



County of Roanoke

FINANCE DEPARTMENT PURCHASING DIVISION

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December 1, 2022

RFP #2023-046

Email and Business Productivity Tools Cloud Migration

for

Roanoke County

ADDENDUM NO. 3

Answer to Comment

Due Date & Time:

January 12, 2023 2:00PM
(Local Prevailing Time)

Addendum No. 3
RFP 2023-046
Email and Business Productivity Tools Cloud Migration

Important Date/Information Updates:

1. Dates that have been update are as follows:

Due Date for Questions is now December 13, 2022 by COB.

Questions will be returned in the form of an Addendum by December 20, 2022 COB.

Due Date of the RFP is now January 12, 2023 at 2:00 PM.

2. Pricing for included RFP phases:

Roanoke County prefers to have a choice of pricing estimates. There are 2 pricing worksheets. Not to Exceed (similar to fixed fee) pricing is required for each responsive phase, to facilitate phase service/pricing comparisons. Time and materials, combined phase or other discounts, or other pricing methods are optional and can be shown on the optional worksheet. Please share pricing based on all methods available (ex. Not to Exceed/Fixed Fee, Time & Materials, other pricing).

This update is reflected in the pricing section of the updated spreadsheet 2023-046 Project Requirements-B document that replaces the original document with the same name, on the bid website.

The 2023-046 Pricing Summary Workbook-A on the bid website has been replaced by 2 spreadsheets:

- 2023-046 Pricing Summary Workbook Required Not to Exceed Pricing-C
- 2023-046 Pricing Summary Workbook Optional-D

***Vendors are required to use attachments C and D Pricing Workbook instead of Pricing Workbook A.

Answers to Questions:

3. What is the size of the SharePoint environments?

Answer: We have 60 databases, under 150 GB total size with 75 SharePoint sites.

4. Will Federal Funds be used to pay for any portion of the proposed solution?

Answer: Yes, there is some federal monies involved. However, that is not Grant monies.

5. Are digital signatures acceptable for the proposal? Or are wet signatures needed?

Answer: On the original document sent and required we will need a signature of the person that is a representative of the company permitted to sign Contracts. That signature should be authentic yet can be transposed.

6. Notes from Pre-Bid Meeting

FastTrack Services:

In the interest of providing the best quality project for the most reasonable price, Roanoke County prefers that vendors work with Microsoft on provision of appropriate services using FastTrack partnership funding. Vendors are welcome to include these services in their bid for as many services that they feel provide the highest quality outcomes for Roanoke County M365 project phases, and should indicate their status with Microsoft in being permitted to utilize these services for specific M365 components in various phases included in the bid.

Phase 6/7 Opportunities:

Roanoke County is interested in taking advantage of vendor knowledge for large scale digital transformations such as the scope this project represents. The phase 6/7 final phase or phases of the project can be related to security and technical modules (InTune, Mobile Device Management, Deployment functions, advanced use of DLP functionality, single sign on options, Microsoft Detect, are all options to propose, if not proposed for deployment in an earlier phase). Teams collaboration functionality related to shared files and move of our existing shared files storage and security, coupled with email, calendar and meeting integration, is another option to propose, based on Teams functions deployed in preceding phases. We are looking for guidance for a "best practices" approach for our next steps in the last phase/s, with vendor responses based on their experience with deployment in these areas for other clients and the related benefits and opportunities experienced by those clients.

Office365 Desktop to M365 user rollout:

For the move of users from desktop-based Microsoft Office to M365 business productivity office tools, Roanoke County's Infrastructure/Technical Services Team has deployment tools and experience scheduling and deploying software across the organization. However, if a vendor has a preference to use a different method for optimal outcomes, please elaborate and price using that method.

Phase 4/Cisco Jabber/Teams Messaging

Roanoke County is looking for either integration of Cisco Jabber to Teams or switching from Jabber to Teams, or both, in different areas of the organization. We need pros/cons and assistance from vendors to determine our preferred outcome. We use Jabber now for both messaging and soft phone services. We have licensing for both Zoom and Webex for meetings, that we anticipate will mostly be replaced by Teams for meetings.

Groupwise Email System Information:

There are 1433 total mailboxes (majority are individual users, some are for services/notifications or external email distribution). Mail is held for 4 months in mailboxes, and also archived to Netmail Archive with 3-year, 5-year and permanent retention schedules, depending upon user role. The total size of the 2 mail post offices is 543 Gb (332 in one, 211 in the other). The archive is 8.9 Tb.

Sharepoint Environment Information:

Roanoke County's Sharepoint environment has 60 databases, under 150 GB total size with 75 SharePoint sites. The production environment has 20 main Intranet sites, 24 group and team sites, a CSA with 4 sites (has external access), and an extranet site.

D365 Tenant Move from Commercial to GCC:

Roanoke County has several components in the current D365 environment that were described in the call, including use of Power Automate to send and manage approval processes between D365 and approvers via emails, batch jobs that run outside of D365 and Laserfiche to facilitate use of financial document images with D365, D365 does not use on-prem Sharepoint and there are several interfaces

that provide data from other County systems.

Roanoke County prepared a list of customizations during earlier discussions with Microsoft and our D365 support vendor, HSO, that provides additional detail for the existing D365 environment:

- 1) Roanoke County on-premise Active Directory is integrated with Azure AD via Azure AD Connect D365 B2B collaboration is set up between Roanoke County Azure AD and Roanoke County Public Schools Azure AD to allow Roanoke County Public Schools employees to edit reports in Management Reporter (Also called Financial Reports)
- 2) Roanoke County Public Schools has azure AD guest access into Roanoke County azure AD
- 3) D365 email is relayed from an Azure hosted virtual machine to Roanoke County, Roanoke County Public Schools, and the Western Virginia Regional Jail
- 4) DRA printing is routed via an on-premise server
- 5) We have inbound and outbound file integrations via the azure file watcher service installed in an on-premise VM. Files are routed through azure blob storage to D365 Dynad imports. Some files are consumed via data entities.
- 6) We have data export jobs pushing data From D365 to an azure-hosted sql instance with a "Bring Your Own Database (BYOD)." Our on-premise SSIS and SSRS solutions pull data from the BYOD for reporting and integration.
- 7) We have a Laserfiche integration that updates metadata in Laserfiche documents by querying document numbers exported to the BYOD. The Laserfiche server is on-premise.
- 8) We have power automate flows used for workflow approval via business events and D365 workflows
- 9) We use the following Dynad features
 - a. Journal imports
 - b. XDS (secures objects according to financial dimensions)
 - c. Accounts payable workflows
 - d. ALE posting definitions
 - e. Advanced Account Entry
 - f. workflow history ssrs report
 - g. Accounting Source Explorer Enhancements
 - h. Purchase agreement mandatory on requisition header
 - i. Purchase Agreement Stage
 - j. Pricing Type - Contract"

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*****REQUIRED*****

*****Sign and return with your bid package*****

Sign Name:

Print Name:

Date:

Company

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