Office 365 Tenancy Provisioning, Configuration and Migration Services RFP
Questions & Responses

The Juvenile Welfare Board's Question and Responses for the Office 365 Tenancy Provisioning, Configuration and Migration Services RFP is modified in question #10. Note that the old language is struck through and new language is indicated by **red bold font.**

Answers are in Blue.

Question 1: How many accounts exist in GFI – 70.
- Archive Data yes / no? - Yes.
- Journal data yes / no? – Yes.
- Does JWB require journaling post migration? – No, JWB will implement O365 Litigation Hold on the mailboxes.
  - If so what 3rd party journaling provider will you use or will you leverage In place archive (365) JWB will use O365 In-Place Archive along with Litigation Hold.
- Does JWB have archive / retention policies or based on Sunshine Laws do you retain all, forever? – JWB retain all, forever.
- Do you have a need to provide public searching for Sunshine Laws? No.

Question 2: Is JWSB Exchange on a minimum of Exchange 2010 SP3 rollup 26? Yes, JWB is running Exchange 2010 SP3, Rollup 29 along with Exchange 2016 CU9 (this will be updated to CU13 week of 7/29/19).

- If not are you looking for partner to complete this upgrade? N/A

Question 3: Does JWSB support any apps that rely upon Exchange other than by SMTP relay? – No.

Question 4: You discus EMS and ADFS

- We can support both but recommend one or the other, not both
  - Do you have EMS licensure? It doesn't appear so from the RFP - JWB does not currently have EMS licensure.
- We can do SSO with just ADFS; we can so SSO experience using AD connect Pass through Authentication
  - We can leverage AD Premium for CA and MFA with ADFS but again consider this "overkill" - JWB would like to use ADFS.

Question 5: Desktops

- You state you are leveraging Office 2012

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- Is upgrading to OfficeProPlus (OPP) a part of this RFP? JWB will be upgrading to OPP, but, no, not part of the RFP.
- Has JWSB completed testing of apps for OPP and do the apps work? N/A
  - Can you provide a list? N/A

Question 6: SPAM / Malware

- Does JWSB intent to maintain the Barracuda solution? During the migration, JWB will maintain the Barracuda solution. During the decommissioning of Exchange on-premise, the MX record will be changed to point to O365.
  - If not in the cloud are you prepared with relocating the workload to Barracuda online? N/A

Question 7: Please confirm if sub-contracts are acceptable for this RFP (see below)?

Per Section 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, Proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, Proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, Proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or proposer under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in s. 287.017 for CATEGORY TWO for a period of 36 months following the date of being placed on the convicted vendor list.

1.18 CERTIFICATION OF ELIGIBILITY TO SUBMIT BID/PROPOSAL

The Proposer, by submitting Proposal, attests they are eligible to contract with JWB.

Subcontracts are acceptable for this RFP, but requires prior written approval of JWB (see General Condition 4. Assignments and Subcontracts). The language shown above prohibits JWB from contracting or subcontracting with any vendors placed on the convicted vendor list.

Question 8: How large is your public folder database? 3GB.

Question 9: We know there are 88 public folders, but how much data exists in those folders? See Question #8.

Question 10: How many GFI Archiver archives are there and what is the total size of all archives in scope?

There are ~~3TB~~ **600GB** of archived email with 22 **data**stores with 70 mailboxes.

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Question 11: Will all mail-enabled applications need to be reconfigured for use in Office 365, or are any being sunset as part of the migration? If they need to be reconfigured, can we get details on the current configurations?

The only mail-enabled application JWB <u>may</u> have is with our Great Plains accounting software.

Question 12: The stated goal is a hybrid Exchange configuration, yet one of the JWB responsibilities is to decommission the on-prem Exchange environment after migration. I'd like to know more about why JWB desires an intermediate hybrid configuration instead of simply migrating to hosted Exchange and then decommissioning the on-prem environment. For an organization of this size, I would not ordinarily think a hybrid configuration is a good fit, especially when it seems to be a temporary construct.

JWB would be open to exploring a non-hybrid exchange environment but are not that familiar with the type of configuration needed or if it would be better. After the migration, any environments not needed would be decommissioned by JWB.

Question 13: Section 1.12, Award and Agreement states that the "contract term shall be from October 1, 2019 through March 31, 2019." Do you mean March 31, 2020? Please clarify. Please see addendum #1.

Question 14: Section 2.1, Purpose of the RFP states that "JWB also has a Microsoft Office 365 Certified Solutions Associate on staff." The Office365 MCSA is no longer an active certification/credential (see screenshot below). Is a consultant who has passed the MS200 and MS201 certifications an acceptable alternative?
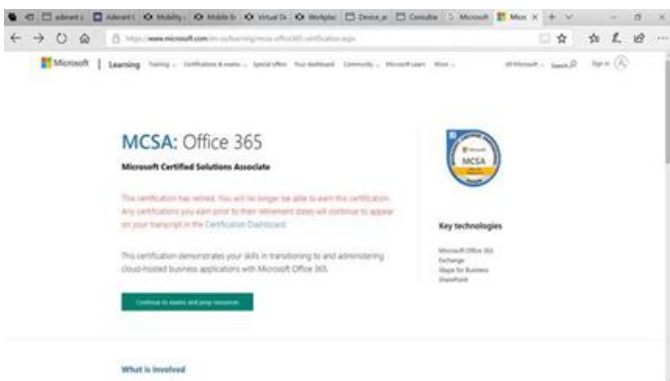
To clarify, Section 2.1, PURPOSE, is referencing the certifications that JWB staff have.

Please see Addendum #1 in regards to Section 2.8, CONSULTANT QUALIFICATIONS.

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Question 15: Do you plan to deploy a standalone server for the hybrid Exchange server? Is it the consultant's responsibility to install Exchange and convert to a hybrid Exchange server? JWB currently has two Exchange 2016 servers on-premise that can be used for the hybrid server.

Question 16: Do you plan to keep the hybrid Exchange server in the long term, or do you plan to remove all Exchange post migration? On-premise Exchange will be decommissioned.

Question 17: If you plan to remove all Exchange from your environment post migration, are you looking for the consultant to perform the work or would you handle these activities with the JWB staff? JWB and BTS staff will handle the decommission of the on-premise Exchange activities.

Question 18: You will need to upgrade from Office 2013 to Office 2016 or higher or you cannot connect to Exchange Online after October 31, 2020. Is an Office upgrade part of this engagement or will JWB staff handle any Office upgrades? JWB and BTS will handle the client upgrades.

Question 19: For the JWB SSO requirement, we would not recommend ADFS but rather leverage the SSO (seamless single sign-on) capabilities of the Azure AD Connect Sync Engine. Is JWB ok with the process?

BTS recommended ADFS because the alternative is to sync user account passwords into Azure. JWB is concerned that with the security of all of our user accounts passwords existing in Azure in that a breach of an Azure datacenter would potentially compromise all JWB systems.

Question 20: What is the OS level of your domain controllers? Windows Server 2012 R2.

Question 21: What OS level are your ADFS servers? ADFS is not installed or configured for JWB.

Question 22: Do you already have a 3rd party SSL certificate for your ADFS legacy deployment? Not applicable.

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Question 23: It is not recommended to install the Azure AD Connect Sync engine on domain controllers. Will you provide a standalone VM for the Azure AD connect sync engine running Windows Server 2012 R2 or higher? A VM can be provided if needed.

Question 24: Which Azure AD premium plan will be purchased: Plan 1 or Plan 2? Azure AD Premium Plan 1.

Question 25: Is configuring "Password Writeback" for the self-service password reset in scope for this engagement?

No, BTS did not recommend configuring for Password Writeback because of security risks.

Question 26: Is the configuration of Intune MDM policies in scope for this engagement? No.

Question 27: Is enrolling mobile devices into Intune in scope for this engagement? No.

Question 28: How much data is stored in the GFI archiver? 3TB.

Question 29: How does the GFI archiver work? In other words, is it used as a storage device for legacy employee mailboxes? If so, how many mailboxes have been archived? Emails from older mailboxes are retained in GFI Archiver. There are currently 70 mailboxes being archived.

Question 30: How does the GFI archiver work? Meaning, is it used to archive "active" or "live" mailboxes in order to keep the mailbox sizes manageable? Older emails that have been archived are still available using Outlook but you click some sort of link to retrieve the email.

JWB has journaling enabled in Exchange; GFI Archiver moves the emails captured in the journal mailbox to its archive stores. The GFI archive stores are SQL databases. There is a GFI Archiver Outlook add-in users use to view their archived emails.

Question 31: Do you plan to keep the Barracuda for spam protection after you have migrated to Office365, or are you planning to utilize Exchange Online Protection to handle your ongoing mail hygiene post migration?

As part of the Exchange on-premise decom, JWB will move the MX record from the Barracuda to O365.

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Question 32: Do you plan to move away from the barracuda for mail relay? SMT mail relay is being handled by the on-premise Exchange 2010 servers, not the Barracuda.

Question 33: Can you kindly let us know how much archive data will need to be moved? 3TB of archived email.

Question 34: Do you wish to federate Office 365 domains with your existing ADFS? ADFS is not installed or configured for JWB.

- o   Alternatively will you utilize Azure AD for authentication? Not recommended.

Question 35: What level of EMS are you purchasing? E3 or E5? E3.

Question 36: Are you deploying to a Government Based or Commercial tenant? Commercial.

Question 37: Has a licensing vendor already been selected? Yes.

Question 38: Will the Barracuda be utilized going forward or will you transition to EOP for mail hygiene? Yes, the Barracuda will continue to be used for spam.

Question 39: Will you be securing M365 licensing? (Windows Licenses included with O365 bundle)? No.

Question 40: Will Teams/Skype for business be deployed as part of Phase 1? No this will be handled by JWB and BTS as a Phase 2.

- o   Will this be replacing any existing IM Solution? No.

Question 41: Will One Drive be deployed as part of Phase 1? No this will be handled by JWB and BTS as a Phase 2.

   o   Will this be replacing any existing Cloud Storage? NA

Question 42: Will any portion of the solution be deployed into Azure Infrastructure as a Service? No.

   o   AAD Connect Servers, Domain Controllers, Hybrid Exchange Servers? N/A
   o   Is an Azure Subscription already in place? No.