



Georgetown County, South Carolina

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ADDENDUM #2 TO RFP #20-060

RFP NUMBER: 20-060

ISSUE DATE: Monday, September 28, 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: Can we perform the project work from offshore?

Response: No. There is a South Carolina CJIS requirement for which offshore support like that is not compliant.

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Question 2: Can we perform the project work with combination of onsite-offshore team where offshore team meets client's time zone and at least one dedicated onsite point of contact is available for client?

Response: No

Question 3: Is Delivery of Project (Mail Migration) is allowed using a tool to avoid Down time?

Response: .Yes

Question 4: Does the customer have public folders?

Response: "See Addendum #1"

Question 5: What is the total mailbox size?

Response: "See Addendum #1"

Question 6: What type of authentication does the customer want? Pass through authentication vs Password Hash authentication?

Response: A decision on that has not been made. The county would work with successful bidder to understand the benefits of each to make an informed decision

Question 7: In order to provide a more redundant / resilient solution, would the county be open to moving Spam filtering to O365 if it doesn't require additional costs?

Response: "See Addendum #1"

Question 8: Likewise for email archiving, if it can be included in O365 would the county be open to utilizing the built in archiving features?

Response: No

Question 9: Is the county using any VDI solutions?

Response: No

Question 10: Would it be acceptable to provide instructions for configuring the 72 printers to point to O365?

Response: No

Question 11:

How large are their Exchange datastores and how many datastore do they have?

Response: 2.5TB with four datastores

Question 12: Do they have just email or also exchange folders?

Response: "See Addendum #1"

Question 13: For their workstations they said they had Office 2013. Just in case we need to push something to the clients, what do they use to push out software?

Response: "See Addendum #1"

Question 14: Also Office 2013 will no longer be supported as of Oct.
<https://office365itpros.com/2020/07/17/end-sight-office-2013/>

Response: "See Addendum #1"

Question 15: What hypervisor do they use? HyperV, ESX, etc ?

Response: ESX

Question 16: Is the exchange server on a standalone server or virtual server ?

Response: Virtual

Question 17: What service pack is installed with your 2007 exchange server ?

Response: SP1

Question 18: What version of windows are their domain controllers ?

Response: 2016

Question 19: Is there a list for the 72 MFPs with vendor/model and software versions?

Response: The list contains model number and IPs only.

Question 20: Can we get your support contact for your MFP supplier?

Response: Yes

Question 20: Where are the MFPs currently sending scanned documents today ? Local exchange ?

Response: Local exchange

Question 21: Once email is migrated from the local exchange server, can the IP address currently on the exchange server be reused for a SMTP relay ?

Response: If the need came to that, yes

Question 22: Are there any local PST files that need to be migrated ?

Response "See Addendum #1

Question 23: Is training the IT staff part of the project ?

Response: "See Addendum #1"

Question 24: What type of remote access is provided?

Response: VPN – cisco anyconnect

Question 25: Will you allow a remote control agent such remote PC or Go To Assist?

Response: No

Question 26: Is the county flexible in all 600 mailboxes go live in a single cutover event, or can mailboxes be brought online in a staged migration?

Response: Yes, we are flexible with that and would entertain either model as “negotiated”.

Question 27: How many physical offices does the county operate where end users may be located?

Response: 25+

Question 28: With Office 365 Migrations, Outlook clients often need to have their profile reconfigured to connect to Exchange Online. We have seen this figure as high as 100% of end users needing help desk intervention. The fact that the county is still using Office 2013 and Exchange 2007 we see this as a likely scenario. Due to the potential high cost of supplemental staffing, does the county have any IT staff that would be able to assist with Outlook client reconfiguration?

Response: The county does have an IT staff which could supplement; though should not be considered main source.

Question 29: For the GoLive event, would you like an onsite presence to support any anticipated issues? Please note due to the likelihood of outlook needing to be reconfigured the wait time for end users to receive support may take days depending on if this is a single cutover event or staged approach and the client may have to use Outlook Web Access as a short term solution.

Response: Remote support is believed to be acceptable.

Question 30: General Email to 0365 Exchange Questions
What mail server are you running and on what OS?

Response: Exchange 2007 on Windows 2003

Question 31: Is your mail server on a Physical or Virtual Infrastructure?

Response: Virtual

Question 32: What is the total size of your email environment (mail stores)?

Response: 2.5TB

Question 33: Which on premise Exchange version are you currently running?

Response: Exchange 2007

Question 34: Describe the topology of the current Exchange environment.

Response: There is one mailbox server and one server hosting OWA

Question 35: Are you replicating your current topology in the cloud or do you plan to have a different topology?

Response: Not currently

Question 36: Describe your Active Directory environment, version, number of accounts, location of AD.

Response: Please refer to the RFP

Question 37: Will your new Active Directory be Cloud, Synchronized, or Federated?

Response: We are not dictating that. Please provide your recommendations.

Question 38: How many shared mailboxes? For what purpose?
We have not pinpointed those exact numbers.

Response: Expect them to be 50+

Question 39: How many resource mailboxes? For what purpose?

Response: We have not pinpointed those exact numbers.

Question 40: Do you have an endpoint management solution (SCCM, Altiris, LANDesk)

Response: LabTech

Question 41: Are you using ISA/TMG? Is there any SSL offloading in front of Exchange?

Response: We have a front end OWA server

Question 42: Are you using SharePoint internally? What version?

Response: Yes, currently migrating to 2016

Question 43: Is Blackberry Enterprise server used? What version?

Response: NO

Question 44: Are you supporting other add-ons (Good Link, Active Sync)? Please describe.

Response: NO

Question 45: Do you currently use anything for single sign on? If so, please describe.

Response:No

Question 46: Do you currently use anything for Identity Management? If so, please describe

Response: No

Question 47: Do you currently use anything for Identity Management? If so, please describe

Response: No

Question 48 : Do you currently use anything for mobile device management (MDM)? If so, please describe.

Response: No

Question 49 : Do you currently use anything for data protection? If so, please describe.

Response:
Sophos Endpoint

Question 50 Do you have phone/voicemail system integration?

Response: Yes

Question 51: Do you have an anti-SPAM / anti-virus / anti-malware solution? If so, is it on premise or hosted?

Response: Please refer to RFP

Question 52: Do you require DLP for regulatory reasons (PCI, HIPAA)?

Response Not at this time

Question 53: Do you require Encryption? If so, describe the business purpose.

Response: Not at this time

Question 54: Is there any third party tool preferred? If not, can we add it as per our preference?

Response: You are encouraged to make suggestions

Question 55:

Response:

Question 56: Do you have any budget set for the project?

Response: Yes

Question 57: Do you have any budget set for the project?

Response: Yes

Question 58: Is there any incumbent for this RFP?

Response: No

Question 59: With the County's Target Date of October 31st to be moved to O365 and with the current COVID-19 pandemic still among us, is there any possibility that Georgetown County would loosen the requirement to have all contractor resources onsite for the cut-over? Our company would work to adhere to this requirement, but should there be a spike in infections our company might have to further discuss this requirement with the County.

Response: We are not making that a requirement. They will, however, have to provide full support remotely.



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.