QUESTIONS AND ANSWERS #1
AMAZON WEB SERVICES REQUEST FOR QUOTE
BPM049069
July 29, 2025

Question # 1 Is there an incumbent providing these services to MHBE at this time? If yes, can you share the name of the vendor?
Answer #1 Yes, there is a current incumbent. A & T Systems, Inc.
Question #2 Could you pls share who the previous vendor is?
Answer #2 See Answer #1
Question #3 Please clarify, did you state the IRS 1075?
Answer #3 Yes, we stated IRS 1075 – Exhibit A in the RFQ. Offerors are required to complete and submit in their Technical Response**.**
Question #4 Is this contract under the GSA MAS contract?
Answer #4 **No, an amendment will be issued to clarify.**

Question #5

Will MHBE need managed services from the offeror as part of this requirement to include items such as OS patching, security logging, monitoring, security documentation) (SSP/POA&M, etc)

Answer #5

No

Question #6

The RFP mentions the GSA schedule. Does our pricing need to include GSA MAS fees and match our GSA pricing for Cloud SIN?

Answer #6

GSA will be removed as a requirement. The contractor should supply the best pricing that they can competitively offer that is advantageous to the state. Also an amendment will be issued to clarify.

Question #7

Would CPAR be acceptable as references (section 4.4.1.9) CPARS is the Contractor Performance Assessment Reporting System that reports and rates contractor performance.

Answer #7

No.

Question #8

GSA - please confirm the authorized respondent shall hold an active GSA Letter of Supply from AWS vendor?

Answer #8

No, the RFQ will be amended shortly in order to supply the answer to the question.

Question #9

The RFP does not include any specific AWS service requirements, usage volumes, or estimated consumption levels. While it does request pricing across a broad range of AWS services including Compute, Storage, Machine Learning, Networking, and more the solicitation only

asks for general rate categories (on-demand, savings plans, reserved instance pricing, etc.) rather than actual quantities or configurations.

For example, the RFP notes a need for AWS "Compute" services for one year, but without any details on instance types, sizes, operating systems, or utilization patterns. This makes it nearly impossible to provide precise pricing or TCO modeling without making significant assumptions. Is it possible to get clarification on this?

Answer #9

Offerors should continue to follow the directions Attachment D: Financial Proposals

Question #10

Please confirm if multiple prices can be submitted for usage depending on level of support from AWS? (example: Business Support, vs Enterprise On-Ramp, vs Enterprise Support)

Answer #10

Yes you may.

Question #11

Since the GSA Schedule provides the lowest prices to the government, will the MHBE be evaluating respondent's pricing according to our GSA Schedules? That is, our prices must be lower than our GSA Schedules to be considered for an award?

Answer #11

GSA will be removed as a requirement and the RFQ will be amended accordingly. Vendors should supply quotes that provide the greatest value to the State

Question #12

What is the current average monthly spend per month in resources (excluding support)?

Answer #12

The spend for the month of May 2025 was approximately $160,000

Question #13

What is the historic and projected annual spend?

Answer #13

Please see answer to Question #12. Please note that the monthly prices can fluctuate up or down with increased activity and builds.

Question #14

Re pricing:: Since the GSA Schedule provides the lowest prices to the government, will the MHBE be evaluating respondent's pricing according to our GSA Schedules? That is, our prices must be lower than our GSA Schedules to be considered for an award?

Answer #14 GSA will be removed as a requirement and the RFQ will be amended accordingly
Question #15 Can we bid even if we just recently got our AWS Partnership?
Answer #15 Yes, however, to be transparent it might be difficult for the offeror to meet past performance requirements. Refer to '4.4.1.8 Section 5: Past Performance' of the RFP
Question #16 Please confirm AWS-led support is required, not partner-led AWS support?
Answer #16 Either is fine or even a combination of the two. Offers should make it clear on what they are proposing. Please be aware that we require support 24x7x365
Question #17 Would the MHBE be open to a minimum yearly AWS spend commitment to provide an optimal cost savings plan? It would be negotiated with AWS?
Answer #17 No.
Question # 18 Could you provide historical support volumes and trends for 24/7 support for the past year?
Answer #18 MHBE contacted AWS support around 100 times in the past 12 months
Question #19 Does MHBE require bidders to provide AWS sourced directly from AWS?
Answer #19

Yes	
Question #20 Will MHBE accept bids direct from AWS Distributors?	
Answer #20 **No**	
Question #21 Does the state require unlimited liability from the reseller?	
Answer #21 Please refer to Section 3.4 of the RFQ.	
Question #22 Is the RFP asking for a past performance?	
Answer #22 Yes, refer to **4.4.1.8 Section 5: Past Performance of** the RFQ	
Question #23 To clarify, are teaming agreements acceptable for the solicitation?	
Answer #23 No	
Question #24 Just for clarification: Can we bid with an AWS Partner who has the ability to price the infrastructure as a joint venture?	
Answer #24 No.	
Question #25 AWS has two main avenues to engage with resellers: 1. SPP (Solution Provider Program), a direct agreement with AWS. The second avenue is to buy from a large distributor (Carahsoft). If my company is not eligible for SPP from the AWS standpoint,	

	can it still be eligible for this solicitation if we provide proof of purchasing AWS services from a distributor?
	Answer #25 No, vendors should have direct agreement with AWS
	Question #26 Will the MHBE be contacting only references of those respondents who are down-selected? And will the MHBE be contacting the references for our past performance examples as well?
	Answer #26 MHBE will be contacting references.
	Question #27 Re: GSA Letter of Supply - will an indirect AWS letter of supply be acceptable, for example from a distributor? Or does the respondent need to have their own Letter of Supply directly from AWS?
	Answer #27 **No, MHBE asked for a letter of authorization from AWS. MHBE will soon publish an amendment removing the GSA requirement.**
	Question #28 AWS got multiple tiers of partners: Select, Advanced, Premiere. Does MHBE intend to favor for higher tier partners?
	Answer #28 No
	Question #29 Restricting the use of distribution partners may disqualify many SBR and MBE participants from competition
	Answer #29 Please refer to the section 2, minimum qualifications section.
	Question #30

	The info provided in the RFQ on Page. 49 and beyond isn't detailed enough to provide a quote. looking at this area, EC2 specifically, as an example: There are many variables that go into calculating EC2 costs. # of instances, the instance type, OS, size, memory usage, hours expected to run, on-demand vs RI, region expected to run etc. Without any of that there is no way to generate a quote. The same is for S3 storage, expected number of buckets, objects expected to be stored, # of requests, memory size requested, how often the data will be accessed. Can you provide more detail for this request?
	Answer #30 We are confident offers can actually provide a quote as requested.
	Question #31 Which AWS regions or zones are currently in use (e.g., US-East-1, Gov/Cloud)?
	Answer #31 US-East 1 & 2
	Question #32 Will services be provisioned using standard AWS or Gov/Cloud accounts?
	Answer #32 AWS
	Question #33 Can MHBE provide historical usage reports or estimates by service (EC2, S3, RDS, etc)?
	Answer #33 **No**
	Question #34 Are existing AWS accounts to be transferred under the new contract, or will the vendor need to create and manage new accounts?
	Answer #34 **Transferred under the new contract**

Question #35 What are the primary use cases or workloads running on AWS (e.g., application hosting, data analytics, Medicaid processing)?
Answer #35 **Application Development and Enterprise Infrastructure**
Question #36 Will any third-party SaaS products from AWS Marketplace be required?
Answer #36 **T**hey should be available as needed throughout the contract
Question #37 Will MHBE require account-level or consolidated billing across environments?
Answer #37 Consolidated with account level breakdown
Question #38 Should we include pricing for Reserved instances, Savings Plans, or only On-Demand?
Answer #38 **Offerors may describe their ability to provide this in the technical proposal but they should not add this to the financial proposal**
Question #39 Does MHBE require custom badge alerts or tagging strategies to enforce cost governance?
Answer #39 **MHBE takes care of their own tagging, but would be open to ideas from the offeror to assist with cost governance.**
Question #40 Should we propose a flat-rate billing optimization service or treat it as optional?
Answer #40 **Contractors should provide their financials in the approved format**
Question #41

	Since no usage scale, workload profile, or environment sizing has been provided, can MHBE clarify expected AWS usage volumes or monthly spending estimates?
	Answer #41 **Please refer to answer #12**
	Question #42 Without this data, pricing cannot be fully estimated upfront – do you prefer a modular pricing structure by service category with real usage billed monthly?
	Answer #42 **Offerors should provide the financials in the approved format**
	Question #43 Does MHBE require services to be hosted in FedRamp High or Moderate?
	Answer #43 **MHBE is choosing the commercial cloud US East 1 and 2 Currently which is FedRamp Moderate.**
	Question #44 Will MHBE need support with HIPPA, MARS-E, or IRS 1075 documentation or audits?
	Answer #44 MHBE Conducts its own audits, but the Offeror shall be able to sign the IRS Pub1075 EXHIBIT A CONTRACT LANGUAGE FOR TECHNOLOGY SERVICES & IRS Publication 1075.
	Question #45 Are there any specific encryption or key management (KMS) policies to follow?
	Answer #45 **No**
	Question #46 **Will the selected vendor be required to integrate with MHBE's Identity Provider (IdP) or Single Sign-On system?**
	Answer #46

No	
Question #47 Is there any preference between the AWS Business Support and Enterprise On-Ramp plan?	
Answer #47 **No, MHBE would like to see the Offerors proposal on both.**	
Question #48 Will the selected vendor be responsible for incident response or escalation coordination with AWS?	
Answer #48 **The Offeror should provide what it feels is the most advantageous for the State.**	
Question #49 How does MHBE intend to manage access control (user provisioning/deprovisioning)?	
Answer #49 **Yes**	
Question #50 Does MHBE require the vendor to provide a Technical Account Manager (TAM) or rely on AWS-provided TAM?	
Answer #50 **Offerors can describe how this could work in their support proposals**	