employees, assigns, or others, whether related or not to the Supplier.

The College reserves the right to reject any and all proposals and waive any irregularities. Proposals which fail to comply fully with any provisions of this document may be considered invalid and may not receive consideration. The College also reserves the right to negotiate terms and conditions of a contract with the chosen Supplier. The College reserves the right to award a contract based on any combination of the specifications described herein.

The awarded Supplier’s proposal response shall be subject to and governed by the College’s Terms and Conditions for Product Purchase and Installation, located at:

<https://www.wccnet.edu/about/purchasing/purchasing-terms-products.php>, as a condition of award, and are hereby incorporated herein as a substantive part of the solicitation documents. In the event there is any conflict or inconsistency between the Terms & Conditions referenced in the RFP documents and those included in a Supplier’s Proposal response, Supplier’s quote, or listed on the Supplier’s

website, the Terms & Conditions of the RFP documents shall govern. Proposal submissions must include all exceptions to the College's terms and conditions of purchase. A purchase order signed by an authorized agent of the College is required to constitute acceptance of Proposal offer and offer terms and conditions of service. This RFP and any subsequently offered contracts will be governed by the laws of the State of Michigan. Any and all applicable valid executive orders, Federal, State or local laws, ordinances or rules or regulations shall apply to any contract if and when offered and are deemed incorporated herein.

As a public institution, the College is subject to the terms and conditions of the Freedom of Information Act. As required by law, any information submitted in response to this request for proposal could become public information. Suppliers responding to this proposal are cautioned not to include any proprietary information as part of their proposal unless such proprietary information is carefully identified in writing as such and accepted by the College as proprietary. Any documents submitted may be reviewed and evaluated by any person at the discretion of the College, including non-allied and independent Suppliers retained by the College now or in the future.

Preference will be given to the suppliers who can meet the specifications provided or closest substitutes as determined by the College. Award of a contract will be based on the proposal whose offering best meets the needs of the College. Criteria for award of a contract include but are not limited to: adherence to technical requirements, technical support offerings, professional & educational references, and implementation timeline.

The College reserves the right to request follow-up information such as questions, presentations, and demos prior to contract award.

2.0 Planned RFP Schedule

RFP Timeline:

RFP Issued: **August 11th, 2026.**

Submission of Written Questions from Prospective Bidders: **August 13th, 2026, 2:00pm EDT.**

College will post Responses to Written Questions by: **August 17th, 2026, 2:00pm EDT.**

RFP Due Date: **August 19th, 2026, 2:00pm EDT.**

3.0 Specifications/Requirements

1. The awarded vendor shall provide a reliable, responsive, and efficient third-party service for the College's Microsoft 365 environment. The awarded supplier shall take complete ownership over College's Microsoft Support Cases, from opening to resolution. The College does not want a reseller, ticket broker, or intermediary that merely opens Microsoft cases on behalf of the College.
2. Please detail your firm's background, including a company overview, number of years in business, higher education references, Michigan references, escalation procedures, monitoring capabilities, and any past examples where your firm supported Microsoft 365 environments of similar size and complexity.
3. The College requests predictable annual pricing, clearly stating whether it is fixed or subject to

adjustment. Pricing shall include any applicable per-incident fees, support charges, and shall identify any optional services separately from base support.

4. At its sole discretion, the College reserves the right to make an award based on any individual specification or a combination of specifications outlined below.

Required Specifications:

I. Environment Overview

Successful proposals must be compatible with the following M365 A5 Environment:

- Approximately 1,800 Microsoft 365 A5 seats
- Microsoft 365 services including Exchange Online, SharePoint Online, Teams, OneDrive, and Microsoft Apps
- Identity and access services including Microsoft Entra ID and hybrid identity integration
- Endpoint management through Microsoft Intune and related device controls
- Security and compliance tools including Microsoft Defender and Purview components
- Azure and hybrid services as applicable to the College environment
- On-premises Active Directory integration and related hybrid authentication workflows

II. Scope of Required Services

The selected vendor shall provide support for the College's Microsoft ecosystem, including the following areas:

- Microsoft 365 tenant administration and break/fix support
- Exchange Online, SharePoint Online, Teams, and OneDrive support
- Microsoft Entra ID, authentication, SSO, MFA, Conditional Access, and identity troubleshooting
- Intune, Autopilot, compliance, configuration, and endpoint policy support
- Defender, Purview, and other Microsoft security services in use by the College
- Azure services used by the College, including support for hybrid or cloud workloads
- Incident response coordination, troubleshooting, and problem management
- Root cause analysis and service improvement recommendations
- Quarterly review meetings and proactive health guidance

III. Mandatory Case Ownership Requirement

The vendor must own each case from initial intake through final resolution. The College does not want a reseller, ticket broker, or intermediary that merely opens Microsoft cases on behalf of the College.

- Serve as the primary and sole support point of contact for the College.
- Perform troubleshooting with the vendor's own engineering resources.
- Manage all Microsoft escalation behind the scenes when necessary.
- Keep the College informed with regular status updates and an assigned engineer or case lead.
- Deliver root cause analysis and documented remediation recommendations.
- Ensure the College is not required to communicate directly with Microsoft support unless explicitly requested by the College.

IV. Service and Performance Requirements

Minimum support expectations include:

- 24x7 support for service outages and disruptions, as defined below.

- a. **Severity Lvl. 1:** Critical outage or material business interruption with no acceptable

workaround. Response time: 15 Minutes b. Severity Lvl. 2: High-impact issue with a workaround or partial degradation. Response time: 1 Hr. c. Severity Lvl. 3: Moderate issue with limited business impact. Response time: 4 Hrs. d. Severity Lvl. 4: Low-impact question, request, or minor issue. Response time: 1 business day. - Clearly defined severity levels and response targets - Named engineer or case lead for continuity of support - Unlimited incident support within the contracted scope - Status updates appropriate to incident severity - Knowledge transfer to College staff as part of resolution and closure - Regular service reporting and trend analysis	
Preferred Specifications:	
Proactive services such as health checks, advisory sessions, and roadmap discussions throughout the duration of the contract.	
Shipping point:	FOB WCC, Pre-paid
Delivery:	Support services are expected to begin between August and September 2026. Final acceptance shall be contingent upon successful, functional testing, demonstrating that the third-party support meets all requirements listed above.

4.0 RFP Requirements - General

The following requirements must be met when responding to this RFP. Dealer quote will be sufficient provided:

- License fees, maintenance fees, delivery & destination fees, additional professional service fees, consultation fees, all software, training costs, and any applicable per-incident or support charges required to meet the primary objectives as stated in this RFP have been included.
- A completed copy of **Attachment A - Minimum Security Standards** is included.
- A copy of the signed Signature Page is included

*Washtenaw Community College holds a tax-exempt status and shall not be charged any Federal or State taxes where allowed. Tax-exempt documentation shall be presented when required.

5.0 Submission Directions

- A. Proposals following the guidelines outlined in this document are due on or before **August 19th, 2026, 2:00pm EDT.**

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Proposals submitted by methods other than those specified above will NOT be accepted.

- B. Submit **one (1) official distributor quote/proposal, one (1) signed copy of the Signature Page, and one (1) completed copy of Attachment A – Minimum Security Standards** in a single PDF format. *Faxed and mailed replies are not acceptable and will be rejected.* It is the responsibility of the vendor to ensure that proposals are received at the location stated above, on or before the due date and time. The college's normal office hours are 8:00 a.m. to 4:30 p.m. EDST. The vendor assumes all responsibility for delivery to the location given above regardless of the method of shipment and delivery used and the time received to the specified location on campus.
- C. Questions must be addressed to Steven Hoekstra, Purchasing Agent, and sent to pur@wccnet.edu. The deadline to submit questions is **August 13th, 2026, 2:00pm EDT**. All questions received by the deadline date will be posted with answers on the WCC Purchasing website <https://www.wccnet.edu/about/purchasing/bids-rfp.php> on or before **August 17th, 2026, 2:00pm EDT**.

SIGNATURE PAGE

This page must be signed and submitted with the proposal.

By virtue of submittal of a proposal, Vendor acknowledges:

- That all of the requirements of this RFP have been read and understood.
- That Vendor is presently not debarred, suspended, proposed for debarment, declared ineligible, nor voluntarily excluded from covered transactions by any Federal department or agency.
- Any responses, materials, correspondence, or documents provided to WCC are subject to the State of Michigan Freedom of Information Act and may be released to third parties in compliance with the Act.
- By signing below the Vendor warrants that the information submitted is complete and factual.
- The individual signing below has authority to enter into this on behalf of Vendor.
- Supplier agrees that in the event there is any conflict between the Terms & Conditions referenced in this RFP and those included or referenced in any response to this RFP, the Terms & Conditions referenced herein shall prevail.
- The bidder warrants that it has not been found in default or breach of any purchase order or contract in the previous 12 months.

Company Name

Signature

Printed Name

Title

Address

City, State, Zip

Email

Phone

The Vendor agrees to comply with all applicable federal, state, local and College laws, rules and regulations in providing goods and services under this agreement.