Addendum B:

Exchange Online Migration and Active Directory Upgrade RFP Answers to Questions.

1. Does the response have to be delivered via hard copy or is an email submission acceptable?
   A: Hard copy mailed or dropped off.

2. In the body of the RFP, June 25th is noted as a due date. I assume this is a typo, is that correct?
   A: Yes this was typo from several revisions of the RFP. The date issues were addressed in
   Addendum A.

3. Is this RFP release a second release of the RFP and if so, why?
   A: Yes this is a re-release. The previous schedule was too restrictive

4. In RFP, we understand that Village have 2 2008R2 standard DC and 1 2012 standard. Please confirm if village wants to upgrade all of them to 2019 or only 1 2008 R2 and 1 2012R2?
   A: Only 1 of the 2008 R2 and the 2012 Standard need to be upgraded. The other 2008R2 will be decommissioned and retired.

5. Please suggest whether the computers are in a Domain or Workgroup environment.
   A: Domain joined

6. Is the exchange server in the same forest as the AD accounts?
   A: Yes single forest

7. Do you have any local .PST files stored? If yes, will these be part of the migration? Please share the size of the .PST files and storage location?
   A: We do have users with .pst files stored locally on a network share. This data would need to be retained or migrated. We currently do not know the size of all .pst files

8. Apart from the user mailboxes and DLs how many shared mailboxes, contacts, room & equipment mailboxes are there in the environment? Please share the details.
   A: Seven (7) room mail boxes, Five (5) shared mailboxes, 194 contacts

9. Please confirm if the vendor has to provision user identities from AD to Azure AD or it has already been provisioned in Azure AD.
   A: Vendor would need to perform task

10. Please confirm if Microsoft 365 tenant is already configured.
    A: Has not been configured or acquired

11. Please share the number of multifunctional devices configured.
    A: (5) Multifunctional devices Village staff will configure devices

12. Does the company require post migration support and maintenance? Kindly enter the level of support required, no. of people and duration?
    A: As stated in the RFP:

Reliable Performance for 45 Days after Complete Migration (Performance or availability of the solution must continue at the baseline established at conclusion of Acceptance Testing. No significant loss in performance, availability or reliability should occur).
Administrator Training, Documentation and Knowledge Transfer
1. *Training for IT Manager for*
    a. *Administration Office 365*
    b. *Creation and administration of archive and retention policies*
    c. *Provisioning and de-provisioning of users, including disposition of data that meets retention and compliance policies.*
    d. *Responding to e-discovery and legal hold requests*
    e. *Office 365 administration best practices, including roles based controls and separation of duties*
    f. *Creating reports for activity, performance, heath and access*
2. *Administrator documentation detailing all configurations pertaining to retention, archiving and disposition of email.*

13. In RFP, it is mentioned to upgrade Exchange 2010 to 2016 and then 2019. Do village has requirement to upgrade Exchange and migrate users/database to Exchange 2016/2019 or we can directly move to Office 365 by introducing an hybrid server if required?
    A: hybrid is acceptable, Village will follow best practice/vendor's recommendation.

14. Do village require any user to be remain on Exchange on-premise or all users shall be migrated to Office 365?
    A: All users will be migrated

15. Do village continue to use ORF spam filter after Migration or will be switching to M365 Anti-spam filter?
    A: *Village will follow best practice/vendor's recommendations.*

16. Do village require any other application/role to migrate to new 2019 DC except DNS, DHCP and LDAP
    A: WSUS, IIS, Print Services, File and Storage Services, SQL server 2014

17. Any Governance policies and structure to be implemented around these workloads?
    A: Not at this time

18. Is there only a single AD forest or are there multiple forests?
    A: Single Forest

19. Are you planning SSO Solution what would be your choice to achieve the same ADFS or Pass-through authentication? Or would you like vendor to suggest best solution as per your business needs and requirement?
    A: Vendor recommendation or best practice

20. As we understand the scope of service is Migration of Exchange and Active Directory services. Please suggest if there's any specific requirement for providing any kind of hardware (server or

PC)?
A: The Village currently does not have spare hardware to perform the migration, if additional hardware is required please include in the proposal. Virtual environment is acceptable.

21. Is it a mandatory requirement for a vendor providing the required migration service to provide the required hardware as well? Assuming, if the Village provides the required hardware, then the vendor will take are of the required installation and configuration for the required services. Please suggest.
A: If additional hardware is required the vendor, in the proposal, should list the hardware and cost.

22. Do you have SMTP relay/relay set up between application to send email from application? Any such rely integration required between on prem hosted app and Exchange online protection?
A: Yes 2 SMTP relays are in place.

23. Are you planning to take Office 365 backup or are you fine with the Office 365 compliance features (legal hold, etc).
A: At this time O365 compliance features will suffice, Village will consider vendor recommendations for backup solutions as possible separate project scope.

24. What is your current smart firewall for email filtering if possible please share the details.
A: The Village has Fortinet firewalls, the email filters are currently not being implemented.

25. Please share details on the Existing Email protection & Anti-Spam filtering?
A: Village uses Symantec End Point protection and ORF Spam filter

26. What email domain(s) will be migrated? Are additional domains or aliases required?
A: northaurora.org and vil.north-aurora.il.us

27. Can training session be conducted as a virtual/Online session?
A: Yes training can be conducted virtually

28. How many users can join such online training session at a time?
A: Only the IT Manager will attend training sessions

29. Can train the trainer program be a possible option?
A: Yes/preferred

30. What would be the Preferred schedule for user trainings (daily, weekly) ?
A: Training is intended for system management only, end user training will be handled by Village staff.

31. Please provide expected timelines for the project execution/completion.
A: Village staff anticipates to submit recommended vendor/RFP to the Village Board for approval on September 20, 2021. Village staff would like to see project completion by the New Year.

32. Can you please share if there is an incumbent vendor whose managing your current O365? Are they also participating in the bidding process?
    A: Village currently does not have O365

33. Is on-shore/on-site model possible for this engagement?
    A: Due to CJIS requirements all remote work must be performed state side. Back ground checks may be required.

34. Can requirement gathering be done on-site and rest of the work be done offsite?
    A: Yes

35. Referring to SECTION 5 - VENDOR REQUIREMENTS/REFERENCES, we are Microsoft Gold certified partner, will this meet the requirements?
    A: Yes

36. Is there any not to exceed budget allocated for this RFP?
    A: No

37. Is there any predefined cost sheet format that vendor should follow to provide the cost for the required services?
    A: No

38. if by moving to a hosted Exchange do you mean you are purchasing an Exchange Online subscription or already have one?
    A: Correct purchase, the Village currently doesn't have a Exchange Online subscription

39. Can you also confirm if the requested licenses are under a specific Volume Licensing Program?
    A: No the Village doesn't have an VLP

40. Do you need Software Assurance with these licenses?
    A: Not necessary but would be interested to see pricing difference as separate line item

41. Can you please fill out the below chart for us?

Windows Server Per Core			
	# of Physical Processors	# of Cores Per Processor	# of VMs Hosted
Server 1 SDCVH	1	16	0
Server 2 NAPDEX	1	8	0
Server 3 NAPDDC	1	8	0

42. Windows Server is licensed under the Per Core/CAL model so the customer will also need to purchase CAL's. You can purchase user or device CAL's. Anyone accessing a server directly or indirectly will need a user CAL. If you prefer to license per device, that is also an option. You can also have a mixed environment if needed. Can you please confirm how many CAL's you will need and if you prefer user or device?
    A: Per user (90)

43. Is the Windows Sever that will run Exchange Server already included in the initial Qty 3 servers requested?
    A: We are looking to move to a hosted exchange. The current exchange server we assume will be upgraded to perform the migration but be decommissioned after.

44. Are you asking for any Hardware to be upgraded? If so, what hardware do you want replaced?
    A: Yes if required in order to perform the migrations, we anticipate at a minimum a new server in place to perform the AD relay to Exchange Online. Virtual environment is acceptable.

45. Aside from the 2-page limit for introductory letter and the 5-page limit for "other information" in Section 8 of the prescribed proposal format, are there any other page-limit or other formatting requirements or constraints?
    A: No

46. Does the evaluation criteria called "Local Regional Business" refer to the bidder being a local/regional-based business or rather the extent to which the bidder conducts business with local/regional entities?
    A: The Village prefers to support regionally local business, but best solution will be the highest deciding factor.

47. **What are the insurance requirements that the winning bidder would have to obtain and show proof of prior to a contract award?**
    A: Awaiting clarification from Village Staff

49. Does the Village expect an in-place server upgrade of the Domain Controller or will there be a new server available for a migration? Migration is the recommended method of upgrading Active Directory.
A: Currently the Village doesn't have spare server, Village will follow vendor recommendations

50. Does the Village expect the vendor to quote for 2 servers in the two-step upgrade scenario for Exchange 2010 to Exchange 2019 to Exchange 2019? In-place upgrade is not possible.
A: If required then yes, virtual is also acceptable solution. Village currently doesn't have a virtual environment.