



Georgetown County, South Carolina

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ADDENDUM #1 TO RFP #20-060

RFP NUMBER: 20-060

ISSUE DATE: Monday, September 21, 2020

OPENING DATE: Wednesday, September 30, 2020 **OPENING TIME: 3:00 PM (ET)**

Pre-Bid Site Inspection and/or Conference: [None]

PROCUREMENT FOR: Office 365 Email Migration

This addendum will amend **Bid #20-060, Office 365 Email Migration** originally issued on Wednesday, September 9, 2020. This clarification is being provided to all known and registered correspondents in response to questions received. All addenda and original bid documents are also available online at: www.gtcounty.org, select "Bid Opportunities" from the Quick Links section and "View Current Bid Solicitations."

Question 1: Whether companies from Outside USA can apply for this? (like, from India or Canada)?

Response: This work will include emails from our Sheriff's Office, as such vendors must be CJIS certified. CJIS controls typically do not allow non-US vendors to look at police data.

Question 2: Whether we need to come over there for meetings?

Response: All of this can be done remotely. However, on go-live day, the successful bidder will need to support all users and their devices.

Question 3: Can we perform the tasks (related to RFP) outside USA? (like, from India

or Canada)

Response: See response to Question #1.

Question 4: Can we submit the proposals via email?

Response: No, all bids must be submitted electronically through the Purchasing Department's Vendor Registry webpage. Please refer to the items in red on page 1 and 8 of the bid document.

Question 5: Does County intend to use Azure AD Connect to sync its internal AD to Azure Active Directory?

Response: Yes.

Question 6: If Azure AD Connect *is* to be used, will configuring a Hybrid Exchange Server for user management be within scope of the migration?

Response: No.

Question 7: Does the Office 365 tenant already exist or will configuring and provisioning it be within the project's scope?

Response: The tenant does not already exist and is expected to be within government provisioning.

Question 8: Are there any ongoing issues with the current Active Directory 2008 R2 environment that would complicate synchronization?

Response: None. We recently went through AD upgrades and none were reported.

Question 9: Are there any on-site services that are required? Or can the selected vendor perform all services remotely?

Response: See answer to Question #2.

Question 10: Are there any PST files stored on end-users' local workstations that need to be migrated into Office 365 live mailboxes or O365's online In-Place Archives?

Response: PST's should not be migrated into the o365 account. However, if any archive type PST exist in the current profile, would like to see them in the new profile.

Question 11: How much data (in GB or TB) does the 600 mailboxes represent?

Response: Roughly 2.5GB.

Question 12: Aside from user mailboxes, does County need any of the following non-user objects migrated/configured in Office 365?

- a. Email Aliases
- b. Shared Mailboxes
- c. Shared Calendars
- d. Shared Contacts
- e. Rooms/Resources
- f. Distribution Lists/Groups
- g. Delegation

Response:

- a. **If any exist, yes**
- b. **yes**
- c. **yes**
- d. **If any exist, yes**
- e. **yes**
- f. **yes**
- g. **yes**

Question 13: Are there any end-user training requirements?

Response: Would like to see documentation on what the user can expect to see on go-live day. Maybe tips on how to update phone etc.

Question 14: Are there any administrator training requirements?

Response: No, this will not be required.

Question 15: Will County be using any Office 365 productivity solutions such as OneDrive or Teams?

- a. If so, is training of these applications required?

Response: No.

Question 16: Is there a need to migrate unstructured documents (i.e. documents/files stored outside the mail store, in a file share or elsewhere) to SharePoint Online or OneDrive?

Response: **No.**

Question 17: What is the project timeline? Specifically, is there a hard date that County expects to be transitioned to Office 365?

Response: **Target date is October 31st.**

Question 18: Is the County willing to accept a Google Mail bid as an alternative solution.

Response: **No, the County is not willing to accept a Google Mail bid.**

Question 19: For user migration over 200 people we typically recommend doing a hybrid exchange migration, do you have available hardware to install a Windows server to run exchange 2013 on?

Response: **Yes, we would have hardware to accommodate this.**

Question 20: Do you have an available public IP for the hybrid exchange?

Response: **Yes.**

Question 21: Do you have public folders that need to be migrated? If so how many?

Response: **No.**

Question 22: Post migration do you want the Exchange 2007 server removed?

Response: **Yes.**

Question 23: It is best practice leave the hybrid server in place post migration for management of the tenant, otherwise all user changes will need to be done through ADSIEdit. The Hybrid can also serve as a SMTP relay for devices to office 365. Does the County object to leaving the hybrid server in place?

Response: Yes.

Question 24: For mobile devices is it sufficient to provide instructions ahead of time for how to connect to Office 365 or do you require the winning company to update the devices?

Response: Yes to include documentation that can be sent out to campus with instructions for doing themselves. Any issues to include updating desktop client and/or devices on go-live day are expected to be handled by winning company.

Question 25: For outlook desktop application are all office updates installed on all devices?

Response: Yes.

Question 26: Are the technical employees familiar with the management of Office 365 tenant? Do you require admin-to-admin level training of Office 365?

Response: While the County's local team does not support Exchange today, our contracted vendor, VC3, provides that support and knows how to support O365. See response to Question #14.

Question 27: What level of Office 365 licenses has or will the county purchase (e.g. M365 E3)?

Response: Exchange Online Plan 1.

Question 28: Does the county have any Public Folders? If so, how many and how much data is stored in them?

Response: No.

Question 29: Are all Workstations Windows 10 based?

Response: No, there are some Windows 7.

Question 30: Does the county allow users to access email via Mobile Devices? If so what level of support is the successful bidder expected to provide in onboarding those devices to the new platform?

Response: Yes. The successful bidder would be expected to provide documentation that can be circulated prior to go-live with instructions for users to follow allowing them to take care of themselves. On go-live day, the successful bidder would be required to provide support to any and all users to include mobile device configurations.

Question 31: Do you have any Compliance constraints which require consideration during configuration? (CGIS, HIPAA, NIST , etc)?

Response: See response to Question #1.

Question 32: What, if any, workstation management software do you use (e.g. SCCM)?

Response: LabTech.

Question 33: Do all of your multifunction printers support TLS 1.2 and authentication or will you require an anonymous SMTP relay?

Response: The County does not anticipate the need for an anonymous SMTP relay.

Question 34: Do you intend to stand-up or restrict any ancillary workloads available through Office 365 including but not limited to Data Loss Prevention, OneDrive, SharePoint, or Teams?

Response: No. We only have the Exchange Online Plan 1 license.

Question 35: Does the County intend to deploy Multi-factor authentication through Office 365?

Response: Not through this deployment.

Question 36: How much data total and what is the average size of mailboxes?

Response: 1.5TB With roughly 600 mailboxes, the largest is 147GB with the next largest at 55GB. There are only 6 over 30GB, everything else is overwhelmingly less than 20GB.

Question 37: Any other on-prem to cloud migration sources needed/desirable?

Response: No.

Question 38: Are the printers using on-premise AD Print Services, or are they using the M365 Print Services?

Response: On-Premise AD Print Services.

Question 39: Will the County be converting to Azure AD, or federating Azure AD with their on-premise AD?

Response: Seeking recommendations there. Not necessarily leaning towards one or the other.

Question 40: Will the end-user device version of Outlook need upgraded?

Response: The County is doing that in-house by bringing the client base up to 2013 office or higher.

Question 41: Will PST files residing on end-user devices need to be migrated into the cloud mailbox as well as the Exchange server hosted data?

Response: Any PST emails will not be merged into o365. However, if a PST is configured within one's profile, that PST would be expected to reside in the new profile.

Question 42: What is the average size mailbox per user?

Response: See response to Question #36.

Question 43: What is the largest mailbox?

Response: See response to Question #36.

Question 44: Do users have .PST files stored locally on their PCs and will those need to be migrated as well?

Response: See response to Question #41.

Question 45: What is the network bandwidth?

Response: **100Mbps to the internet.**

Question 46: Are your server(s)/appliances located in a datacenter, colocation, or in a network closet?

Response: **County owned building; datacenter (server room).**

Question 47: Are there any shared mailboxes, resource mailboxes, and public folders that will need to be migrated?

Response: **No public folders but here are calendars.**

Question 48: Will there be an admin on site in case physical contact is necessary on the servers?

Response: **Yes.**

Question 49: Can all this work be done remotely, or will someone need to travel onsite?

Response: **See response to Question #2.**

Question 50: Are you aware that Office 2013 is no longer supported by Microsoft and that is will connect to O365?

Response: **Appreciate the notice. We did find the following article which indicates that office 2013 will connect.**

<https://docs.microsoft.com/en-us/deployoffice/endofsupport/office-365-services-connectivity>

We will be discussing this internally as well and would appreciate any feedback with going forward with 2013.

Question 51: Do your MFP printers support TSL 1.2 or higher? If not they will not connect to O365.

Response: **Yes.**



ADDENDUM ACKNOWLEDGEMENT

RFP #20-060 Office 365 Email Migration **Mandatory Submittal Form**

To be returned with the final proposal submission to Georgetown County.

COMPANY NAME: _____

- Addendum #1 Received Date: _____ Initialed By: _____
- Addendum #2 Received Date: _____ Initialed By: _____
- Addendum #3 Received Date: _____ Initialed By: _____
- Addendum #4 Received Date: _____ Initialed By: _____
- Addendum #5 Received Date: _____ Initialed By: _____
- Addendum #6 Received Date: _____ Initialed By: _____

If your RFP submission has already been submitted, acknowledgment may be provided by e-mail to purch@gtcounty.org or fax to (843)545-3500.