



CITY OF PANAMA CITY BEACH

March XX, 2023

ADDENDUM NO. 1

PCB23-34 RFP MAIL TENANT MERGER & ANNUAL MICROSOFT 365 LICENSING

Questions:

1. How many Teams sites and data need to be migrated? Please break it out based on the two existing tenants.

A. PCBFL.GOV – 4 teams and Beachpolice.org – 23 teams

2. How many SharePoint sites and data need to be migrated? Please break it out based on the two existing tenants.

A. PCBFL.GOV – 33 sites, approximately 310GB and Beachpolice.org – 21 sites, approximately 2GB

3. How many OneDrive sites and data need to be migrated? Please break it out based on the two existing tenants.

A. PCBFL.GOV – same as SharePoint as they both are one in the same. Beachpolice.org - same as SharePoint as they both are one in the same.

4. How many inactive mailboxes need to be migrated? How much data will that involve?

A. PCBFL.GOV – 390 archived mailboxes and Beachpolice.org – 92 archived mailboxes.

5. On RFP page 1 of 25 it says that the “Selected vendor will be required to **hold proper levels of CJIS certification** to perform work done on the Police Department’s email tenant” and on page 15 of 25 under **Mandatory Elements**, it is mentioned that – “*The Proposer is CJIS Compliant and **Certified to handle potential CJI data***”. We have experience working with CJIS data for police and fire department with other public sector agency, and if required we can provide reference for validation purposes. Please confirm,

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if it is still mandatory to get certified on CJIS to be qualified for responding to the RFP, or if experience working with other governmental agencies and their CJIS data will be sufficient to be qualified for this project. Please confirm.

A. In order for the vendor to have unattended access to CJI data, the company and all employees with access during the merger will need the appropriate CJIS certification level 4 security and awareness.

6. Can your admin, please, set up an account for KPCS Consulting LLC in CJIS Online and assign the appropriate level of security training we need to complete?

A. The City only sets up vendors for CJIS certification after the award is given and contract is signed. We do not set up vendors prior to that. If the vendor is awarded the bid we will go through the process at that time.

7. We understood that the City wants to synchronize multiple forests using AADConnect. To synchronize multiple forests using AADConnect, there should be 2-way trust between AD forests. Is creating forest trust in Active Directory a vendor's responsibility or City's?

A. The vendor will be required to assist the City in configuration of AD, the changes will be made by City staff.

8. Please share the size and count of the following:

- Active Mailboxes
 - **Please see page 3 section 2. a. and b. of the RFP**
- Inactive Mailboxes (mailboxes those are on hold and the user left the organization)
 - **482 mailboxes – mixed inactive and archived**
- Archive Mailboxes (Online archived mailboxes)
 - **482 mailboxes – mixed inactive and archived**
- Room Mailboxes
 - **none**
- Shared Mailboxes
 - **60 mailboxes**
- Equipment Mailboxes
 - **none**

9. Are there any local PSTs to be migrated to the destination tenant? If yes, please share count and size.

A. none

10. How many Sites are required to be migrated to the Destination tenant? What is the size of the data to be migrated?

A. We are assuming you mean SharePoint Sites - PCBFL.GOV – 33 sites, approximately 310GB and Beachpolice.org – 21 sites, approximately 2GB

11. Is there any customization in SPO, Teams, ODB, etc.?

A. none

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12. How many Team Sites are there to be migrated to the Destination tenant? What will be the size?

A. PCBFL.GOV – 4 teams and Beachpolice.org – 23 teams

13. How many OneDrive accounts are required to be migrated to the Destination tenant? What is the size of the data to be migrated?

A. PCBFL.GOV – 33 sites, approximately 310GB and Beachpolice.org – 21 sites, approximately 2GB

14. In RFP, it is mentioned that City requires archived mailbox to be migrated. We need clarification whether City is referring to mailbox with online archive or the inactive mailboxes in M365?

A. Both exist

15. Do you require public migration as part of this engagement? If yes, please share the folder count and size.

A. Only on Beachpolice.org – 21 sites, approximately 2GB

16. Any custom applications that are built on the current M365 environment that needs to be migrated over? Please share the details of the same – how many apps? The complexity of the apps?

A. none

17. Please share the number of multifunctional devices configured. Also, confirm is reconfiguration of the same will also be part of the implementation activity.

A. none

18. Are there any applications in Azure that needs to be reconfigured in destination tenant? Please share the count as well.

A. Yes – Neogov SSO

19. Does City require to mirror all the AS-IS existing configuration on destination tenant or require governance or best practices as part of this engagement?

A. Mirror existing configurations

20. Kindly confirm is Microsoft 365 Apps (Office desktop apps version of Microsoft 365) deployment or upgradation will be in the scope of this engagement.

A. Only the licenses, City staff will deploy software changes locally

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21. Is the City also looking for doing any Windows upgrade or only Microsoft Office product migration?

A. No Windows upgrades are included in the RFP

22. Does City require client-side deliverables to be part of this engagement e.g., Outlook configuration, M365 apps installation and activation, OneDrive for Business installation etc.?

A. No

23. Does City require Governance policies and structure to be implemented around Microsoft 365 workloads?

A. Yes

24. How many groups need to be migrated to Exchange Online?

A. There are no groups being migrated out of AD, if you are asking about shared mailboxes see Answer to Question 8 above

25. To help us estimate the size and complexity of migration components, please provide counts and complexity of what needs to be migrated e.g.

- a. Approx. # of Team Sites – **See question 1 above**
- b. Approx. # of SharePoint Sites **See question 2 above**
- c. Approx. # of pages within each site collections **Single page sites**
- d. Any 3rd party components like Nintex, K2, LiveTiles, etc.? Please share details **No**
- e. Any forms (complexity and high-level details) **No**
- f. Any features or functions that are custom developed (Webparts/Extensions, Site Designs, Workflows etc.) **No**
- g. Share the details of below component
- h. # of third party webparts if any **No**
- i. # of InfoPath forms **No**
- j. # of Share Point designer workflows (If Any) **No**
- k. # of Site Collections/sub sites **No**
- l. # of Group Sites **None**

26. Are any business applications custom built? Is source code available for all the applicable customizations?

A. No

27. Details of any third-party application integration required with SharePoint Online.

A. None

28. What is SharePoint currently being used for? Document Management/Records Management/Department Sites/Intranet Collaborations?

A. External document sharing

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29. Do you have any existing migration tool such as ShareGate, Metalogix, etc.?

A. No

30. Are there any requirements to support multiple languages? If yes, please give the language list.

A. No

31. Do you have requirement to pull or push information from SharePoint to external applications?

A. No

32. Any preferred migration tool for SharePoint Migration? Do you have any tool procured?

A. No

33. Are there any inactive OneDrive Accounts data to be migrated over the commercial destination tenant?

A. No

34. Are there any inactive SPO Sites data to be migrated over the commercial destination tenant?

A. No

35. Is any custom Governance implemented around SharePoint Online or is the Governance primarily controlled OOB via Tenant/Admin Center configuration?

A. OOB via Tenant/admin center configuration

36. Is migrating data from MS tenants to the new GGC tenant also part of the scope of work? Please confirm.

A. Please see Page 5 Migration and Cutover section of the RFP document

37. If yes, what is the data volume that needs to be migrated from MS Teams?

A. MS Teams does not host data, only SharePoint

38. Have any custom policies or configurations been done around Teams Admin center?

A. No

39. Do all POSTS, files, WIKI, Apps, etc. need to be migrated along with TEAMS?

A. Yes

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40. Do you have any preferred migration tool in mind, or have you already procured any tool for migrating One Drive, SPO a& Teams content?

A. No

41. Do you require any Admin or end user training? If yes, we recommend Train the Trainer (TTT) approach for end user training. Is City in agreement with this?

A. No

42. What all workloads should be covered under End user training? E.g., Outlook, SharePoint, MS Teams, any other?

A. None

43. Our understanding is remote training is ok, and no onsite presence is the City office is needed to provide training, please confirm.

A. No training

44. Can the City confirm how long it needs the Post Deployment Support after Go Live?

A. Microsoft does not sell direct to Government entities; support will need to be maintained for the entirety of the tenant

45. How many hours of support is the City looking for each month post deployment?

A. Less than 10 hours per month – rough estimate – historically has been less than 10 hours

46. We assume that post-deployment, the City will provide Level 1(L1) support to its end users for any issues reported, and Vendor resources will provide Level 2 (L2) and Level 3 (L3) support. Please confirm.

A. City will provide end user support, only support requested would be administration and licensing support.

47. End users of the City will connect with the City L1 helpdesk support team, and if a solution can't be provided and resolved by the City L1 team, they will be sent to the Vendor L2 team by the City L1 team. Please confirm if this understanding of ours is correct.

A. City will provide end user support, only support requested would be administration and licensing support.

48. What is the expected window that the City looking at from the vendor for the post deployment support? Will be be 24*7 support or only Business Hour Support? Please confirm.

A. Post-deployment support is expected normal business hours of 7am - 5pm Monday - Friday

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49. Are you open to us not being on-site for post deployment support, and providing the required support remotely?

A. Yes

50. Is the City looking to purchase the licenses for the Office 365 Suite Plan G3 as part of this RFP, and should we need to provide the price of licenses?

A. Yes, Microsoft does not sell direct to Governments

51. If yes to the above, please confirm how many Office 365 Suite Plan G3 licenses City is looking to purchase.

A. Please see page 3 section 2. a. and b. of the RFP

52. Should we provide the Unit price (single licenses cost) of the Licenses, as per the current license count (in-use February 2023) details provided in page 5 of the RFP?

A. Yes

53. City is already on GCC tenant for the Police Department; we wanted to understand why the City wants to move to a new GCC tenant instead of moving the General and Fire Department to the existing Police Department GCC tenant.

A. It was the City's understanding that if we stay on the Beachpolice.org tenant then all future Teams and SharePoint sites would share the Beachpolice.org and that is not the intent of this merger. All sites should show PCBFL.GOV once migrated.

54. In tenant-to-tenant migration, there will be partial coexistence that is SMTP forwarding, if we are using the same domain, but per the RFP requirement (Page 13 Phase 1 and Phase 2 point #2), it seems the City is looking for coexistence. Please confirm is full coexistence is a mandate.

A. Yes

55. Is the City looking to keep the same domain in the destination? Please confirm.

A. The City is only keeping PCBFL.GOV as the same domain

56. Is there any Vendor who provided services to the City for implementing the Police Department GCC tenant? If yes, will that Vendor also be allowed to respond to this RFP?

A. This solicitation is open to all entities who feel they have the qualifications to responsibly respond.

57. Our understanding is that resumes are not needed for the Development/Staff who will work on the project and only the names of Developers/Staff will be sufficient, due to the 30 page limitation provided in the proposal response. Please confirm.

A. Correct, as written on page 7 section 5 of the RFP

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58. If resumes are needed, please let us know how to include them as a single Developers/Staff resume may take 3 – 4 pages and 30-page limitation of proposal response will exceed.

A. Please see Answer to Question 57 above

59. Is the City open to a combination of an Onshore (USA/Offshore (from another country) delivery model for this engagement with some work being done outside of the US (from another country)?

A. All data needs to stay within the USA – no offshore access to the data shall be permitted

60. Is any work under this project need to be delivered from the City office location onsite, or remote work for the entire project duration from the vendor Onshore/Offshore office is possible? Please confirm.

A. Offsite work is permitted, offshore work is not permitted.

61. For End user documentation, Vendor can use Microsoft documentation wherever possible. Is the City in agreement with this?

A. Yes

62. Does the City have any blackout dates other than public holidays when vendor cannot perform work or migrations? i.e., year-end freeze?

A. No work between 9/30/23 – 10/2/23

63. Is there any specific date/month, City expects Phase 1 and Phase 2 to be completed?

A. To be determined during discovery and planning phase

64. Please share the approximate budget for the project.

A. The City will not release estimated budget numbers for this project.

65. We couldn't find any place to put a signature in the Public Entity Crimes Form. Please let us know if signature is needed and in which place to put any signature. Also, please let us know what is to be put in the **to, by, For** field of the form in Page 20 of 25.

A. The Vendor is required to choose the appropriate statement that applies in Section 5. to The City of Panama City Beach, by, is the name of the person completing the form, For is the name of the Company/Vendor. A revised form with a signature line has been attached.

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66. Under page 24 of 25, Non-Collusion Affidavit, what should be write under COUNTY OF, as we are not from the State of Florida?

A. References to the State of Florida can be marked out in this case and replaced with the State in which the company is located.

67. Similarly with the E-Verify form, it mentions STATE OF FLORIDA and COUNTY of that needs to be filled; please confirm what out of sate bidders should fill in those fields and can notary from any state fill and notarize the form, or there is specific need that the Notary needs to be done by authorized Notary from State of Florida.

A. References to the State of Florida can be marked out in this case and replaced with the State in which the company is located.

68. Our understanding is that the INSURANCE REQUIREMENTS given under Exhibit A, starting page 28 to 37, that is not needed to be submitted with the proposal, but successful bidder will need to submit the asked details. Please confirm.

A. At the top of each page there is a place for the vendor to initial, acknowledge their understanding of the requirement. These pages are to be returned in the proposal and do not count towards the 30-page limit.

69. We request the City to extend the proposal submission due date by two (2) weeks from the date the City responds to the Vendor questions, to provide us the required ability to create a detailed proposal response based on the responses that will be received from the City.

A. The City will not be extending the proposal due date.

70. We have attached the CJIS certification copy. Will this work?

A. If awarded, all team members assigned to the project will need to submit certifications.

71. Are you using CUCM or any other Voice Mail?

A. No

72. Is voicemail delivery in the scope?

A. No

73. Is voicemail delivery in the scope?

A. No

74. Do you have any Public Folders?

A. Yes

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75. Do we need to implement Self Service Password reset, Azure MFA, Data Loss Prevention, Azure Information Protection? Or We offer these in optional project.

A. No – optional addons are permitted and should be clearly marked as optional

76. Why are you moving to the 3rd tenant vs using either of the existing preferred tenant GCC or Non-GCC?

A. Please see Answer to Question 53 above

77. Are you ok to use Password Hash Sync?

A. Yes, that is how both tenants are currently performing the sync

78. Do we have data in litigation hold or retention?

A. Yes

79. Do you have any M365 back up in place?

A. No

80. Are we keeping criminal evidence in the SharePoint or on premises or at CJIS Solutions?

A. Email inboxes are the only potentiality for CJI data

81. Do we have any requirement for GCC High tenant?

A. No

82. Do we any resources in Azure?

A. The City has Azure AD premium licenses for monitoring and administration purposes only

83. How much time we need for change management to approve?

A. 5 business days

84. The number of User Mailboxes.

A. Please see Answer to Question 8 above

85. How many Shared Mailboxes?

A. Please see Answer to Question 8 above

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86. Are any over 50gb?

A. Yes

87. The number of Teams?

A. Please see Answer to Question 1 above

88. Are any Teams over 100gb?

A. Yes

89. The number of SharePoint Libraries (Not counting Teams SharePoint Sites)?

A. 29

90. Are any SharePoint Libraries over 50g or 100gb?

A. Yes

91. The number of Microsoft Groups?

A. There are no groups being migrated out of AD, if you are asking about shared mailboxes see Answer to Question 8 above

92. Any there any Public Folders?

A. Yes

93. If so the combined total GB of all Public Folders that need to migrate.

A. 312GB – in SharePoint

94. Is there are any reports, Project Web App site created which needs to be migrated? If yes, then how many reports is required to be developed?

A. No

95. We understand that the out-of-the-box search capabilities are used and if not, need specific search needs which are implemented?

A. The City does not have any custom searches beyond content and litigation hold searches that are created by City Staff and not within this scope

96. Is the permission structure defined or needs to be defined for SharePoint?

A. Yes

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97. Is there any third-party application that needs to be synchronized with SharePoint?

A. Not part of this scope

98. Please provide the data size and number of sites details on both tenants

Tenant 1: SharePoint sites size : **Please see Answer to Question 2 above**

SharePoint sites : **Please see Answer to Question 2 above**

OneDrive sites size : **Please see Answer to Question 3 above**

OneDrive sites: **Please see Answer to Question 3 above**

Tenant 2: SharePoint sites size : **Please see Answer to Question 2 above**

SharePoint sites : **Please see Answer to Question 2 above**

OneDrive sites size : **Please see Answer to Question 3 above**

OneDrive sites: **Please see Answer to Question 3 above**

99. Was the look and feel changed for existing sites, is there any new requirement for the site's look and feel and Master page?

A. No

100. Is there are any forms? If yes, then how many forms need to be moved or recreated, approximately? What is the complexity of the forms in (Highly Complex, Medium Complex, and Complex)?

A. No

101. Is there any workflow? If yes then, how many workflows are there to be moved or recreated? If yes, then is there any workflow to be moved or recreated? If yes, then what is the complexity of the workflows, in (Highly Complex, Medium Complex, Complex)

A. No

102. How many custom apps are deployed from marketplace? if any, need to transfer license from existing tenant to new tenant

A. None

103. How many custom apps are inhouse developed and deployed?

A. None

104. Any Powerapps or flow which are created/utilized? Do we need to migrate these as well? if yes how many

A. No

105. What types of data are being migrated? Is it just Exchange, OneDrive, SharePoint, or are there other services like Yammer? (Note that some services may be difficult or impossible to migrate.)

A. Exchange, OneDrive, SharePoint, all pointed out in the RFP

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106. Is the project planning to migrate both tenants 1:1, or are there any planned changes?

A. We are migrating 2 tenants into 1 single tenant, all pointed out in the RFP Scope of Services

107. Does the target tenant already exist?

A. No

108. Do you have any documentation of your current environment, especially custom configurations on a low level such as personalized quotas, calendar permissions, policies, etc.?

A. No

109. Are the source tenants mostly default-based, or is there a high degree of customization?

A. Some customizations

110. The provided documentation estimates around 500 mailboxes, but what is the approximate amount of data that will be in mailboxes, OneDrive, or SharePoint sites in gigabytes?

A. Approximately 2.7TB

111. Regarding security, especially Conditional Access and MFA, are they set to basic enforcement, security defaults, or customized policies? How about DLP or other protection methods?

A. Some customizations

112. Do you have many cloud-only objects, or is the majority synced from forests?

A. Majority is AD synced, there are some resources in the cloud only

113. Do you have verified access to your public DNS registration? How many domains are included in the migration, just two?

A. Yes, and yes

114. For the Exchange migration tool, which method will be used for 500 mailboxes:

A. Vendor shall provide

115. Server application – your own server with the tool installed

A. It is all in MS365 going to MS365, no local servers

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116. Cloud version – no need for a server and dependencies, but more expensive

A. We are already in the cloud and are staying there

117. For both forests, is an Exchange server installed? If so, what roles does it have, are there any data, how is the state of the hybrid, what versions and health status?

A. No, we are in the cloud per the background in the RFP

118. How are synced identities managed? Do you have any identity management, scripts, or are they managed manually via ADUC?

A. Please read page 3 section 1 of the RFP

119. Regarding SMTP relay, do you use an on-premises SMTP server (Exchange), or do devices and apps use cloud services directly?

A. Mixed

120. Would it be viable to use native cross-tenant migration instead? (Cross Tenant User Data Migration is available as an add-on to Microsoft 365 subscription plans below and is only available to customers with an active Enterprise Agreement customer. Microsoft 365 Business Basic/Business Standard/Business Premium/F1/F3/E3/E5; Office 365 F3/E1/E3/E5; Exchange Online; SharePoint Online; OneDrive for Business.)

A. Vendor shall provide their preferred solution

121. Is it necessary to have an elevated admin account in both the source and target tenants? For AAD Connect, is access required for both source forests? Will this be an obstacle?

A. Yes, yes, and up to the vendor to decide if it is an obstacle or not

122. Do you have any mailboxes under litigation hold? Will it be necessary to migrate protected data like this? (Note that this data cannot be migrated as is, and it will be necessary to restore all deleted data in the first place.)

A. Yes

123. Do you use S/MIME or any other personal encryption? These messages are difficult to process and require special steps performed by the user themselves.

A. No

124. Would you be interested in a basic skills workshop about identities, EOL/EOP, and DFO administration?

A. No

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125. Would you be interested in user manuals and perhaps user adoption templates?

A. No

126. Do you have enough end-user support (L1), or would you be interested in help? After the cutover, there will be a high load on your helpdesk.

A. No

127. How many Windows Active Directory domains are you using? Are police identities and devices in a separate domain?

A. Please see page 3 of the RFP section 1 and 2

128. What are the current domain and forest functional levels?

A. Windows server 2008 R2

129. What version of the AAD Connect service are you using?

A. 2.1.16.0

130. Do you have the capacity to install additional virtual servers if needed, in Azure or on-premises?

A. No

131. Will you be able to provide VPN access and accounts to consultants who are performing the migration?

A. Yes

132. Do you have documentation of your current environment?

A. Partially

133. What is the total number of Microsoft 365 Group Team sites that are not connected to Teams, including their used storage capacity in SharePoint Online and Exchange Online?

A. All are connected to a Teams site

134. What is the total number of Microsoft Teams in use, including their used storage capacity in SharePoint Online and Exchange Online?

A. Please see Answers to Questions 1 and 2 above

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135. What is the total number of SharePoint sites that are not connected to Microsoft 365 Groups, including their used storage capacity, and how complex is the SharePoint home page if one exists?

A. All are connected to a group that will be migrated

136. How many private and shared channels are in use, and can you provide a member report and their capacity?

A. Can be provided during discovery phase of the project

137. Which Teams apps are currently in use, and can you provide a report from the Teams Admin center?

A. Can be provided during discovery phase of the project

138. Are there any additional document libraries besides the default one (Shared Documents) in use at Microsoft 365 Group Team sites?

A. No

139. Are there any custom apps in use in SharePoint Online or Teams?

A. No

140. Are there any custom PowerPlatform apps (Power Apps, Power Automate, Power BI) in use in Teams or SharePoint that need to be migrated?

A. No

141. Are there any SharePoint Designer workflows in use that need to be migrated?

A. No

142. Do you need to migrate the Posts tab from Teams? And if yes, will you agree to use a third-party tools?

A. No

143. Do you need to migrate personal chats? And if yes, will you agree to use a third-party tools?

A. Yes, and yes

144. Is there a complex permission matrix in place on SharePoint Classic sites that are not connected to Microsoft 365 Groups?

A. No

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145. Can you provide a capacity report and current usage for OneDrive?

A. Please see Answer to Question 3 above

146. Are users currently synchronizing their files and folders from client PCs to OneDrive, and if so, how many users are doing so?

A. Some are syncing, approximately 20

147. What is the total number of Shared Mailboxes?

A. Please see Answer to Question 8 above

148. What is the total number of Resource Mailboxes?

A. 10

149. What is the total number of Team Sites?

A. Please see Answer to Question 1 above

150. What is the total number of Sites?

A. Assuming you meant Teams and SharePoint sites, please see Answer to Question 2 and 3 above

151. Do they need endpoint manager as well?

A. No

152. Why the City wants to go to 3rd government tenant, as mentioned on page 1 their police department is already on Microsoft Office 365 for Government, the good option is to migrate their commercial tenant to Police Department Government Tenant?

A. Please see Answer to Question 53 above