

City of Santa Maria



ADDENDUM TO REQUEST FOR PROPOSALS

Microsoft 365 License Purchase, Implementation and Migration Services

ISSUING OFFICE: City of Santa Maria
Information Technology
110 East Cook Street, Room 7
Santa Maria, CA 93454

Addendum to MS-365 RFP

Questions and Answers

1. Is the current Exchange environment configured with a trusted SSL certificate? **This will be answered during the Readiness Assessment outlined in section 5.2 of the RFP.**
2. Is the current Exchange environment configured to use TLS 1.2? **This will be answered during the Readiness Assessment outlined in section 5.2 of the RFP.**
3. Does the Office 365 tenant exist yet? **No**
4. If the Office 365 tenant has already been created, does it have other hybrid domains configured? **N/A**
 - a. Are its users cloud-native or synchronized via Azure AD Connect? **N/A**
 - b. If other Hybrid Domains are already configured please describe the hybrid topology currently in use. **N/A**
5. If the Office 365 tenant has not been created, what is the desired topology for the new environment (single server, single tenant)? **This will be answered during the Readiness Assessment tasks outlined in section 5.2 and Preparing the Environment tasks outlined in section 5.3 of the RFP.**
6. Will City need to upgrade its existing (on-prem) AD, or will it remain in place with directory synchronization via Azure AD Connect and ADDS for SO? **This will be answered during the performance of sections 5.2 and 5.3 of the engagement.**
7. The RFP mentions 640 users to be migrated from Exchange to Office 365. How much data does that represent (in GB or TB)? **See the Background section of the RFP - approximately 2.84TB not including transaction logs.**
8. Item 6e of the RFP mentions “message archives”. Are local archives included in the migration scope? If so, how are they currently stored (central location (i.e. file share) or on end-user workstations)? **Final decision about which archives are in scope will be determined during the planning phase, however, archives are currently stored both locally on end-user workstations and on user network drives.**
9. If archives are in scope, how much data (in GB or TB) needs to be migrated? **We have backups so we don't anticipate any, however, further discussion is needed during the planning process.**
10. If archives are in scope, would you like them migrated to the users' live Office 365 mailboxes or into their online In-Place Office 365 archive? **See question 9**
11. Describe KRRC's IT Helpdesk resources. Does KRRC intend to be the first point of contact for end-user support or are you expecting the selected vendor to provide direct support to end-users? **Not sure what is meant by KRRC, however, the City intends to follow a hybrid support model. During go-live, the selected vendor will be responsible for a specified short period of time and then move over to City helpdesk.**
12. Are there any on-site requirements of the selected vendor beyond the week after the migration and cutover? **It is expected that the selected vendor will spend time on site during the planning and readiness phases of the project, performing end-user training and post go-live support.**

13. Is the migration of any documents to OneDrive in scope? Of will users start fresh in OneDrive and potentially upload their own documents post-migration? **This will be discussed and answered during the Readiness Assessment tasks outlined in section 5.2 and Preparing the Environment tasks outlined in section 5.3 of the RFP.**
14. Is City of Santa Maria asking that we only negotiate the licenses on behalf of the city? **The City is requesting that the proposer negotiate and supply the subscriptions/licenses for MS 365.**
15. How many email servers are currently installed? Please provide their role information as well. **Refer to the background section in the RFP. Additional information will be provided during the planning phase of the project.**
16. Is there any product currently in use or intended to be used for spam filtering/Email Gateway? **Yes, there is a product in use.**
 - a. If so, is there a need to retain it? **This will be determined during the planning phase of the project.**
 - b. Will MS EOP be used? **It is anticipated that MS EOP will be used but the final decision will be made during the planning phase of the project.**
17. Please provide the OS version details of the current email software. **Refer to the background section of the RFP.**
18. Please provide all DNS entry details used for current Email. **These will be provided during the planning phase of the project.**
19. Please explain the current Active Directory structure. **This will be provided during the planning phase of the project.**
20. What is the current maximum email size in your current email software? **The per message limit is 500MB. The largest mailbox in the system is just under 35GB.**
21. What is the Archiving Solution that is currently being used? **MS Archiving**
 - a. Is there a need to retain it? **This will be determined during the planning phase of the project.**
 - b. Or is there a plan to use Microsoft Archiving Solutions? **This will be determined during the planning phase of the project.**
22. Kindly provide details for the Email address policy. **This will be provided during the planning phase of the project.**
23. Will Exchange Online also manage user and object calendars? **Yes.**
24. Are there any third party applications currently in use which will need to be integrated with Office365? **No, however, an SMTP relay is used by other applications.**
 - a. Please provide the names of the applications and number of users on each. **N/A**
 - b. Please describe the business purpose of each application. **N/A**

- c. Are these applications supported in-house? **N/A**
- d. Are the applications written in house or Off The Shelf (OTS)? **N/A**
 - i. If OTS are they modified?

- 25. What is the preferred project management methodology? If there is no preference, please confirm. **The PM methodology should follow PMBOK principles and guidelines.**
- 26. Will there be a project manager or a Subject Matter Expert available to us to work with during the project? **Yes, City staff will be intimately involved with the vendor project team.**
- 27. Will there be an organizational change resource available or shall we provide one? **The City does not have a designated organizational change resource. Proposers are encouraged to include this resource in their proposal and the City is also exploring other alternatives.**