Grundy County Technology Department

Paul Webb

Director of Information Technology

Grundy County

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Request for Proposal to Provide Office365 Licensing and Migration Services

NOTICE
THIS PACKET IS NOT AN OFFICIAL RFP DOCUMENT. THIS DOCUMENT IS PROVIDED ONLY FOR PUBLIC REVIEW.

Official RFP documents are available at the office of the Director of Information Technology, 1320 Union Street, Morris Il, 60450, or by emailing pwebb@grundyco.org with "Grundy County Office 365" in the subject line. Documents are available for inspection online at www.grundyco.org/bids-and-rfp/. The proposer remains responsible for obtaining all addenda, which will be posted at the same website.

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Section I
Request for Proposals (RFP)

Grundy County is requesting proposals from qualified Microsoft Gold Partners and CSP to provide Office365 Licenses, Implementation and Migration services. A contract will be awarded to the proposer who submits the best proposal in compliance with this RFP. This RFP is being issued under the authority of the Grundy County Board. The Grundy County Director of Information Technology will oversee all aspects of the selection process, subject to review and approval of the Grundy County Board.

Sealed proposals will be received for Office365 Licenses and Migration Services. Sealed envelope must be clearly marked on the exterior "Grundy County Office365 Proposal" and contain three (3) copies of the complete proposal with an original signature and one (1) digital copy on a flash drive. No responsibility or liability will be attached to any County official, employee, or agent, for the premature opening or failure to open any proposal not marked according to this instruction.

Sealed proposals will be accepted until 10:00 AM May 27, 2022 at the Grundy County Technology Department, 1320 Union St. Morris, IL 60450. At that time sealed proposals will be publicly opened and read aloud. Fax and electronic submissions will not be accepted.

The County will only accept proposals that are responsive to the RFP and are prepared and submitted in compliance with the requirements set forth in this RFP.

The successful Proposer is specifically denied the right of using in any form or medium the names of Grundy County or any other public agency of Grundy County Government for public advertising unless express written permission is granted.

Award will be made to the responsive Proposer with the highest score upon evaluation of all criteria as set forth in this RFP.

Proposal Inquiries

All questions or clarifications concerning this RFP must be submitted via e-mail with "Grundy County Office 365" as the subject to:

Paul Webb, Director of Information Technology
Grundy County
Information Technology Department
1320 Union St
Morris, Illinois 60450
pwebb@grundyco.org

Prohibited Communication

Contact with any representative, other than through the procedure outlined in the section title "Proposal Inquiries", concerning this request is prohibited PRIOR TO PROPOSAL OPENING. Representative shall include, but not be limited to, all elected and appointed officials, and employees of Grundy County and their agents within Grundy County.

Any Proposer engaging in such prohibited communications prior to Proposal Opening may be disqualified at the sole discretion of Grundy County.

Section II
Project Overview

Grundy County currently has an internal Exchange 2016 e-mail server, and internal SharePoint server. We are looking to migrate everything from these internal servers to our Microsoft Office 365 Government Tenant. The end goal is to have all exchange services migrated to Office365 and the on-premise exchange server de-commissioned, as well as moving all SharePoint sites from the on-premise SharePoint server to Office365 and decommission the on-premise SharePoint server. Grundy County will provide necessary access to the network for these migrations to be performed. In addition, we will be looking for some training on Microsoft Teams and assistance rolling that out to all users with this process. Currently teams has been rolled out to a handful of departments throughout the county for minimal usage as a messaging app.

Significant dates to remember:

Solicitation/RFP Advertised:	April 13, 2022
Last day to submit questions:	April 29, 2022, 4:00 PM CST
Last day for posting addenda:	May 6, 2022, 4:00 PM CST
Deadline to Submit Proposals:	May 27, 2022, 10:00 AM CST
Proposal Opening:	May 27, 2022, 10:00 AM CST
Anticipated Final Board Approval:	June 14, 2022
Successful Proposer Notified:	June 16, 2022

Key information regarding the Grundy County Environment:

- Mailboxes: 246
- Groups: 106
- Contacts: 56
- Shared Mailboxes: 28
- SharePoint Sites/SubSites: 17
- Accepted e-mail domains in Exchange: grundyhealth.com, grundyco.org, grundycountyil.gov
- Current e-mail domains in Office 365: grundycoil.org

Key information regarding the end goal for Office365:

- Mailboxes, groups, contacts, shared mailboxes, and SharePoint sites/subsites all migrated.
- Accepted e-mail domains will be grundyhealth.com, grundyco.org, and grundycountyil.gov.
    - The primary e-mail domain for the Health Department will be grundyhealth.com all other primary domains will be grundycountyil.gov with additional e-mail addresses for grundyco.org.
- Single Sign-on should be enabled for all computers on the Grundy County network.
- One Drive will not be utilized all data storage will continue to be on local file servers.
- Copiers, GIS Software, and other 3rd party software will still need to be able to send e-mails, preferably without a different account for each device/application.

Section III
Scope of Work

The scope of work will include:

A detailed technical document and solution plan, which will provide a thorough and clearly-defined plan for a seamless migration to Office365.

Office 365 Readiness Assessment, Onsite Discovery, and Planning

- Onsite review of client systems to gather and capture information about existing infrastructure
- Identify potential challenges in this migration and pose solutions
- Recommend a solid communications and training plan for the Grundy County users based on best practices
- Determine required tasks for configuring network and DNS
- User Identity and Account Provisioning Planning
- Planning considerations to implement directory synchronization
- Plan for single sign-on
- Exchange Online Planning
- Develop migration strategy
- Identify mailbox size and item counts that will be migrated to Office 365
- Determine mail-enabled applications and plan for configuration
- Conduct bandwidth assessment to calculate migration velocity for mailbox data

Preparing Environment for an Office365 Deployment

- Compile DNS records for configuring domain name for use with Office365 Services
- Configure on-premises AD for directory synchronization
- Configure email co-existence with existing server and exchange online
- Mailbox quotas and archival/retention policies
- Anti-spam and malware protection
- Configure client computers and end-user experience.

Migration and Cutover

- Assign licenses to users
- Migrate and synchronize mailbox data to Exchange Online
- Notify County IT when DNS changes need to be implemented
- Perform post-migration service testing of Office365 functionality
- Ensure all users are reachable at both grundyco.org and grundycountyil.gov e-mail addresses
- Provide best practices for replacing already installed versions of MS Office 2013-2019 to Office 365 applications.
- Assist in setting up Barracuda Mail Archiver for full e-mail archiving
- Provide best practices for sending e-mails from copiers, and GIS/3rd party software that is currently relaying directly to the Exchange Server.

Post Deployment Support and Office 365 Administration Training

- Have resources available on-site and be able to augment the County of Grundy's support staff on the week after the migration or if doing partial migrations per department the week after for each department
- Onsite or web-based training with IT Staff
    - Administering Office 365 Services
    - Office 365 Admin best practices
    - Managing AD Sync
    - Managing copier scan to e-mail and GIS and/or 3rd party software e-mail sending

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Section IV
RFP Submission Requirements

Priority Requirements

- The vendor will provide and execute the Office 365 Migration Plan
- The migration will have to be seamless to the business, with a cutover happening on a designated weekend or designated weekends if splitting into multiple is preferred.
- Office 365 will have to be in full production by November 30, 2022.
- The vendor will assist in creating a thoughtful and detailed plan around communication and training

Other Requirements

- **Overview of Firm:** a brief outline of Vendor's experience along with pertinent corporate details including full legal company name; year business was established; and number of people currently employed.
- **Project and Client Management:** a detailed description of the approach and methodology for managing projects and client relationships
- **Project Management Team:** a detailed description of the firm's project management team including skills, experience, and capabilities of relevant staff.
- **Project Schedule:** a detailed breakdown of all deliverables identified in the Scope of Work including methods, tools, and timeline to complete the project.
- **Client Reference List:** provide a client list for similar projects completed in the last three years for three different clients.
- **Project Costs:**
  - Manpower Costs: Itemize to show the following for each category of Personnel with a different rate per hours:
    - Category, i.e. project manager, senior engineer, etc
  - Estimated Hours
  - Total cost for each category and for all staff needs
  - General and Administrative Burden or Overhead: Indicate percentage and total cost.
  - Cost of Supplies and Materials: Itemize
  - Other Direct Costs: Itemize
  - Transportation Costs: Show travel costs and per diem separately
  - Total Bid Price for the Project

Section V
Evaluation Factors and Process

Evaluation Criteria:

After determining responsiveness, the County will identify a preferred vendor by evaluating proposals in accordance with the following criteria and maximum points per each criterion:

Evaluation Criterion Description	Maximum Points
Scope of Work Understanding	30
Training and Support/Knowledge Transfer	20
Schedule	10
Customer References	15
Proposed Pricing	25
Total Potential Points	100

The County reserves the right to consider information and facts, gained from all sources, including but not limited to proposal, presentations, demonstration, interviews, or references, in the evaluation process.

By submitting a proposal in response to this RFP, each vendor acknowledges, affirms, and agrees that it is the Vendor's sole responsibility to submit information related to the evaluation criteria and that the County is under no obligation to solicit any information if it is not included with the vendor's proposal. Failure of the vendor to submit such information in its proposal may constitute grounds for rejection of the proposal.

Award and Execution of Contract

The County of Grundy will provide written notice to the successful Proponent, to advise that the proposal has been accepted.

The successful firm shall be required to enter into a contract with the County of Grundy.

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