



County of Roanoke

FINANCE DEPARTMENT PURCHASING DIVISION

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RFP #2023-046

Email and Business Productivity Tools Cloud Migration

for

Roanoke County

ADDENDUM NO. 5

Answer to Questions
Due Date & Time:
January 12, 2023 2:00PM
(Local Prevailing Time)

Addendum No. 5
RFP 2023-046
Email and Business Productivity Tools Cloud Migration

1. Does the County need to do any cross-tenant collaboration with non-GCC tenants?

After D365 is migrated to the new GCC tenant, the county expects limited cross-tenant collaboration with non-GCC tenants. Today (with D365 in the commercial tenant), users from Roanoke County Schools (RCPS) and the County's D365 support partner, HSO, have access from their own Azure AD accounts on Microsoft Commercial tenants. They are invited to our D365 environment but continue to use their normal school/HSO login and password. Other than login, there is B2B collaboration set up with RCPS so that RCPS users can edit reports. There are no additional current requirements for sharing documents or functionality between our proposed GCC tenant and the external organization commercial tenants.

2. Can you expand on requirements/needs with advanced archiving?

Roanoke County, as a local government, is required to comply with FOIA and other data production rules, such as litigation hold, other document holds, and for FOIA/legal document preparation, deduplication and redaction. Multiple retention schedules for emails and documents are another area needing advanced archiving.

3. How much archived data will be required for migration?

For email, there are retention requirements for 3 and 5 years for mailbox contents (depending upon role of staff, directors) and permanent archiving for contents of Board member and County Administration emails. Total Archive Size = 9 TB

4. Is the County open to moving off Duo MFA?

Roanoke County expects to use Microsoft MFA for both M365 and, with additional analysis, D365 (we are aware that this is the direction Microsoft is going for D365, but it has not been deployed yet for our D365 environment). It is our understanding that we will probably have to maintain DUO MFA for applications that don't have current integration with Microsoft MFA, even if we can replace some Duo MFA with Microsoft MFA. This requires analysis of areas where MFA might be in use going forward.

5. Is the County looking to move ADFS to Microsoft Entra products?

We are not familiar with this solution, so not sure.

6. What is the County's current internet connection?

The County Internet connectivity is provided by Cox Communications and Roanoke Valley Broadband Authority. The primary data center connection is currently 300 Mb. We are in the process of trying to get that moved to 1 Gb. The secondary data center connection is currently 200 Mb. This is not being changed at this time.

Addendum No. 5
RFP 2023-046
Email and Business Productivity Tools Cloud Migration

7. What are the integration requirements from Teams to Jabber?

That has not been determined at this point. That is an area we'd like the partner vendor to help us better understand pros/cons of both Teams and Jabber functionality (for messaging and soft phone usage), to decide if we will continue to use Jabber as well as Teams, and complexity of integration if both are maintained.

8. Does the County have current phone hardware deployed (E.g. Cisco rooms that need to convert to Teams rooms)?

Several Conference rooms have equipment for use with videoconferencing, but it is not specific to a vendor like a CISCO room or a Zoom room.

9. Regarding Intune and MDM, are the County's devices BYOD (Bring Your Own Device) only, Corporate devices only, mix?

Roanoke County **mobile** devices are a mix of mostly County-owned and a smaller amount of BYOD (with policy agreement signed if they choose to have sync'd email on the device). We do NOT allow BYOD laptop devices.

10. Who are the audiences that will be accessing the D365 tenant (E.g. international, non-county employees, etc.)?

D365 is available only to Roanoke County and our partners at Roanoke County Schools and Western Virginia Regional Jail who access D365 from their existing organizations' AD, upon invitation to join our Azure AD, and HSO, our D365 support vendor.

11. Are there any reporting needs related to BYOD (Bring Your Own Database) or Data Lake for D365?

We use BYOD for reporting and integration for D365.

Phase 1 – Licensing, GCC Tenant Creation, MFA, DLP, D365 F&O Migration

12. What is the anticipated licensing strategy? (e.g. G5 for all except G1 front-line workers)

Roanoke County plans on use of G3 for most users, with possibly about 100 F3 front line users, a small number of F1/G1 users (with no email or systems in use, but need for access to shared County content), and a small amount of G5 users (possibly for system administrators). While we will continue discussion of licensing options with Microsoft and departments, for their types of users, we plan to seek advice based on expertise of the deployment partners to determine final licensing types and numbers that will meet our functional and archiving requirements.

Addendum No. 5
RFP 2023-046
Email and Business Productivity Tools Cloud Migration

13. What is the current usage and volume of information in the Dynamics 365 Finance & Operations environment?

The size of the mdf file for our production AxDB database, when exported from azure and restored to a sql server instance, is 60GB. In addition to production, we have 1 UAT environment in azure, and two dev “cloud-hosted environments.” The UAT and dev environments are copies of production. In production we have 205 enabled users. Fewer than 10 users are enabled in our UAT and Dev environments.

Phase 2 – Email/Calendar and Archive Migration w/ Governance

14. What is the count of mailboxes in the following size groups: <1GB, 1-10GB, 10-100GB, >100GB

<1GB=1248 1-10GB=180

15. What is the desired destination and end-state functionality of current Netmail Archive contents for content that is associated with users no longer in existence (keep on-prem, lift & shift to Azure, migrate data to Shared Mailboxes, etc)

Roanoke County prefers the lift and shift approach, where everything would be moved/migrated out of NetGovern Archive and into the corresponding M365 User Advanced Archive with same retention policies.

16. What version of GroupWise are you currently using?

GroupWise Ver 18.3 at this moment, upgrading to 18.4 soon

17. What is the total amount of mailboxes to migrate including shared mailboxes and resource mailboxes?

1,437 Mailboxes to date, and 103 Resources

18. What is the total quantity of email in GW to Migrate (Specify whether derived from Space consumed by databases or from Statistical reports)

Space Consumed 505 GB

19. What version of NetMail currently deployed?

Addendum No. 5
RFP 2023-046
Email and Business Productivity Tools Cloud Migration

Netgovern 6.6.1.223

20. Is it currently licensed and under support? YES

21. How much data does it contain?

Total Size = 9 TB to date

22. How many users in Archive are" Live "users compared to inactive users that have no corresponding account in GroupWise?

LIVE=1442 Approximately, and LEGACY=1245

23. Are there GroupWise personal archives that are required to be migrated? NO

24. Are all GroupWise servers in the same data center? YES

Phase 3 - Personal Drive to OneDrive Migration and Office Install

25. What is the count of personal drives in the following size groups: <1GB, 1-10GB, 10-100GB, >100GB

All user drives are on one volume of the CIFS server. The total used size for that volume is 4 Tb. It roughly breaks down like this:

<1GB = 785 users

1-10 GB = 195 users

10-100 Gb = 110 users

>100 Gb = 30 users

26. What is the current endpoint management/software deployment mechanism, e.g. SCCM/GPO

The County uses PDQ Deploy to install or update applications on devices, and manual installation when automated deployment is not an option.

Phase 4 – Teams for Meetings Deployment, Replace Zoom/WebEx, Cisco Jabber Integration

27. Is it the intent to only used Teams for meetings/chat and no Teams groups are to be created until Phase 6+

Due to the complexity of TEAMS groups for collaboration functions, and the fact that the

county has not been exposed to M365 administration, we plan to introduce additional functionality such as this after initial phases of the project are completed. Users and administrators need to be familiar with basic email, O365 office tools and OneDrive usage, as well as migrated existing data and Sharepoint functions on Sharepoint Online, in the cloud environment, to effectively use collaboration functionality.

28. If Teams is to be used beyond just a chat/meeting replacement at this point, is it desired to implement a governance solution for Teams at this Phase

The County's technical and steering team will need assistance from the deployment partner to create a plan for Governance for Teams usage beyond chat/meetings. (administration, policies, data movement and retention, etc)

29. Is the intention to completely replace all WebEx and Zoom usage with Teams

Most meeting solutions will be replaced by Teams. Departments with a large number of external customer meetings have asked that we maintain a small amount of Zoom licenses for ease of use for clients with less advanced computer skills

30. Is Cisco Jabber integration intended to serve as a bridge to complete replacement or is continued co-existence desired

That has not been determined at this point. That is an area we'd like the partner vendor to help us better understand pros/cons of both Teams and Jabber (for messaging and soft phone usage), to decide if we will continue to use Jabber as well as Teams, and complexity of integration if both are maintained. We would like to determine if Microsoft Teams allows for softphone capability with CUCM and possibly if there are any features that we currently have with Cisco Jabber that Microsoft Teams does not.

31. Will some users have Teams calling plans and others continue to use Jabber or is all phone functionality to be handled by Jabber

See response above. That has not been determined at this time.

Phase 5 – SharePoint Migration

32. Regarding site content, what is the count of sites in the following size groups: <1GB, 1-10GB, 10-100GB, 100-1000GB, >1000GB

Site counts:

<1GB - 60

1-10GB - 15

33. What is the total size of SharePoint site content?

150 GB

34. How are external SharePoint sites currently used and how is access to the sites granted (public, guest access, other)

External SharePoint sites are currently used to collaborate with other partners on long term projects. An AD account is created for each individual who needs access. Security on the sites utilize AD groups for security in a separate AD domain that lives in the DMZ.

35. Describe the current SharePoint usage and level of custom solutioning/code in use

- Lightweight design on SharePoint 2019 Modern, including a theme and header/footer extensions to display a mega menu and utility links
- A few client-side web parts based on PnP samples and PnP Modern Search, deployed via sppkg files
- Designer 2010 workflows
- Powershell scripts to move Document Sets between libraries
- Script to sync AD photos with SharePoint user profile photos

36. Will re-design work identified in Phase 5 be bid/quoted separately, or does the RFP response need to estimate the level of effort and include hours for re-design

Level of effort and hours for vendor recommended approach/re-design should be included in RFP response

Phase 6+ - Intune, Shared Folder to SharePoint/Teams Migration

37. What is the current collaboration platform fulfilling the role of Teams

We have shared directories in use for departmental file sharing, and Sharepoint sites for departments and projects (not real time document collaboration or integrated email, scheduling etc)

38. What is the current endpoint management system in use

Roanoke County uses PDQ to deploy software package updates. If the question refers to endpoint protection, we have well-known, enterprise class, “next-gen” software installed on all our endpoints.

**Addendum No. 5
RFP 2023-046
Email and Business Productivity Tools Cloud Migration**

*****REQUIRED*****

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

Sign Name:

Print Name:

Date:

Company

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