

Request for Proposals: QUESTIONS RECEIVED AND ANSWERS
City of Burlington & Burlington Electric Department o365 migration/design

Date Posted: June 20, 2019
Questions Due: July 12, 2019
Answers Posted: July 19, 2019
Proposals Due: July 26, 2019

Vendor #1:

1. Does the city has the licenses (GCC G1, G3 or G5) for Office 365?
2. Has the BED department completed the setup of Office 365 tenant?
3. Is the city looking for assistance in setting up directory synchronization with Office 365?
4. Is the City looking of assistance in setting up Seamless SSO?
5. Is the City wants to implement Password writeback and message encryption features?
6. How many on-premises Exchange Servers?
7. What is the current version of on-premises Exchange Servers?
8. Can you please provide the size of public folder that needs migrated?
9. How many Mailboxes and Shared Mailboxes that needs to be migrated?
10. Please provide the detail if on-premises Archiving solution maintained and if you wants to migrate the Archiving along with mailboxes?
11. How many public domains do you currently have those are tied to email/mailboxes?
12. What are the sizes of mailboxes that needs migrated?
13. Do you have IRM enabled in your environment? If so, please provide the configuration details.
14. Does the City wants to implement Office 365 Advance Threat Protection?
15. Any Office 365 feature which requires when users mailboxes move to cloud?
16. What is city's expectation for go-live date?
17. Does City have resources that will provide assistance during the course of the project. Here is the allocation that our team requires
 - a. Exchange Admin – 4-8 hours per week
 - b. Network/Server admin – 4-8 hours per week
 - c. City's Project Manager/Decision Maker – 8 hours per week

Answers Vendor #1:

1. COB has GCC licensing for o365. BED uses Rackspace Exchange and does not have O365 licensing currently.
2. BED has not completed any tenant work
3. No. BED is looking for assistance here, however.
4. Yes
5. Not at this time. Limited knowledge of this feature.
6. COB has one
7. 2013
8. City does not use public folders; BED doesn't heavily rely on public folder functionality, and will likely not consider it for the future.
9. 910 total mailboxes for COB; 1-50GB for BED.
10. Barracuda mail archiver
11. 5 for City + BED (burlingtonelectric.com)
12. 695 mailboxes under 50GB, 20 under 100GB + BED needs.

13. No.
14. Yes
- 15.
16. We do not have a date prior to RFP responses
17. Resources will be provided

Vender #2 Q&A

Technical

1. Is BED and the City of Burlington merging into one tenant? Or are they going to be kept in separate tenants?

The goal for us is to be able to grant people within the city access to detailed calendar information on BED side, and vice versa, while also keeping our domains and AD separated, we believe that means joining under the same tenant.

2. Does BED have OS level access to hosted Exchange (IaaS instead of PaaS)?

We do not.

3. Where does AD live for both BED and City? Are they hosted or on-premise?

BED AD is local on-prem, separated from the city. City AD is local on prem.

4. Is AD moving to Azure AD or will it be kept on-premise?

We are open to learning more about Azure AD but are currently planning on on-prem.

5. Will on-prem Exchange be completely decommissioned or kept for post-migration management?

Current plan is to decommission on prem exchange

6. Are eDiscovery, anti-malware, and anti-spam/phishing filtering currently configured?

Planning on joining city's eDiscovery program

- a. Is it configured by a third-party appliance/service
Configured to an extent by Rackspace on BED side
- b. Do they want to keep said service or want translation/configuration using O365 equivalent services
Preference is transition to O365 equivalent

7. What is the current email archiver solution? What is the level of support?

BED currently uses an archive offered by Rackspace, our current plan is to keep a mailbox open to retain that archive and not transfer, we are willing to hear options. From City, COB is using barracuda mail archiver and would like to talk about integrating with BED.

8. Are phone systems integrated with email? What is the level of support?

BED has Mitel Connect and use Mitel integration for voicemails and call handling to a light extent. We have full support. City phone is integrated (upgrade underway) with support.

9. Are there any other mail-enabled applications configured to use either email environment? If so, please provide details including software, purpose and method of integration.

City uses on prem exchange as relay for some enterprise level applications (i.e., New World ERP).

10. Any plans to integrate new 3rd party applications and services w/ Exchange Online or Azure AD?

Not currently for BED, possible for City (i.e., New World ERP)

11. Will these applications be relocated to the cloud as well or remain on premise?

N/A for BED, no for City

12. What specific network devices and services are they looking to replace or augment as part of this migration to the cloud?

N/A

13. Will you be allowing personally owned devices to access (BYOD)?

Yes

14. Planning on managing devices using Intune for access security?

Device management via a MDM is planned, we would be very interested in hearing about Intune on BED's side. City currently using MaaS360 for device management

15. Is SSO currently deployed?

Yes

- a. If so, what type of SSO configuration (oAuth, device certificate, etc.)?
Rackspace exchange + AD integration

16. Are there pre-existing anti-spam and malware configurations? Or is this an add-on post-migration?

Webroot

- a. If pre-existing, what anti-spam features? (DMAC, DKIM, SPF, smart host, etc.)

17. Are mobile apps for email strictly governed or any/all third-party apps ok?

For BED, no strict governance currently, 3rd party apps are ok (to an extent and based on the app functionality and requirements). For City, controlled by MDM.

18. Is conditional access a requirement post-migration?

Something we can look at

19. EA or CSP agreements?

- a. Going to consumer or gov cloud/o365?

Training

- Number of Technical Staff supporting Office 365 Environment ... Administrators and Support?

4 on the BED side, 2 on City side

- Total Number of End Users?

150~ On the BED side, ~900 mailboxes and 500+ end users on City side

- What Workloads will you be deploying on:
 - Exchange / Outlook
 - SharePoint Online
 - OneDrive
 - Teams
 - Power BI

TBD

- Does the City of Burlington and BED use an LMS currently for managing their training? If so, what application?

No

- Does the City of Burlington and BED have onsite training classroom? If so, please describe the facility environment?

COB can provide training space for sessions ~15 - ~100

BED can provide space for training; one large screen with audio for a presenter and room for 15-30 people based on which room we can obtain.

Vendor #3 Questions

1. Are City of Burlington (COB) and Burlington Electric Department (BED) open to utilizing the existing COB o365 tenant?
2. Does COB or BED have any concerns about their existing Internet connectivity to support current use cases?
3. What is email client-software usage profile for PCs and mobile phones? Please list out version of software and quantities of each.
4. What are the end-user email access methods currently in place?
5. What types of O365 plans does COB and BED currently own and in what quantities?
6. Would chosen vendor be integrating this new messaging solution with any existing multi-factor authentication technology? If so, what is that technology?
7. Are the current COB subscriptions providing the level of service that COB and BED are looking for?

Vendor #3 Answers

1. Yes
2. COB does not.
3. Outlook 366; v2016:206, v2013:113, v2010:43, v2007:3
4. Outlook client, mobile device
5. Exchange online plan 1: 695, Exchange online plan 2: 20, Sharepoint Online plan 2: 1
6. NA
7. Yes