



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

4/21/2021 | 9:50 AM CDT

Ken Fox
KiZAN Technologies LLC
1831 Williamson Court, Suite K
Louisville, KY 40223

Re: **RFQ # 99215, Microsoft Support Services**

Dear Mr. Fox:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ # 99215 for Microsoft Support Services. This letter hereby notifies you of Metro's intent to award to KiZAN Technologies LLC, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Scott Ferguson by email at scott.ferguson@nashville.gov Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

Michelle A. Hernandez Lane

Michelle A. Hernandez Lane
Purchasing Agent

cc: Solicitation File
Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

Procurement Division

730 Second Avenue South, Suite 112
P.O. Box 196300
Nashville, Tennessee 37219-6300

www.Nashville.gov
Phone: 615-862-6180
Fax: 615-862-6179

| RFQ# 99215 - Microsoft Support Services | | | |
|--|--------------------------|--------------|--------------------|
| Evaluation Criteria | Communication Square LLC | Cyber Protex | KiZAN Technologies |
| Round 1 | | | |
| Agree to Comply with Metro IT Environment | Yes | Yes | Yes |
| Solicitation Acceptance | Yes | Yes | Yes |
| Contract Acceptance | Yes | Yes | Yes |
| ISA Questionnaire Completed and Terms Accepted | Yes | Yes | Yes |
| Pricing Parameters (10 Points) | 7 | 8 | 6 |
| Management Summary (10 Points) | 3 | 5 | 9 |
| Service Levels and SLA's (20 Points) | 12 | 2 | 11 |
| Service Capabilities (15 Points) | 5 | 5 | 13 |
| Security and Risk Mitigation (15 Points) | 7 | 6 | 13 |
| Cost Criteria (30 Points) | 18.70 | 30.00 | 8.58 |
| Totals | 52.70 | 56.00 | 60.58 |

Strengths & Weaknesses

Communication Square LLC

Strengths: Any issue or product related issue requiring escalation to Microsoft done at no additional cost. No reported breaches.

Weaknesses: TAM hours not included in hourly rates. The majority of the firm's revenue is from resell of Microsoft licenses, not services. Firm has only been in business for 5 years. None of firm's references were from Microsoft Support Services and none were Public Sector. Firm does not provide onsite support. Did not provide written SLAs for escalations to Microsoft. Firm does not have a large number of customers and does not have a high number of resolved tickets per customer. Firm's engineers are inexperienced. Firm does not have a dedicated ticket management system and uses email to track issues. Firm's security and risk mitigation descriptions lacked detail. Firm has offshore engineers or partners that have access to and/or store customer data. Firm's breadth of Microsoft services will not satisfy Metro's requirements to replace Microsoft for primary support.

CyberProtex.

Strengths: TAM hours included in hourly rates. No data breaches reported.

Weaknesses: Ticket escalations to Microsoft cost an additional \$65/hour. Firm did not provide any financial statements as requested in RFQ. Firm showed no references that they provide Microsoft Support Services. Firm did not provide specific answers to Service Levels and SLA section or Service Capabilities section. Firm's primary focus and customers are security services and not support services. Firm's breadth of Microsoft services will not satisfy Metro's requirements to replace Microsoft for primary support.

KiZAN Technologies LLC

Strengths: TAM hours included in hourly rates. Firm is a Microsoft Managed National Systems Integration Partner for Infrastructure and Development Solutions with 14 Gold and 2 Silver Certifications. Firm does not apply penalties to additional service hours and customer can purchase hours in bundles of 20 hours. Firm has over 30 years experience providing Microsoft Support. Firm's references are public sector entities of similar size as Metro. Firm is fully based in the US. Firm's Priority 1 response is 1 hour. Firm has a dedicated ticket management system and a defined escalation process and for opening a ticket and engaging a TAM. Firm's breadth of Microsoft services will satisfy Metro's requirements to replace Microsoft for primary support.

Weaknesses: Microsoft Support escalations are \$500/hour. Firm only provides on call staff for holiday support. Firm did not provide third party attestations for information security.

| Solicitation Title & Number | | | RFP Cost Points | RFP SBE/SDV Points | Total Cost Points |
|---|------------------|------------------------------|-----------------|--------------------|-------------------|
| Microsoft Support Services.; RFQ# 99215 | | | 30 | 0 | 30 |
| Offeror's Name | Total Bid Amount | SBE/SDV Participation Amount | RFP Cost Points | RFP SBE/SDV Points | Total Cost Points |
| Communication Square LLC | \$167,841.05 | \$0.00 | 18.70 | 0.00 | 18.70 |
| CyberProtex | \$104,601.21 | \$0.00 | 30.00 | 0.00 | 30.00 |
| KiZAN Technologies LLC | \$365,538.43 | \$0.00 | 8.58 | 0.00 | 8.58 |