

**REQUEST FOR PROPOSALS to the Utah State Legislature
for a Hosted Cloud-Based Email, Calendar, and Instant Message Solution
RFP No. 2011-03**

ADDENDUM 1

Addendum Date: September 30, 2011

Question #1

You don't provide an exact user count for this RFP - it only provides a range of users. Having said that, what should we base our pricing on, or should we just provide a "per user" cost relative to licensing?

Do you have an exact user count? If not, what should we base our pricing on? Would you prefer a per user price or total cost pricing?

Answer #1

Our user count fluctuates throughout the year. Around the time of the LEGISLATURE's general session, we hire numerous temporary employees. These employees need email accounts during the time of their temporary employment. The accounts will be cancelled after the session ends. Offerors could propose a "per user" (probably by month) cost or a flat fee with a maximum number of users.

Question #2

What is your archiving retention policy?

Answer #2

As it relates to email, our retention policy provides for deletion of an email when the administrative need ends or up to three years, whichever is shorter. When a user deletes an email, we prefer that it be deleted in every location (as soon as possible), even backup files of the offsite provider. Users may decide to hold on to some email indefinitely if they determine that there is a need to do so.

Question #3

Section 5.2 - states that "the vendor is solely responsible to pay for all of vendors' materials, travel, and expenses...". Will we be reimbursed for T&E if we win the contract?

Answer #3

No. There will be no reimbursement for time or expenses incurred to responding to this RFP, regardless of whether you are awarded the contract.

Question #4

How much data will need to be migrated to the new cloud based solution?

Do you have a rough estimate of the total amount of data that is going to need to be migrated?

Answer #4

Office of Legislative Research and General Counsel:

72 mailboxes, 19 shared mailboxes, approximately 7 GB of data

Office of the Legislative Auditor General:

28 mailboxes, 2 shared mailboxes, approximately 29 GB of data

Office of the Legislative Fiscal Analyst:

34 mailboxes, 5 shared mailboxes, approximately 51 GB of data

House:

111 mailboxes, 5 shared mailboxes, approximately 97 GB of data

Senate:

68 mailboxes, number of shared mailboxes (unknown at this time), approximately 63 GB of data

Question #5

What are the sizes of the current mailboxes to be migrated?

Answer #5

A very rough estimate is:

Median .5GB

Average 1 GB

Largest 18 GB

Question #6

Are there any shared mailboxes?

Answer #6

Yes. See Answer #4.

Question #7

Is the requirement for POP and IMAP strictly for use with mobile devices? If it is needed for other aspects in the environment, please explain.

Answer #7

The requirement for POP and IMAP relates to use by mobile devices and may include the ability to work offline on computers. POP and IMAP are required so that mobile devices and computers (using any major operating system) can use POP/IMAP e-mail software clients to access and interact with the proposed hosted cloud based e-mail solution.

Question #8

Is there a consideration to move up to current technology where attachments are not passed around, but rather are shared with dynamic teams (communities) that can change as projects come up?

Answer #8

Functionally, we want to make the associated documents available to the recipient as they access an email or an appointment. We are willing to consider different types of technology to accomplish this.

Question #9

Provide a list of all your locations and a reasonable estimate of employees per location (please note this is different than number of users with e-mail accounts):

Answer #9

The locations are all at the Utah State Capitol Complex (Salt Lake City, Utah), including the State Capitol Building, the Senate Building and the House Building. We have about 230 year-round employees and legislators. We also hire roughly 100 temporary employees for the general session of the LEGISLATURE. Many, but not all, of these temporary employees are assigned email accounts.

Question #10

List all messaging and collaboration products used in your locations.

Answer #10

GroupWise, including Instant Messenger
DropBox is also used some

Question #11

If you use any acronyms in answering any of the questions in this document, please complete the following table:

Answer #11

Abbreviation/Acronym	Meaning
OLRGC	Office of Legislative Research and General Counsel
LAG	Legislative Auditor General
LFA	Legislative Fiscal Analyst

Question #12

What is the configuration for servers in the environment?

Answer #12

Most of the Legislature has operated under the umbrella of the State of Utah. The Senate has its own system in the past. The servers used that support email are Novell, Linux, and Windows servers.

Question #13

What devices or products handle perimeter SMTP mail traffic?

Answer #13

Spam filtering is outsourced to ProofPoint. Mail that is not spam or diseased is forwarded to the state SMTP gateway.

Question #14

How many messaging servers and mail users/server do you currently support?

Answer #14

Each Legislative Office maintains a post office. OLRGC and the Senate have a domain server. All but the Senate use Executive Branch Gateways, filtering services etc. The Senate maintains their own.

Question #15

Are there currently accounts within the environment that has administrative access to all mail accounts in the environment?

Answer #15

No.

Question #16

Do you use either server or client based message archiving? If yes, please describe.

Answer #16

We use Groupwise Instant Messaging. Technical data is available at novell.com.

Question #17

Please describe any particular requirements for your messaging environment, include any regulatory requirements.

Answer #17

Please refer to the RFP.

Question #18

For the locations in which your servers reside, please describe any data privacy laws or regulations that impact where physical data must reside (e.g. data must reside in country).

Answer #18

None.

Question # 19

What is the approximate volume of e-mail handled by the messaging system?

Answer # 19

This is difficult to answer because it fluctuates a lot. Volume can change substantially depending on several factors, including a change in the number of employees, whether the LEGISLATURE is in session, and whether a controversial issue arises.

Question #20

Is there currently any other connector/gateway besides SMTP that is being utilized in the environment? If so, what protocol/product is being utilized?

Answer #20

Proofpoint Spam/Virus Filtering Server (currently outsourced).

Question #21

Are transfer and storage limitations imposed on mailboxes and folders? If so, please complete the tables below:

Answer #21

Mailbox Limits	Size
Mailbox Size	None
Time Limits for the following	
- Inbox Messages	None
- Sent Messages	None
- Trash Messages	7 days
Size Limit for outbound messages	40 MB
Size Limit for inbound messages	40 MB
Deferral for messages of x size	Deferral based on number of addressees

Question #22

How many domains/sites have you implemented?

Answer #22

Three.

Question #23

If multiple domains/sites, please describe the purpose of each?

Answer #23

One is for the House, one for the Senate, and one for support.

Question #24

Please use the table below to provide client workstation hardware information.

Answer #24

Operating System	Number of Users
Windows Vista/7	Most Users
Windows XP Professional	Some Users
Windows 2000 Professional	
Windows 2003 Server (via Citrix)	
Windows 95/98	
Linux	
Macintosh	
POP/IMAP Service	
Unknown (web access):	

Question #25

Please use the table below to provide client messaging workstation information.

Answer #25

Messaging Client Software	Number of Users
Lotus Notes 8.x	
Lotus Notes 7.x	
Lotus Notes 6.x	
MS Outlook 2007	
MS Outlook 2003	
IMAP / POP3 Mail Clients	
Groupwise x.x	All users
Other Clients	

Question #26

- a. Are you currently using calendaring and scheduling?
- b. If so, are you using group scheduling or standalone calendars?

Answer #26

- a. Yes.
- b. We are using both.

Question #27

Please use the table below to list pervasive devices in use in the environment that will be required to migrate/upgrade?

Answer #27

Pervasive Devices	Number of Users	Comments
Blackberry	Yes	
Android	Yes	
Nokia		
Windows Mobile 7.x	May support soon	
Windows Mobile 5.x		
iPhone	May support soon	

Question #28

Do you have existing tools available for software distribution and will you leverage these tools for the distribution of client software and/or any add-ins to your existing clients?

Answer #28

Yes.

Question #29

Are there any other initiatives that will parallel the messaging migration, desktop replacement and/or refresh?

Answer # 29

No.

Question #30

Do your users currently have access to a directory, which includes all/most of the enterprise employees (LDAP or other) including non-messaging users?

Answer # 30

Yes.

Question #31

Does your messaging directory interface or receive information from a Human Resources system or other corporate directory? Please describe as completely as possible, including the directory synchronization method.

Answer #31

Not really. Human Resource system creates the user ID and sends the domain administrator an email notifying them of the addition. It is up to the administrator to create a mailbox for each user if needed.

Question #32

Are you using any other directories outside of your messaging system (x.500, LDAP)?

Answer #32

LDAP

Question # 33

Who is responsible for the administration of Public Distribution Lists, i.e. creation and maintenance?

Answer #33

The email administrator.

Question # 34

The following questions seek to understand your expectations about migrating existing mail / calendar / contact / etc. data.

- a. Which of the scenarios do you anticipate being required for your environment?
- b. Data migration tools often run in either a centralized / admin driven or end user driven mode; do you have a strong preference to leverage or avoid either of these modes?

Answer #34

a.

Data Type	Criteria
Mail - Inbox (e.g. all, last 90 days, none)	All
Mail - Other Folders (e.g. all, last 12 months, none)	All
Calendar Entries (e.g. all, last 12 months, none)	All
Tasks / To Do's (e.g. All, none)	All
Personal Contacts (e.g. All, none)	All
Personal Distribution Lists / Groups (e.g. All, some, none)	All
Personal Journal (e.g. All, last 12 months, none)	All
Local mail archives (e.g. All, some, none)	All
Public Folders (e.g. All, some, none)	All

b. No.

Question #35

If you listed messaging system(s) or collaboration environment(s) in the overview section other than what is discussed in section Messaging Environment Assessment, please use this section to describe the additional environment(s).

Answer #35

The collaboration environment is not standardized and the current messaging system is GroupWise Instant messenger, administered by the Executive Branch.