



## **Microsoft Exchange 2010 Services Migration**

Prepared December 22, 2010

**R E Q U E S T   F O R   Q U O T A T I O N**

**State Term Schedule**

## 1. Introduction

This Microsoft Exchange 2010 Services Migration Assistance Request for Quotation (RFQ) is issued by the Department of Administrative Services (DAS) through its Office of Information Technology (OIT). The purpose of this RFQ is to solicit proposals from State Term Schedule contractors for the purpose of procuring services to provide messaging migration related assistance and services for OIT/Infrastructure Service Division (ISD), who will migrate e-mail accounts (active and archived) from various platforms to Microsoft Exchange 2010.

DAS/OIT is seeking a contractor to assist with the migration process through June 30, 2011, with the possibility of extending these services through June 30, 2012. OIT anticipates that as many as eight agencies will migrate to the OIT Exchange 2010 Service by the June 30, 2011.

Once awarded, the term of the Contract will be from the award date through June 30, 2011. The State may renew this Contract for the next fiscal year, subject to and contingent upon the satisfactory performance of the Contractor, and availability of funds. Maximum duration of this contract will be until June 30, 2012.

These migrations may include, but are not limited to, developing new functionality as well as upgrading, enhancing, modifying, and/or extending existing systems, technology, and/or software. Because of the nature of the project, multiple migrations will be active and run in parallel and require operational support activities.

## 2. Current State

### 2.1. Ohio Agencies' E-mail Systems

The State E-mail Systems exist in a federated model. Each agency has developed their unique e-mail and networking environments to meet their individual agency needs. The overwhelming majority of these agencies provide their own e-mail service. The agency-user e-mail population exists across four platforms:

- Exchange
- GroupWise
- Lotus Notes
- E-mails stored locally on clients, e.g. – Post Office Protocol (POP3) or Internet Message Access Protocol (IMAP)

The majority of these systems are not integrated with applications. Additionally, multiple versions of e-mail software will exist from agency to agency. Some agencies have archiving/journal capabilities in addition to their active e-mail messaging. The majority of agencies utilize various versions of Symantec's Enterprise Vault product.

The desktop environment is owned and managed by each agency, not by OIT. The desktop O/S is predominately Windows. There may still remain a small percentage of Macintosh and Linux devices throughout a number of agencies. The primary productivity tools are Microsoft Office, Internet Explorer, as well as a collaboration portal ("Microsoft SharePoint"). Remote e-mail is accessed

either through a web browser or remote client (e.g. Groupware Internet Agent (GWIA), I-Notes, and Outlook Web Access/App (OWA)).

## **2.2. Progress of Exchange 2010 Transition**

The architecture, design analysis and testing of the new Exchange 2010 environment have all been completed. The service has already starting utilizing the Microsoft Forefront Online Protection for Exchange (FOPE) that provides anti-spam/anti-virus products and services. Some of the following features are being implemented to coincide with the transition to the Exchange 2010 environment:

- Implementation of fail over capabilities at the OIT's Virtual Hot Site
- Introduction of a low-end, lower cost, "lite" tier
  - Web access only
  - No mobile access
  - 500mb maximum mailbox storage
- Current base mailbox size up to 1GB for active and archived messages (potential 2 GB total)
- Migration to Microsoft archiving solution
- New unified messaging features including options for:
  - Voice mail & voice mail preview
  - Message waiting indicator and auto attendant
  - Call answer rules
  - Outlook voice access
- Managed e-mail folders and per-user journaling

## **3. Scope of Exchange 2010 Migration Project**

The scope of the Exchange 2010 Project involves consolidating the current State of Ohio decentralized integrated messaging environments into a centralized, in-house integrated messaging environment using Microsoft Exchange 2010 software, OIT hardware, and state networking/bandwidth components. The State anticipates this being a phased approach.

### Phase I – Initial Migration

Contractor will establish the overall project plan and methodology to migrate the anticipated eight agencies to the Exchange 2010 Services. This will include an initial meeting to identify suggested timeline for completion. The State expects the initial meeting and timeline modifications to be complete within 10 working days from the initial meeting.

Contractors will meet with identified agencies and provide an assessment of the existing system, provide the discovery documentation and a per box cost that also identifies the specific number of hours to complete the migration.

Phase II – Fiscal year 2012 Migration of Additional Agencies

DAS/OIT will identify the additional agencies for future migrations. Once identified, the Contractor will meet with each agency, complete the assessment and provide the discovery documentation and a per box cost that also identifies the specific number of hours to complete the migration for each agency.

As many as 36 State Agencies may be included in the project scope for migration to Exchange 2010. Due to agencies' workload, staff availability and schedule, multiple agencies may be migrating concurrently.

In the summer of 2008, an email assessment/survey of agencies' email systems was completed (see attachment #1 for summary). Based upon that survey, the approximate number of active accounts to be migrated to Exchange 2010 is:

- Lotus Notes – 6,700
- GroupWise – 14,000
- Exchange – 16,500
- Client Stored Email – 600 (e.g. POP3/IMAP)

As an example of the federated complexity of the State of Ohio, some of the agencies' that are early adopters have provided the following information regarding the scope of their current email systems:

Agency	Email System	# of Email accounts	Total Storage	Archive	Amount of Archive Storage	Journal
Agency 1	Notes	~5300	2.8 TB +	Local	n/a	n/a
Agency 2	GroupWise	~2500	1.2 TB+	90 days & Local	n/a	n/a
Agency 3	Exchange	~1000	600 GB+	Yes	2 TB +	Yes
Agency 4	Exchange	~834	215 GB	Yes	1100 accts/1 TB	No

Agencies that have archiving/journal capabilities will require their archived messages to be migrated to the Exchange 2010 environment. The metadata for the archived messages must be preserved and migrated to the archiving solution within Exchange 2010. The archive environment may include:

- Agencies that utilize GroupWise store the archived data to their fileserver(s).
- Agencies that utilize Notes/Domino store their data locally.
- Agencies that utilize Exchange may store .PST files locally or on a network.

#### 4. Exchange 2010 Project Responsibilities

##### 4.1. DAS/OIT Project Responsibilities/Costs

DAS/OIT will provide overall Project Management for the project as well as Exchange 2010 Environment support. DAS/OIT will be responsible for the overall (high level/non-agency specific) administrative costs for the project. These costs include the following:

- Overall Migration Plan
  - Overall Project Schedule
  - Overall Project Communication Plan
  - Overall Training Plan and Material
  - Project Reporting
  - Project Staffing Plan
- 
- Additionally, DAS/OIT will be responsible for administration and project management costs for specific migration activities. These costs include the following:
    - Agency Migration Plan
    - Agency Assessment
    - Agency Project Schedule
    - Agency Project Reporting

#### **4.2. Agency Responsibilities/Costs**

State agencies will be responsible for the agency-specific physical migration costs over and above the administration and project management costs.

#### **4.3. Contractor Project Responsibilities**

The contractor will define their repeatable methodology process and the plan to accomplish this project. Within the project plan, the contractor will identify the proposed software tools they will use to support agency account migrations. The contractor will also be responsible for working with the State to identify a solution or solution set that will be used for the migration of archived emails into the Exchange 2010 environment.

The selected contractor must assist the State with coordinating assignments for State staff working on the Project. The contractor must provide all administrative support for its staff and activities.

Contractor staff will be required to sign a confidentiality and non-disclosure agreement and/or a background check for access to several State of Ohio facilities. Skill sets of specific team members should align with the customer agencies' and OIT messaging practices and architecture and environment outlined in sections two and three of this RFQ.

Depending on the agencies' and OIT's schedule, it is likely that multiple migrations will be concurrently active. Therefore, the contractor and a sufficient number of team members should be

able to effectively work in a dynamic environment across multiple concurrent phases of the overall migration effort.

#### **4.4. Contractor Staff Project Responsibilities**

Contractor staff responsibilities include, but are not limited to:

- Communicate to the State Project Manager, State Project Team and State Solution Architect on all migration team progress and associated activities.
- Responsible for the overall migration solution and migration tool(s) suggestion/selection. This includes working with the State to identify a solution or solution set that will be used for the migration of archived emails into the Exchange 2010 environment.
- Responsible for post migration support for the client and Exchange 2010 environments.
- Develop and document the repeatable methodology process and approach that will be utilized for this project.
- Develop and document a communication plan that will be utilized for this project.
- Develop and document a migration path plan to the OIT Exchange 2010 environment from each of the non-integrated agency messaging environments including, but not limited to Microsoft Exchange, Novell GroupWise, IBM Lotus Notes and POP3/IMAP.
- Recognizing that each state agency is unique in their specific operations and needs, the contractor must develop an agency specific migration plan for each agency in consultation with each specific agency technical team, the OIT Exchange Services team and the State Project Manager. The plan will include items such as, but not limited to: assessment, schedule, training material, etc. The plan be documented and be mutually agreed upon. OIT's expectation for the timeline for this planning should not exceed 10 business days per agency (after initial meeting). This plan should include, but is not limited to:
  - (1) Describe how non-disruptive or planned integration of any integrated messaging environment, dependent applications or services, interaction with other's calendar entries that have not been migrated, address books, synchronized data services and "must have" templates on the current integrated messaging environment systems with Exchange 2010 environment will function.
  - (2) Describe how migration will occur without impacting the inter-agency integrated messaging environment operation, except during maintenance/migration windows during the transition/migration.
  - (3) Describe the post migration support provided to OIT and the transitioned/ migrated agency.
  - (4) Develop criteria for migration complexities that identify and describe the categorization of agencies with respect to ease of migration.
  - (5) Identify the migration tool(s) for the active and archived data, including the associated metadata (for example start date, expiration date, retention period/policy). Provide associated information about the tools selected.

- (6) Describe a repeatable data migration process (dependent upon the messaging platform) to the new integrated messaging environment provided, including archives that are managed by the agency support teams.
  - (7) Describe the Proof of Concept (POC) phase and development of the phase for each agency migration to OIT's Exchange 2010 environment. This will verify the proper connectivity and help baseline the amount of data transported for the migration.
  - (8) Describe the processes for the integrity and accuracy of the metadata associated with all stored messages, including active and archived messages, calendars, etc. This information must be preserved and migrated to the active and archiving solution within Exchange 2010.
  - (9) Describe and explain the support model and problem escalation procedures for any issues encountered during migration.
- Responsible for the creation of the directory integration in support of migrations. Responsible for any Active Directory and directory integration related activity from all four platforms.
  - Deliver to the State Trainer a standard, basic training plan and materials for end users from the multiple platforms, to Exchange 2010 using Outlook 2003+. In addition, deliver any agency specific training plans and materials in response to individual agency needs.
  - Validate network bandwidth impacts and recommend adjustments prior to consolidation efforts. This will verify the connectivity and help baseline the amount of data transported for the migration.

Meeting Attendance and Reporting Requirements:

The contractor must adhere to the following Project meeting and reporting requirements:

- Reporting of any project staffing changes or other items needing immediate attention by the state, to the State Project Manager.
- The contractor representatives must attend regular status meetings with the State Project Manager and other members of the project teams deemed necessary to discuss project issues. These regular meetings must follow an agreed upon agenda and allow the contractor and the State to discuss issues.
- The contractor must provide written status reports to the State Project Manager one business day prior to each status meeting. At a minimum, status reports must contain the items identified below:
  - Updated GANTT chart, along with a copy of the corresponding Project Plan files (i.e. MS Project) on electronic media
  - Status of currently planned tasks.
  - Issues encountered, proposed resolutions, and actual resolutions
  - The results of any tests
  - An Issue/Problem Tracking Report must be attached
  - Anticipated tasks to be completed within the next reporting period.
  - Task and Deliverable status, with percentage of completion and time ahead or behind schedule for tasks and milestones

- Proposed changes to the Project work breakdown structure and Project schedule, if any
- Identification of contractor staff assigned to specific activities
- Identification of any known staffing changes and/or work times.

#### **4.5. OIT Facilities and Personnel**

Work will generally be performed during normal business hours (8a-5p) Monday-Friday at State of Ohio office/business sites. Certain migration activities may be restricted to non-business hours as well as weekends (e.g. to avoid peak user, server, and/or network load times). OIT personnel and associated support staff are generally available Monday – Friday (8a-5p), excluding State holidays.

All activities must be done on-site. The base on-site location will be 1320 Arthur E. Adams Drive, Columbus, Ohio at the offices of Enterprise Open Systems. Selected non-migration activities may be performed at an additional location designated and approved by the State Project Manager. Some additional travel within the Columbus metropolitan area to meet with agencies' representatives and project sponsors and stakeholders is also expected. There is also a possibility of having to travel to the greater Cleveland area to support a migration. All travel outside of scope is worked through the agency and paid at OBM rates.

Travel Expenses: any travel or per diem required by the Contractor to do its obligations under this contract will be paid at the Contractor's Expense. The State will pay for any additional travel that it requests only with prior written approval. All travel and per diem that the State requests in addition to what this contract requires the Contractor to provide at the Contractor's expense will be paid in accordance with section 126-1-02 of the Ohio Administrative Code.

The State will provide on-site computer network access but the contractor must provide candidates with laptop computer systems and appropriate office productivity software. The contractor must also provide e-mail access to their personnel. E-mail accounts may not be provided by the state. Telephones are available on-site, but may not be located directly within the workspace provided for daily use.

The contractor is expected to comply with standard employment policies and practices of the state of Ohio and sponsoring agencies including, but not limited to: policies for the acceptable use of computer and network resources, policies for security and non-disclosure of confidential information, data will only reside on state issued systems and hardware, and practices for virus prevention and control. State policies and practices regarding computer and network resources apply whether the contractor is using State-provided resources or contractor-provided resources. Policies can be found at: [www.ohio.gov/itp](http://www.ohio.gov/itp).

## **5. Proposals**

### **5.1. Proposal Inquiries**

Vendors may make inquiries regarding this RFQ any time during the inquiry period listed on the Schedule of Events. The State may not respond to any improperly formatted inquiries. The State will

try to respond to all inquiries within 24 hours, excluding weekends and State holidays. The State will not respond to any inquiries received after 8:00 am on the inquiry period end date. The State may extend the proposal due date.

To make an inquiry, vendors must use the process outlined below:

- Access the State Procurement Web site at <http://procure.ohio.gov/>.
- From the Navigation Bar on the left, select "Find It Fast".
- Select "Doc/Bid/Schedule #" as the Type.
- Enter the RFQ number found on the first page of this RFQ (the RFQ number begins with "DAS").
- Click the "Find It Fast" button.
- On the document information page, click the "Submit Inquiry" button.
- On the document inquiry page, complete the required "Personal Information" section by providing:
  - First and last name of the prospective vendor's representative who is responsible for the inquiry;
  - Name of the prospective vendor;
  - Representative's business phone number, and
  - Representative's e-mail address.
- Type the inquiry in the space provided, including:
  - A reference to the relevant part of this RFQ;
  - The heading for the provision under question, and
  - The page number of the RFQ where the provision can be found.
  - Click the "Submit" button.

A vendor submitting an inquiry will receive an immediate acknowledgement that the State has received the inquiry as well as an e-mail acknowledging receipt. The vendor will not receive a personalized response to the question nor notification when the State has answered the question.

Vendors may view inquiries and responses on the State's Procurement Web site by using the "Find It Fast" feature described above and by clicking the "View Q & A" button on the document information page.

All questions must be submitted by 8:00 am on January 5, 2011. Questions submitted after this time will not receive a response from the state.

## **5.2. Due Dates**

All quotations are due by 1:00 pm, EST, on January 14, 2011. Any quotation received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late quotations will not be evaluated for award.

## **5.3. Schedule of Events**

All times are Eastern Standard Time (EST).

Event	Date
1. RFQ Distribution to Vendors	December 20, 2010
2. Questions from Vendors due	8:00 am - January 12, 2011
3. Responses to Vendor due	4:00 pm - January 14, 2011
<b>4. RFQ Response Due Date</b>	<b>1:00 pm - January 21, 2011</b>
5. Target Date for Review of Proposals	January 24 - 28, 2011
6. Anticipated Decision and Selection of Vendor	January 31, 2011
7. Anticipated Commencement Date of Work	February 21, 2011

#### 5.4. Term and Contract

The contract will be for **Time and Material** through State Term Schedule (STS) contract and must reflect or be lower than STS rates, and must use STS categories.

#### 5.5. Status Reporting

The contractor will provide weekly status reports to the State OIT. The contractor will be responsible for meeting all timelines designated by assigned Project manager. Weekly timesheets will be reviewed and signed by the OIT Project Manager. Invoices must be accompanied by timesheets and submitted monthly for payment.

#### 5.6. Non-Disclosure Agreement

Both candidate and company will be required to sign a non-disclosure agreement which prevents disclosure of any data obtained while on the engagement which can be used to personally identify any parties at anytime either during or after the engagement.

### 6. Quotation Submittal

Each Vendor must submit eight (8) complete, sealed and signed copies of its quotation and each quotation must be clearly marked "OITRFQ022 Microsoft Exchange 2010 Services Migration" on the outside of its envelope along with Vendors name. In addition, the vendor must supply one pdf version on a disk.

Each proposal must be organized in the same format as described below. Any material deviation from the format outlined below may result in a rejection of the non-conforming proposal. Each

proposal must contain an identifiable tab sheet preceding each section of the proposal. Quote should be good for a minimum of 45 days.

- Cover Letter, that includes the following:
  - MBE or EDGE Certification – if applicable
  - State Term Schedule Number
  - STS Labor Category Code
  - Payment Address
- Vendor Profile – Projects of similar scope, size, and complexity
- Vendor References
- Proposed Approach and Project Plan – including proposed migration tools
- Cost and Cost Estimates
- Candidates Information, that includes the following:
  - Position References
  - Candidate Resume
  - Additional candidate Information (optional) – vendor form
  - Candidate/s Hourly Rate
- Staffing Plan

The State will not be liable for any costs incurred by any offeror in responding to this RFQ, even if the State does not award a contract through this process. The State may decide not to award a contract at the State’s discretion. The State may reject late quotations regardless of the cause for the delay. The State may also reject any quotation that it believes is not in its interest to accept and may decide not to do business with any of the Vendors responding to this RFQ.

Quotations MUST be submitted to the State’s Procurement Representative:

**Mr. Ted Hampton, Fiscal Officer**  
**30 East Broad Street, 39<sup>th</sup> Floor**  
**Columbus, OH 43215**

### **6.1. Cover Letter**

The cover letter must be in the form of a standard business letter and must be signed by an individual authorized to legally bind the contractor. The letter must include the following:

- a. An executive summary of the solution the contractor plans to provide
- b. A statement regarding the contractor legal structure (e.g., an Ohio corporation), Federal tax identification number, and principal place of business
- c. The name, address, phone number and fax number of a contact person who has authority to answer questions regarding the proposal
- d. The offeror’s valid State Term Schedule (STS) number, including inception date and expiration date.
- e. A statement that the contractor is not now, and will not become subject to an “unresolved” finding for recovery under Revised Code Section 9.24, prior to the award of a contract arising out of this RFQ, without notifying OBM of such finding

- f. URL address (if public and available)

## 6.2. Vendor Profile

The contractor should provide additional background material and information that will assist the State in the evaluation of the contractor's ability to provide the required professional IT services.

## 6.3. Vendor References

The vendor must include at least one project reference where the contractor has demonstrated successful completion of e-mail migration **for each of the four** (4) migration originating email platforms;

- Lotus Notes
- GroupWise
- Exchange
- POP3/IMAP

Additionally, the contractor must include at least **one project reference** where the contractor has demonstrated successful completion of e-mail migration of **similar size, scope, and capacity**.

These references must include:

- Name of the Organization
- Project Details - scope of project and number of project members, contractor involvement – number and type of their employees working on the project, length of total project time, and length of time their employees worked on project, number of mailboxes, e-mail software involved in the migration, number of locations consolidating from, tools used and types of training provided.
- Contact - including; name, phone number and e-mail address

Each reference must be willing to discuss the contractor's performance as it pertains to the migration project.

## 6.4. Proposed Approach and Project Plan

The contractor must provide a repeatable methodology process and approach that will be utilized for this project. Examples pertinent to this RFQ are expected. This includes, but not limited to:

- An overall documented migration path plan (and list of software tools that will be used) to the OIT Exchange 2010 environment from each of the non-integrated agency

messaging environments including, but not limited to Microsoft Exchange, Novell GroupWise, IBM Lotus Notes and POP3/IMAP.

- A documented plan (and list of tools that will be used) for the migration of archived emails from Symantec Enterprise Vault to Exchange 2010 using tools such as TransVault.
- A documented agency specific migration plan including examples of past plans and training documents, for each agency in consultation with each specific agency technical team, the OIT Exchange Services team and the State Project Manager will occur. The plan will include items such as, but not limited to: assessment, schedule, training materials, etc. OIT's expectation for the timeline for this planning should not exceed 10 business days.

## 6.5. Costs and Cost Estimates

The contractor must provide one cost quote and one estimate:

1. **Administrative and Project Management Quote** - DAS/OIT will be responsible for the administrative and project management costs for the project. Included in these costs should be:
  - Overall Migration Plan
  - Identify Solution for Migrating Archived Emails
  - Overall Project Schedule
  - Overall Project Communication Plan
  - Overall Training Plan and Material
  - Project Reporting
  - Project Staffing Plan
  - Agency Migration Plan
  - Agency Assessment
  - Agency Project Schedule
  - Agency Project Reporting

This quote must be expressed as a **total cost quote** for these activities. As stated previously (in Section 4.1), OIT will be responsible for these costs.

2. **Agency Migration Cost Estimate** - State agencies will be responsible for agency specific physical migration costs over and above administration and project management costs. These estimates will be the basis for the physical migration costs for each respective agency.

This quote must be expressed as a **cost per seat estimate** for each platform for these activities (see below). As stated previously (in Section 4.1), each agency will be responsible for these costs. Please provide a description of how you derived the estimate per seat; include each service position category listed in your State Term Schedule and the number of hours per position.

Considerations for developing this cost per seat estimate include the cost of migrating active e-mail accounts and the cost of moving archived email from each of the following messaging platforms:

- GroupWise (please provide an estimated cost per seat)
- Lotus Notes (please provide an estimated cost per seat)
- Exchange (earlier versions) (please provide an estimated cost per seat)
- POP3/IMAP (please provide an estimated cost per seat)

## **6.6. Candidates Information**

The contractor must outline the specific migration project team roles that the contractor intends to provide to the State for the Statement of Work. For each role that the contractor proposes to provide, the contractor must include candidate resumes. For each resume submitted, the contractor should clearly indicate if that candidate is currently available for assignment. This requirement also applies to the Statement of Work and Issuance of Purchase Orders, when actual work effort is identified and awarded, and that is when the candidate is actually needed.

Skill sets of specific team members should also align with the OIT messaging practices and architecture and environment outlined in sections two and three of this RFQ. Additionally, resumes must show the following:

- Any relevant and related certifications and designations (including but not limited to MS Certified Engineer, MS 2010 Exchange Certification, GroupWise Certification, Lotus Notes Certification)
- Experience with migration from the originating environments (Lotus Notes, GroupWise, and Exchange)
- Experience with migration to an Exchange 2010 environment and the size and complexity of those migrations
- Years of experience with proposed migration tools
- Experience with projects of similar size, scope and complexity

## **6.7. Staffing Plan**

The contractor must provide a staffing plan that clearly describes how the contractor will meet the requirements of this RFQ. The staffing plan must include:

- A description of the size of the contractor's pool of candidates, including a breakdown of the number of candidates currently available
- A description of the "home" location for candidates in the contractor's pool, (e.g. whether or not candidates are located within the Columbus metropolitan area)
- A description of how the contractor manages and expands their pool of candidates in order to be able to continually provide the same or similar-caliber candidates

## **7. Proprietary Information**

All quotations and other material submitted will become the property of the State and may be returned only at the State's option. Proprietary information should not be included in a quotation or supporting materials because the State will have the right to use any materials or ideas submitted in any quotation without compensation to the Vendor. Additionally, all quotations will be open to the public after the contract has been awarded.

The State may reject any Proposal if the Vendor takes exception to the terms and conditions of this RFQ.

## **8. Waiver of Defects**

The State has the right to waive any defects in any quotation or in the submission process followed by a Vendor. But the State will only do so if it believes that is in the State's interest and will not cause any material unfairness to other Vendors.

## **9. Rejection of Quotations**

The State may reject any quotation that is not in the required format, does not address all the requirements of this RFQ, or that the State believes is excessive in price or otherwise not in its interest to consider or to accept. The State will reject any Non-STS responses. In addition, the State may cancel this RFQ, reject all the quotations, and seek to do the work through a new RFQ or other means.

## **10. Evaluation of RFQ Responses**

Responses to this RFQ will be evaluated by the State with the goal of selecting a qualified contractor for this project. Determination will include the evaluation of:

1. Contractor Information (15% of total score)
  - **6.2 Vendor Profile**
  - **6.3 Vendor References**
  
2. Project Plan and Migration Approach (40% of total score)
  - **6.4 Proposed Approach and Project Plan**
  
3. Proposed Costs (20% of total score)
  - **6.5 Costs and Cost Estimates**
  
4. Staff Qualifications (25% of total score)
  - **6.6 Candidates Information**
  - **6.7 Staffing Plan**

### **Scoring**

Each item (1-4 from above) will be given a score of 1, 3, 5, or 7 (with 1 being the lowest and 7 being the highest). The Item Score will then be multiplied by a weighted number defined above, to arrive at an Item Total Score.

The four Item Total Scores will then be added together to derive a Total RFQ Response Score. The highest possible score will be 700.

### **Example: Contractor A**

*Item 1 - Contractor Information: 7 (Item Score) x 15 (Weight) = 105 (Item Total Score)*

*Item 2 - Project Plan and Migration Approach: 7 (Item Score) x 40 (Weight) = 280 (Item Total Score)*

*Item 3 - Proposed Costs: 5 (Item Score) x 20 (Weight) = 100 (Item Total Score)*

*Item 4 - Staff Qualifications: 3 (Item Score) x 25 (Weight) = 75 (Item Total Score)*

Contractor A Total RFQ Response Score (105+280+100+75) = 560 out of 700

The contractor with the highest Total RFQ Response Score will be selected for this project.

## **10.1. Clarifications and Corrections**

During the evaluation process, the State may request clarifications from any Vendor under active consideration. It also may give any Vendor the opportunity to correct defects in its quotation. But the State will allow corrections only if they do not result in an unfair advantage for the Vendor and it is in the State's best interest.

## **10.2. Requirements**

This RFQ asks for responses and submissions from Vendors. While each criterion represents only a part of the total basis for a decision to award the contract to a Vendor, a failure by a Vendor to make a required submission or meet a requirement will normally result in a rejection of that Vendor's quotation. The value assigned to each criterion is only a value used to determine which quotation is the most advantageous to the State in relation to the other quotations that the State received. It is not a basis for determining the importance of meeting any requirement to participate in the quotation process.

The evaluation process may consist of up to three distinct phases:

1. The procurement representative's initial review of all quotations for defects;
2. The evaluation committee's evaluation of the quotations; and
3. Interviews (optional).

### **10.3. Initial Review**

The procurement representative normally will reject any incomplete or incorrectly formatted quotation, though the procurement representative may elect to waive any defects or allow a Vendor to submit a correction. If a late quotation is rejected, the procurement representative will not open or evaluate the late quotations. The procurement representative will forward all timely, complete, and properly formatted quotations to an evaluation committee, which the procurement representative will chair.

### **10.4. Committee Review of the Quotations**

The State's review committee will evaluate and numerically score each quotation that the procurement representative has forwarded to it.

The evaluation will result in a point total being calculated for each quotation. Those Vendors submitting the highest-rated quotations may be scheduled for the next phase. The number of quotations forwarded to the next phase will be within the committee's discretion, but regardless of the number of quotations selected for the next phase, they will always be the highest rated quotations from this phase.

At any time during this phase, the State may ask a Vendor to correct, revise, or clarify any portions of its quotation.

The State will document all major decisions in writing and make these a part of the file along with the evaluation results for each quotation considered.

Once the technical merits of a quotation are considered, the costs of that quotation will be considered. But the State may also consider costs before evaluating the technical merits of the quotations by doing an initial review of costs to determine if any quotations should be rejected because of excessive cost. And the State may reconsider the excessiveness of any quotation's cost at any time in the evaluation process.

### **10.5. Interviews**

The State may record any presentations, demonstrations and interviews.

### **10.6. Determination of Responsibility**

The State may review the highest-ranking Vendors or its key team members to ensure that the Vendor is responsible. The Contract may not be awarded to a Vendor that is determined to be not responsible. The State's determination of a Vendor's responsibility may include the following

factors: the Vendor’s and its key team members’ experience, past conduct on previous Contracts, past performance on previous Contracts, ability to execute this contract properly and management skill. The State will make such determination of responsibility based on the Vendor’s quotation, reference evaluations and any other information the State requests or determines to be relevant.

**10.7. Changing Candidates**

One criterion on which the State bases the award of the contract is the quality of the Vendor's candidate(s). Changing personnel after the award may be a basis for termination of the contract.

**10.8. Contract Award Process**

It is OIT’s intention to award one contract under the scope of this RFQ and as based on the RFQ Schedule of Events, so long as OIT determines that doing so is in the State’s best interests and OIT has not otherwise changed the award date. Any award decision by OIT under this RFQ is final. After OIT makes its decision under this RFQ, all Proposers will be notified in writing of the final evaluation and determination as to their proposals.

**10.9. Statement of Work and Issuance of Purchase Orders**

Final selection of any contractor staff (and the subsequent issuance of a Purchase Order) will be based on the State’s evaluation of the contractor’s proposal. The evaluation and review includes, but is not limited to, the candidate’s experience, qualifications, and proposed costs/ rates. Contractors may ultimately provide multiple candidates in one or more of the needed roles, because of the overlapping nature of project’s scope. Contractor resources may also participate in more than one project within the scope of the Statement of Work.

The State reserves the right to review a contractor’s proposed candidates, conduct interviews, and perform any other assessment of the proposed candidate’s qualifications. The State may accept or reject any proposal on the basis of the proposal evaluation and candidate review. The state shall not be contractually bound unless and until the state and a contractor have agreed to a Statement of Work and a Purchase Order has been issued.

**Administrative and Project Management Quote**

**Cost Summary Worksheet**

<b>Deliverable</b>	<b>STS Page No</b>	<b>STS Position Description</b>	<b>Hourly Rate</b>	<b>Number of Hours</b>	<b>Costs</b>
Overall Migration Plan					
		Subtotal			

Overall Project Schedule					
		Subtotal			
Overall Project Communication Plan					
		Subtotal			
Overall Training Plan and Materials					
		Subtotal			
Agency Migration Plan					
		Subtotal			
Agency Assessment					
		Subtotal			
Agency Project Schedule					
		Subtotal			
		<b>TOTAL</b>			

**Agency Migration Cost Estimate**

**Estimate Summary Worksheet**

<b>Originating Platform</b>	<b>Estimated Agency Cost per Seat</b>
<b>GroupWise</b>	
<b>Lotus Notes</b>	
<b>Exchange (earlier versions)</b>	
<b>POP3/IMAP</b>	

Agency	ADA	AGE	AGR	BWC	COM	DEV	DNR	DOH	DOE	DYS	INS	OIT **	OLC	DMR	ODOT	TAX	BOR	DHS/DPS	DMH	EPA	JFS ***	Agency Demographics																									
Users - Primary PIM Platform																						Totals by platform	Total Email Users	%	PIM Exchange	Platform metrics																					
Exchange	80	160	350	4500	1000	500	1800	3235	929	1700	325	14000	450	1500									30529	0.45	0.67																						
Lotus															5300	1418		10					6728	0.10	0.095																						
Groupwise																		4152	3000	1606	21805	30683	0.45	0.238																							
Other																		560				560	0.01	0.003																							
Total	80	160	350	4500	1000	500	1800	3235	929	1700	325	14000	450	1500	5300	1418	120	4722	3000	1606	21805	68500	Total Users including POP3																								
* 35,000 Listserv subscribers																																															
** Represents multiple agencies																																															
*** JFS - Represents the County Users/Subscribers as well																																															
Email Platform(s) and Infrastructure																						Email platforms (% by total # of agencies surveyed)																									
General																						Exchange	Groupwise	Lotus Notes	Exchange	Groupwise																					
How many email platforms are you currently running/supporting in production (e.g., Lotus Notes, Microsoft Exchange, Novell GroupWise, others) - Please list the name(s) of other platforms under Comments																																															
Microsoft Exchange	Microsoft Exchange	Microsoft Exchange	Microsoft Exchange (2 Env.)	Microsoft Exchange	Lotus Notes	Lotus Notes	Novell Groupwise	14	5	2	0.696	0.217																																			
Which platform is your primary production email system?																						Exchange	Exchange	Exchange	Exchange	Exchange	Exchange	Exchange	Exchange	Exchange	Exchange	Exchange	Exchange	Exchange	Notes	Notes	Groupwise	Groupwise	Groupwise	Groupwise	Groupwise	Currently Exchange 2007	Plan to upgrade Exchange 07				
What version are you currently running of each email platform in your production environment (e.g., Notes, Exchange, GroupWise Version)?																						2003 SP2	2003 SP2	2003	2003	2003	2003	2003	2003 EE	2003	2007 SP1	2003	2003 SP2 & 2007 SP1	2003	2003	6.5.4	7.02	Groupwise 7	GroupWise 7.0.2	Groupwise 7.03	GroupWise 7.03	GroupWise 7.0.2 HP	2	3			
What is the current Domain names that mail is accepted for?																						(see domain name details)																									
How many users are currently supported on each of your email platforms?																						80	160	350	4500	1000	500	1800	3235	929	1700	325	14000	450	1500	5300	1418	120	4152	3000	1606	21,805	67930				
how many internal?																						80	100	350	3500	688	500	No response	1725	879	1675	320	unknown	450	1500	5300	1418	120	4152	3000	1478	21,805	49040				
how many external/contractor?																						0	5	0	1000	312	0	No response	1000	50	25	5	unknown	0	100	0	40	0	0	0	165	0	2702				
how many active accounts?																						80	160	350	4500	1000	500	1800	2500	929	1700	450	14000	450	1500	5300	1918	120	4152	3000	1606	21,805	67820				
How many servers currently support each of your production email platforms?																						1	1	1	8	4	1	3	4	6	9	1	25	2	11	2	2	1	97	15	6	220	420				
Are all of the email servers currently hosted at the same physical location?																						Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	Yes	No	No	No	No	12	9	21		
Are you currently using clustering for your email servers (if so, please provide additional architecture-clustering scheme and information under Comments).																						No	No	No	Yes	Yes	No	No	No	Yes Active / Passive Exchange Cluster	Yes Front End/Yes/Back End No After upgrade, yes - Cluster Continuous Replication	No	No	Yes	No	No	Yes	Yes	No	No	No	Yes	8	13	21		
Is load balancing being used in your current email infrastructure (if so, please indicate type of load balancing and purpose, i.e. front-end processor)?																						No	No	No	Yes	No	No	No	No	Yes	No	No	Yes	No	No	Yes	Yes	No	No	No	No	Yes	6	15	21		
Are you currently running performance monitoring and/or reporting solution on your email servers?, If so, which solution and version?																						No	Yes	No	Yes	No	No	No	No	Yes GFI Mail Essentials, HP OpenView GFI for anti spam	Yes Promodag / Perfmon Version 8.1	Yes	No	Yes	Yes	No	Yes	No	Yes Built in tools	No	No	Yes	10	11	21		
Do any of your users currently use a web browser (Webmail) as their primary mail client? If so, how many?																						Yes	Yes	No	Yes	No	No	Yes	Yes	No (however all users have access to mailboxes via OWA. Internally & Externally)	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	16	5	21		
how many internal?																						80	3	N/A	4500	N/A	N/A	No response	0	N/A	199	N/A	No response	435	100	All	400	120	600	50	Not known	218	(see details)				
how many external/contractor?																						0	0	N/A	0	N/A	N/A	No response	1000	N/A	0	N/A	No response	15	0	None	0	0	0	0	Not known	0	(see details)				
Do any of your users currently use a POP or IMAP as their primary mail client protocol? If so, how many?																						No	No	No	Yes	No	No	No	No	No	No	No	Yes	No	Yes	10	No	no - but IMAP for notify link - Blackberry	No	Yes	No	No	Some POP & IMAP use				
how many internal?																						N/A	N/A	N/A	4500	N/A	N/A	N/A	NA	NA	N/A	N/A	No response	N/A	1	10	N/A	N/A	N/A	5	N/A	N/A	(see details)				
how many external/contractor?																						N/A	N/A	N/A	0	N/A	N/A	N/A	NA	NA	N/A	N/A	No response	N/A	0	0	N/A	N/A	N/A	0	N/A	N/A	(see details)				
How many of your users access email remotely on a regular basis (daily/weekly)?																						Not known	70	Not known	228	Not known	400	900	1750	46	200	75	No response	150	100	200	400	120	4152	3000	803	872	(see details)				
how many internal?																						Not known	70	Not known	228	688	400	900	750	42	200	75	No response	150	100	200	400	120	4152	3000	642	872	(see details)				
how many external/contractor?																						Not known	0	Not known	0	312	N/A	850	1000	5	0	0	No response	0	0	None	0	0	0	All	161	0	(see details)				

Agency	ADA	AGE	AGR	BWC	COM	DEV	DNR	DOH	DOE	DYS	INS	OIT **	OLC	DMR	ODOT	TAX	BOR	DHS/DPS	DMH	EPA	JFS ***	Agency Demographics					
	Internet	Internet	VPN	Internet	Internet & VPN	Internet & VPN	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Dial-up	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Webmail	Predominant			
What is the primary method of remote access for PIM? (percentage)	Internet	Internet	VPN	Internet	Internet & VPN	Internet & VPN	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Dial-up	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	Use Webmail	1631.1	Total			
Dial-up	0	0	10%	0	0	125	No response	750	9	0	10	No response	382.5	0	0	355	0	0	0	0	N/A	0	4634.9	Total			
VPN	0	0	90%	0	100%	125	No response	0	93	200	10	No response	58.5	150	1060	355	0	0	0	402	2181	33192.81	Total				
Internet/web access (e.g., using web browser as mail client)								30 BES 4.14 for Exchange (Blackberry) (1 smart phone) Must be state provided device																			
Internet/POP/IMAP access	100%	100%	0%	100%	100%	125	100	0	827	1700	80	Unknown	9	1350	4240	709	120	100	3000	1205	19625	560	Total				
Are you currently using digital signature, encrypting PIM data or tracking message delivery/printing? If so, what vendor package (please provide vendor solution and purpose. i.e. HIPPA)	No	No	No	Yes - Using PKI for some users	No	No	No	Yes 3DES through BES 4.14 I assume this is for HIPPA Correct? Using ZIX	No	No	No	No	No	No	No	No	No	No	560	0	0	0	2	17	19	Certified Mail ~6000 users	
BES Server (Blackberry Enterprise Server) (Ver. and licenses)	No (using Activesync)	Yes (16 Active, 20 User license Version 4.1.4.15)	No (12 users using Activesync)	No (Intellisync 30 mobile users)	Yes	Yes 50 ver.4.3	Yes	Yes 30 users	Yes 60 Licenses	Yes 55	No	Yes /600	Yes /50	No	Yes	No (using Good Mobile instead)	Yes	Yes 52 users 4.0	Yes	Yes	Yes Ver 4.0.7 / 500						
Active Sync or Intellisync or Good Mobile	10	0	12	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22	0	30		
Blackberry users	0	16	0	0	100	50	Not Provided	30	60	55	0	600	50	0	Yes	0	0	52	0	Yes	250	1263					
<b>Lotus Notes/Domino</b>																							Yes	No	N/A		
Are you currently using a customized mail template(s)?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	N/A	N/A	N/A	N/A	2	0	19	21		
If so, are these templates a 'must have'?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	N/A	N/A	N/A	N/A	2	0	19	21		
If so, are any of these templates required for specific applications?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	Yes	N/A	N/A	N/A	N/A	N/A	1	1	19	21		
Is Domino directory being used by any other applications?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	N/A	N/A	N/A	N/A	2	0	19	21		
If so, how is the directory being accessed (LDAP, Notes API, other)?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes via Notes API	Yes via Notes API	N/A	N/A	N/A	N/A	N/A	2	0	19	21		
Is the Domino directory being synchronized with any other directory?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	No	N/A	N/A	N/A	N/A	N/A	0	2	19	21		
If so, which directories?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	21	21		
If so, for what purpose?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	21	21		
How many Notes applications are currently in use?	N/A	N/A	N/A	N/A	5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2	7	N/A	N/A	N/A	N/A	N/A	14	Total Notes Apps	18	Total N/A		
How many Notes applications are currently mail enabled?	N/A	N/A	N/A	N/A	5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	7	N/A	N/A	N/A	N/A	N/A	13	Total Notes Apps mail enabled	18	Total N/A		
Is this a critical component of the application?	N/A	N/A	N/A	N/A	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	N/A	N/A	N/A	N/A	2	1	18	21		
Do these emails include doclinks?	N/A	N/A	N/A	N/A	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	N/A	N/A	N/A	N/A	2	1	18	21		
Are you currently using any third party Notes products?	N/A	N/A	N/A	N/A	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	N/A	N/A	N/A	N/A	2	1	18	21		
<b>Microsoft Outlook/Exchange</b>																							Yes	No	N/A		
Is Exchange / Active Directory being used by any other applications?	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes 5 - MOSS, Project Server, TFS, conf room scheduler, custom apps (HRMS)	Yes	Yes	Yes	Yes	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12	2	7	21		
If so, how is the directory being accessed (LDAP, API, other)?	N/A	Yes - LDAP	N/A	Yes - LDAP, API, MAPI, POP, SMTP	N/A - No response	Yes - API	Yes - LDAP, API, Other	Yes - LDAP, LDAPS, ADSI, RPC	Yes - LDAP	Yes - LDAP, API	Yes - LDAP	Yes	Yes - LDAP	Yes - LDAP	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11	0	10	21		
Is the Exchange / Active Directory being synchronized with any other directory?	No	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes	No response	Yes	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7	5	7	19		
If so, which directories?	N/A	SafeBoot	N/A	Industrial Commission	N/A	Not supplied	N/A	N/A	SQL Server table	various	Sharepoint	No response	N/A	LDAP	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	13	13		
If so, for what purpose?	N/A	Account migration	N/A	Address Books	N/A	All user identification needs - helpdesk, email signature (automated) User Online Directory (intranet)	N/A	N/A	Testing for future usage	various	authentication	No response	N/A	(See Comment)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	13	13		
How many Exchange integrated applications are currently in use?	6+ (SMTP only)	0	0	15 (SMTP only)	Several (all follow SMTP RFC)	10	No response	10	2 - MOSS, Conf Room Sched.	a ton	4	No response	2 Pagemaster & Blackberry	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	7	7		
Is this a critical component of the application?	Yes	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	N/A - No response	Yes	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11	0	9	20		
Do these emails include doclinks?	N/A - Not known	N/A	N/A	Yes	No	No	No	Yes	Yes	Yes	No	N/A - No response	No	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	6	11	21		
Are you currently using any third party Exchange products?	Yes - Activesync (listed above)	No	Yes - Activesync	Yes	No	No	Yes - BES	Yes	Yes - BES	Yes	No	N/A - No response	Yes	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	9	4	8	21		
<b>Novell GroupWise</b>																							Yes	No	N/A		
Is NDS being used by any other applications?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	No	Yes	Yes	4	1	16	21		
If so, how is the directory being accessed (LDAP, API, other)?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	Yes	Yes - LDAP, API	4	0	17	21		

Agency	ADA	AGE	AGR	BWC	COM	DEV	DNR	DOH	DOE	DYS	INS	OIT **	OLC	DMR	ODOT	TAX	BOR	DHS/DPS	DMH	EPA	JFS ***	Agency Demographics																									
Is the NDS directory being synchronized with any other directory?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes - Listener relies on eDir	No	No	No	Yes	2	3	16	21																					
If so, which directories?																						eDir - Pull-sync from NDS to DAS LDAP, TIM&TAM (Tivoli Integration)		2	19	21																					
If so, for what purpose?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	eDir	N/A	N/A	N/A	Yes - Password User Synchron, Authentication & Authorization																									
How many GroupWise integrated applications are currently in use?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	Yes	N/A - Unknown	Yes - 1+	Yes 9+	2	0	19	21																					
Is this a critical component of the application?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	Yes	Yes	Yes	Yes	3	1	17	21																					
Do these emails include doclinks?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A - No response	N/A	Yes	No	3	0	18	21																					
Are you currently using any third party GroupWise products?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	0	2	19	21																					
<b>Directory Services and Network Operating Systems</b>																																															
What directory solutions are currently running in your environment (e.g., Domino, Active Directory, OpenLDAP, Sun Directory Server)?	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	Active Directory	Domino and AD	Domino, AD and LDAP	AD, SDS, EASD	AD / eDir	eDir	eDir	eDir	eDirectory Tim/Tam Active Directory	(See Details)																								
What is the directory used for?	Authentication / Permissions	Authentication / Permissions	Authentication / Permissions	Authentication / Permissions	Authentication / Permissions	User authentication & authorization	Acct admin, documentation, policies, etc.	Authentication and Application Service	User authentication & authorization	authentication and access to exchange	authentication and access to exchange	Authentication / Permissions	Authentication / Permissions	Authentication / Addressing	User authentication & authorization	Domino and AD Directory Services	eDir - file and print/AD - app authorization	eDir - file and print/AD - app authorization	and Network m	User account and Network management	User authentication & authorization	(Authentication, permissions, applications, etc.)																									
Which directory is currently functioning as your primary email directory?	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD - control	AD	AD	AD	Domino	Domino	eDir	eDir	eDir	eDir	Edir	AD	Domino	eDir																							
																							14	2	5	21																					
Are you currently synchronizing directory information between any directory services?	No	Yes	No	No	No	Yes	No	No	No	Yes	No	N/A - No response	No	Yes	Yes	No	Yes	No	No	No	Yes	Yes	Yes	No	No	19																					
If so, which directories?	N/A	AD only	N/A	N/A	N/A	WF Routing	N/A	N/A	N/A	various	N/A	No response	N/A	LDAP	Domino and Sybase	N/A	eDir	N/A	N/A	N/A	N/A	Pull-sync from NDS to DAS LDAP, TIM&TAM (Tivoli Integration)		0	0	13	13																				
If so, for what purposes?	N/A	N/A	N/A	N/A	N/A	Routing	N/A	N/A	N/A	various	N/A	No response	N/A	Safeboot	Scripted solution exports Domino Internet email address to flat file for import into Sybase. Addresses are used by various applications	N/A	N/A	N/A	N/A	N/A	Password User Synchron, Authentication & Authorization	See details				0																					
How do you currently maintain (create, modify, delete) email accounts and directory information?	AD Admin tools	MMC - ADUC	AD Admin tools	In house App used for account creation	AD Admin tools	AD Admin tools	ADUC	ADUC	ADUC	mgmt/web	ADUC	No response	Quest ActiveRoles Server	ADUC	Custom Notes app for Notes account mgmt	Domino Directory and ADUC	eDir	eDir	eDir	eDir	ConsoleOne eGuide IDV MMC iManager	See details				0																					
How do you currently maintain (create, modify, delete) network (NOS) accounts and directory information?	ADUC - Admin Tools	ADUC - MMC	ADUC - Admin tools	ADUC - and an in house App used for account creation	ADUC - Admin tools	ADUC - Admin tools	ADUC - Admin tools	ADUC - Admin tools	ADUC - Admin tools	DUC - mgmt/w	ADUC - Admin tools	N/A - No response	Quest ActiveRoles Server	ADUC - Admin tools	ADUC - Admin tools	ADUC - Admin tools	eDir	eDir	eDir	eDir	eDir - ConsoleOne eGuide IDV MMC iManager In-House Developed Utilities Filenet (forms/provisioning under development)	ADUC	eDir	Other																							
What LAN Operating System are used (Netware, Windows NT 4.0, Active Directory)?	Windows 2003	Windows 2003	Windows 2003	Windows 2003	Windows 2003	Windows 2003	Windows 2003	Windows 2003	Windows 2003, Solaris 8	Windows 2003	Windows 2003	Windows 2003	Windows 2003	Windows 2003	Windows 2003	Windows 2003	Windows 2003	Netware	Netware	Netware	Netware	Netware 6.5.6 Linux Solaris Active Directory AIX	Windows	Netware																							
For user accounts?	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	eDir	eDir	eDir	eDir	eDir	AD	eDir	Other/Domino																						
For file and print services?	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	eDir	eDir	eDir	eDir	eDir - Netware 6.5.6	14	5	1	20																					
	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	AD	eDir	eDir	eDir	eDir	eDir	0	5	0	5																					

Agency	ADA	AGE	AGR	BWC	COM	DEV	DNR	DOH	DOE	DYS	INS	OIT **	OLC	DMR	ODOT	TAX	BOR	DHS/DPS	DMH	EPA	JFS ***	Agency Demographics				
For server resources								Windows 2003, Solaris 8								Other - AD, eDir					Other - Netware Windows AIX UNIX	15	3	2	20	
How many distinct domains, forests or NOS are you currently supporting?					2 (moving to 1)			5 domains, 1 forests										2 forests, 1 world			eDirectory - 6-7 Trees Active Directory - 2 Forest	See details				
How many each of the following workstation platforms do you currently support?	1	1	1	8		1	1		1	1	1	No response	1	12	1	2	1			1		Totals				
Windows NT	0	0	30	0	0			3	0	0	x	0	0	0	0	0	0	0	0	0	2	35				0.00054001
Windows 2000	0	0	20	0	0			980	3	5	0	0	0	100	0	142	0	1661	0	2	2912.8					0.04494107
Windows XP	80	120	465	4400	1000	500	1906	1461	1200	1700	325	14000	425	1390	6000	1418	130	2491	3000	1400	63411.2					0.97836015
Windows Vista	0	0	0	0	0			0	1069	0	0	Not known	3	0	0	0	0	0	0	0	1072					0.0165397
Macintosh	0	0	2	7	0			35	10	0	0	0	2	0	0	0	5	42	0	0	173					0.00286178
Linux	0	0	0	20	0	1		4	0	10	0	0	0	0	0	0	0	42	10	20	107					0.00164348
Other (e.g. older client OS, such as NT)	0	0	0	0	0			0	0	0	0	0	0	10	0	0	0	42	0	0	52					0.00079489
What office suite do you currently use? (Corel, MSOffice, SmartSuite, Star, other?)	MSOffice 2003	MSOffice 2003	MS Office 2003 & 2007	MSOffice 2003	MSOffice 2003	MSOffice 2003	MSOffice 2003	MSOffice 2003	MSOffice 2003	MSOffice 2003	MSOffice 2003	MSOffice 2003	MSOffice 2003	MSOffice 2003	MSOffice 2003	MSOffice 2003	MSOffice 2007	MSOffice 2003	MS Office 2003 and Open Office	MSOffice 2003	MSOffice 2003	MSOffice-Predominant				
Are any desktop management tools used? (SMS, ZenWorks, Tivoli, CA)													System Config Manager 2007		PatchLink and WSUS	Altiris						ZENWORKS for GW, Mixed for others				
Are any collaboration tools used? (MsSharepoint, GroupWise Doc Mgmt, Quickplace)	N/A	Yes	Yes	Yes	N/A	No	N/A	Yes	Yes	Yes	No	Yes	Yes	N/A	Yes	N/A	Yes	Zenworks	Zenworks	ZenWorks	Zenworks	(see details)				
Policy Related																										
Is there an Acceptable Use Policy in place?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	21	0	0	21	
if so, enforced or actively monitored? ( i.e. chain letters)									Yes	No - Policy is with Senior Leadership awaiting approval. Should gain approval by the end of April.	/A - Not provide	Yes	No	N/A - Unsure	Yes	Yes	Yes	Yes - Partial	No	N/A - Unsure	Yes	13	5	3	21	0.6190476
Is there a Storage Policy in place?	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	No - Retention policies for some (DAS policy)	Yes	Yes	No	No	Yes	Yes	N/A - No response	No	Yes	Yes	Yes	13	7	1	21	
Local archives permitted? (i.e. local replica, PST files etc.)									Yes	Yes - Local archives are currently disabled through Group Policy, but Exchange caching is enabled.	Not provided	No	Yes	Yes	Yes	Yes	N/A - No response	Yes	Yes	No	Yes	15	5	1	21	0.7142857
if so, is there an encryption policy in place?	Yes (laptops only)	Yes	Yes	No	No	No	No	Yes	No	Not provided	No	No	No	No	No	Yes	No	No	Yes	Yes	Yes	8	13	0	21	
Is there a Retention policy in place?		Yes	No	Yes	No (Currently under review)	Yes	No	No	No	No - Records retention policies being developed, will apply to e-mail as appropriate.	Yes	Yes	No	No	No	Yes	No	Yes	No	Yes	Yes	10	11	0	21	
if so, how long?	N/A - 4 yrs. (implied based on IT retention)	Yes	N/A	N/A - Not sure (users responsible for retention)	N/A - (Ret Pol is under rev.)	Yes - per subject matter	N/A	N/A	N/A	Yes - (need to obtain a copy of ret sched)	Yes - 6 months	N/A	N/A	N/A	N/A	Yes - Varies	N/A	Yes - per subject matter	No	N/A	N/A	6	1	14	21	
do they vary by user class and/or folder?	No	Yes	N/A	Yes	N/A (Ret Pol is under rev.)	No	N/A	N/A	N/A	Yes - (need to obtain a copy of ret sched)	Yes	N/A	N/A	N/A	N/A	Yes	N/A	Yes	No	No	Yes	7	4	10	21	
inactive users, terminations?	No	Yes	N/A	Yes	N/A (Ret Pol is under rev.)	No	N/A	N/A	N/A	Yes - (need to obtain a copy of ret sched)	Yes	N/A	No	Yes	Yes	Yes	N/A	No response	No	No	Yes	8	5	7	20	
is there any automatic purge? (sent items, expired calendar, deleted items)	Yes after 4 yrs.	Yes	Yes	No	N/A (Ret Pol is under rev.)	No	N/A	N/A	N/A	Yes - (need to obtain a copy of ret sched)	No	N/A	No	Desired	Yes	Yes	N/A	Yes - 45 days	No	No	Yes	7	7	6	20	
Are there size quotas in place?	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Desired	Yes - only for one district	Yes	N/A	No	Yes	No	No	13	6	1	20	
if so, is there a threshold warning sent?	N/A	Yes	Yes	Yes	N/A	Yes	Yes	Yes	N/A	No	No	Yes	Yes	N/A	Yes	Yes	N/A	N/A	Yes	No	No	11	2	6	19	
if so, account frozen or capacity reduced (send only)?	N/A	Yes	Yes (send only)	Yes	N/A	frozen	Yes	Yes	N/A	N/A - Not provided	Yes	No	Yes	N/A	Yes	Yes	N/A	N/A	Yes	No	N/A	9	3	8	20	
Maximum mailbox size (in Mb)									No current Max - Largest mailbox is ~4GB	No	No	Yes (different by service tier)	No	No	No	No	No	No	No	N/A	N/A	2	3	3	8	
Maximum attachment (individual message in MB)?	10	Yes	15	10	N/A	10	10	20	5	10	8kb	10	No	No	No	20	Unlimited	10	20	Unlimited	50	1	3	1	5	
Quarantine (server based) maximum size?	N/A	Yes	No	No	Yes	No	No	GFI Mail Essentials?	No current Max	No	N/A	N/A - No response	No	No	No	No	No	No	No	N/A - Unlimited	50	2	13	4	19	
<b>Resources Required</b>					1.15	1.7	0.25	1.5	3.6	0.3	0.9	3.5	2.5	0.75	1.5	1.26	0.5	1.9	1.25	1	5.4	28.96	Total Email Staffing			
FTE Administrators	0.2	0.01	0.02	0.5	1	0.5	0.25	0.75	1	0.2	0.5	2	1	0.25	0.5	0.5	0.5	1.5	0.25	1	3	15.43				
FTE Developers	0	0	0	0	0	0.5	0	0.25	0	0	0	0	0	0	0	0.25	0	0	0	0	1.1	2.1				
FTE Support / Help Desk	0.05	0.01	0	0.1	0.15	0.5	0	0.5	1.6	0	0.4	0	0.5	0.5	1	0.5	0	0.25	1	0	1	4				

Agency	ADA	AGE	AGR	BWC	COM	DEV	DNR	DOH	DOE	DYS	INS	OIT **	OLC	DMR	ODOT	TAX	BOR	DHS/DPS	DMH	EPA	JFS ***	Agency Demographics					
Outside resources (contractors)	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0.15	0	0	0	0.3	3.15	2			
Provisioning Staff	0	0	0	0.15	0	0.2	0	0	1	0.1	0	0.5	0	0	0	0.01	0	0	0	0	0	1.26	0				
<b>Technical Requirements</b>																											
<b>Language Support</b>																											
Multiple double-byte character sets on one server	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	0	21		21	
Multiple double-byte character sets on SMTP gateway	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	0	21		21	
Client language support	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	Yes (Spanish, Somali)	1	20		21	
Admin language support	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	0	21		21	
<b>Availability / Reliability</b>																							Yes	No	Desired		
24 x 7 operation	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	19	1	1	21	0.9047619
No outages required for backup	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	18	1	2	21	
Restore of individual mailboxes, individual messages	Desired	Yes	Yes	Yes	Yes	Yes	Desired	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	18	1	2	21	
Non-disruptive recovery of mailboxes	Desired	Yes	Yes	Yes	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Yes	17	1	3	21	
Is there an availability agreement in place (unplanned outage of < 1 hour)?	No	Yes	Desired	Yes	Yes	Yes	Desired	Yes - Communicated, Assumed 24 x 7 x 365 by customer	Desired	Yes	Yes	No	No	Desired	Yes	Yes	Desired	Desired	No	Yes	No	Yes	10	5	6	21	
<b>Capacity</b>																							Yes	No	Desired		
Ability to support and monitor projected State / agency capacity requirements	Yes	Yes	Desired	Yes	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Desired	Yes	Yes	No	No	Yes	No	Desired	Yes	Yes	14	3	4	21	
Is there historical capacity data? What percentage has capacity increased over the last 6 months - 1yr	Yes	No	No	Yes	Yes 3-5% per 1/4	Yes	No	No	Yes - 6 mos: 58GB; 1 yr: 165GB. Includes Exchange information store and Enterprise Vault.	Yes - Increases by 6 - 12 GB per year	Yes 40% yr.	Yes	N/A	No	Yes 27.5% yr	No	Yes 50g --> 170GB over 2.5 years	No	No	No	Yes	11	9	1	21		
Avg. Mailbox per user (MB)	364	375	1700	100	0	100	229	124	3300	50	219	149	Not provided	Not provided	350	240	Not provided	Not provided	202	1100	Not provided	Avg. mbox across agency 860.2					
Mailbox Limit in MB	N/L	1000	N/L	100	N/L	100	2000	500	N/L	50	N/L	Tiered	N/L	N/L	1000	500	N/L	N/L	750	N/L	N/L	Avg. mbox limit across 600					
<b>Security</b>																						Yes	No	Desired			
Do you have a password policy? Assuming passwords are required? Provide Length, expiration - force change, length/uniqueness	No Policy	Yes Complex	Yes	Yes Complex	Yes Complex	Yes Complex	Yes Complex	Yes Complex	Yes Complex	Yes Complex	Yes (reset every 90 days)	Yes Complex	Yes Complex	Yes Complex	Yes Complex	Yes Complex	Yes Complex	Yes Per policy	Yes	Yes 7 chars.	Yes 6 Chars, reset every 30 days, (no special chars & nums req'd)	Yes	20	1	0	21	0.952381
Encrypted passwords	No	Desired	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Desired	Desired	Yes	Desired	Yes	Yes	Yes	Yes	Yes	15	2	4	21		
Public / Private key encryption	No	Desired	Yes	Yes	Yes	Yes	Desired	No	No	No	Yes	Yes	Desired	Desired	Yes	Desired	No	Yes	Yes	Yes	Desired	10	5	6	21	0.4761905	
Centralized key management	No	Desired	Yes	Yes	Yes	Yes	Desired	No	No	No	Yes	Yes	Yes	Desired	Yes	Desired	No	Yes	Yes	Yes	Desired	11	5	5	21		
Restrict access to folders, conferences, etc.	Yes	Desired	Yes	Yes	Yes	Yes	Desired	Yes	Yes	No	Yes	Yes	Yes	Desired	No	Yes	Yes	Yes	Yes	Yes	Yes	16	2	3	21		
Digital signatures	No	Desired	Yes	Desired	No	Desired	Desired	No	Yes	No	Yes	Yes	No	Desired	Yes	Desired	No	Yes	Yes	Yes	Desired	8	6	7	21		
<b>Compression</b>																						Yes	No	Desired			
Automatically compress / decompress attachments	No	Desired	Desired	No	No	Desired	Desired	Desired	Desired	Yes	Yes	No	No	No	Yes	No	No	Yes	Yes	Desired	Desired	5	8	8	21		
<b>Platform Support</b>																						Yes	No	Desired			
Client compatible with / runs on Windows 9x, NT, 2000, XP (Vista)	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP & Vista	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	Yes XP	21	0	0	21	
Client compatible with / runs on Linux	No	No	No	No	No	No	Desired REDHAT 5.	No	No	No	No	No	No	No	No	No	No	No	Yes	Yes	Yes	3	17	1	21		
Client compatible with / runs on Macintosh	No	No	Desired	No	No	Desired	Desired	No	Yes	No	No	Yes	No	No	No	No	No	Yes - OS X	Desired	No	No	4	13	4	21		
Server compatible with / runs on Windows NT	No	No	No	No	No	No	No	No	No	No	Yes	No	Yes	No	No	No	No	No	No	No	No	2	19	0	21		
Server compatible with / runs on Windows 2000/2003	Yes	Desired	Yes	Yes	No	Yes	Desired	Yes	Yes (and 2008)	Yes	Yes	Yes	Yes	Desired	Yes	Yes	Yes	Yes	No	No	No	14	4	3	21		
Server compatible with / runs on Linux	No	No	No	No	No	No	No	No	No	No	No	No	No	No	Yes	No	No	No	Yes	Yes	Yes	4	17	0	21		
Server compatible with / runs on NetWare	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	Desired	Yes	1	19	1	21		
Mobile client support (PocketPc, BlackBerry, Palm, SMS)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	21	0	0	21		
BES or Local Client	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes - BES Ser	Yes	Yes	Desired	Yes	16	4	1	21		
3rd party (Good, Nokia, BBConnect, Activesync)	Yes	No	Yes	Yes (Intellisync)	No	No	No	Yes - CIO - POP3	Desired	No	No	No	No	No	No	Yes	No	Yes - Intellisync (a few-no personal tho)	Yes	Yes	Yes	9	11	1	21		
Web client support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes Outlook external access (mobile is not enabled)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	21	0	0	21		
<b>Connectivity</b>																						Yes	No	Desired			
Internet / SMTP	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	21	0	0	21		
Legacy systems	No	No	No	Yes	Yes	Yes	No	No	Yes	Yes	No	No	No	No	No	No	Yes	Yes	No	Desired	Yes	8	12	1	21		
Integrated applications	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	17	4	0	21		
POP / IMAP	No	No	Yes	No	No	No	No	Yes	No	Yes	No	No	No	Yes	Yes	Desired	No	No	Yes	No	Desired	6	13	2	21		
SSL/TLS	Yes	Yes	Yes	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	18	2	1	21		
Wireless/WiFi	No	No	Yes	Yes	Yes	No	No	Yes	No	Yes	No	No	Yes	No	Yes	Desired	No	Desired	No	Desired	Yes	9	9	3	21		
<b>Directory</b>																						Yes	No	Desired			
How important is it to keep current naming standards?	Desired	Desired	Desired	Yes	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Desired	Desired	Yes	Desired	Desired	Yes	Yes	Yes	Yes	13	0	8	21	Required	
User ID Format	LN	FILN	FILN	FN.LN	FN.LN	FILN	FN.LN	FN.LN	FN.LN	FN.LN	FN.LN	FN.LN	FN.LN	FN.LN	FN.LN	FN.LN	FILN	FILN (FILMLN)	FNLN	FN.LN	FNLN	FN.LN FN.LN FN					
																						12	2	5	1	1	

Agency	ADA	AGE	AGR	BWC	COM	DEV	DNR	DOH	DOE	DYS	INS	OIT **	OLC	DMR	ODOT	TAX	BOR	DHS/DPS	DMH	EPA	JFS ***	Agency Demographics			
Support for local internet domain name suffixes?	No	Desired	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Desired	Desired	Yes	Desired - Negotiable	Yes	Yes	Yes	Yes	Yes	15	2	4	21
Server to client directory sync	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Desired	Desired	Desired	No	No	No	Yes	Yes	Yes	14	5	2	21
Distribution list support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Yes	Yes	20	0	1	21
Accommodation of legacy user names, internet email addresses	No	Desired	Desired	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Desired	Desired	Desired	Yes	Yes	Yes	No	Yes	Yes	12	4	5	21
Directory type-ahead lookup	No	Desired	Desired	Yes	Yes	Desired	Desired	Yes	Desired	No	Yes	Yes	No	Desired	Yes	Desired	Desired	Yes	Yes	Desired	Yes	8	4	9	21
Multiple directory support	No	Yes	No	Yes	No	Desired	No	Yes	Desired	Yes	Yes	Desred	No	Desired	No	Desired	No	No	Yes	Yes	Yes	8	8	5	21
Integration with enterprise directory (AD, NDS)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	20	0	1	21
Integration with legacy directory (HR, Payroll, LDAP)	No	No	Desired	Yes	No	Yes	Desired	Yes	Yes	Yes	Yes	Yes - 2	No	No	No	No	Desired	Desired	No	Desired	Yes	9	8	5	22
Single sign-on capability	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Desred	Desired	Yes	Yes	Desired	Desired	Desired	No	Yes	Yes	14	1	6	21
Robust directory content and search capability	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	18	2	1	21
<b>List Serve</b>																									
list maintenance for bulk/ mass mailings																						Yes	No	Desired	
	No	No	Yes	No	Yes	Desired	Desired	Yes	Yes	No	Yes	Yes	Yes	Desired	Yes	Yes - 1 Exists but not part of the Notes env.	Yes	Yes	Yes	Desired	Desired	12	4	5	21
if so, purpose of list	Push newstrs	No	Mass Emails to ODA employees & other campus agencies	No	Yes	Communicate with external users	communicatio ns - Newsletter, Notification, etc.	mail newsletters	To allow opt-out communications to schools	No	notify constituents, consumers	Multiple Lists	Winning Number requests for Lottery	Multiple mailings (Lvrts)	Communicate with external users	publications notifications	Update educators and administrators	Vehicle Reg. reminder and EMS	Community Service	Unknown	Desired				
if so, number of list(s) maintained	0	No	1	No	Yes	20-50	unknown	N/A	-40 Lists / -65,000 recipients	No	1	Unknown	1	40-50	57	1	1	1	25	N/A	Desired	1	3	1	5
																									88
if so, internal or external service	Can be either	Can be either	Can be either	Can be either	Can be either	Can be either	Can be either	Can be either	Internal Service	Can be either	Can be either	Can be either	external	Can be either	external	Can be either	Internal	External	External	Can be either	Can be either	Internal	External	Either	
if so, automated subscribe / unsubscribe function(s)	Yes	No	No	No	Yes	Desired	Desired	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No - No Response	Desired	Yes	Yes	No - N/A	Desired	11	6	4	21
<b>Virus Protection</b>																									
Virus scan incoming Internet e-mail	Yes - MX Logic	Yes	Yes	Yes - Antigen	Yes - Ironmail	Yes	Yes - Antigen	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	21	0	0	21
Virus scan mailbox content in post office	Forefront v9	Yes	Yes	Yes - TrendMicro	Yes	Yes	Yes - MX Logic	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Desired	Desired	17	1	2	20
Virus scan incoming mail at each post office	Forefront v9	Yes	Yes	Yes - TrendMicro	Yes	Yes	Yes - Antigen	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Desired	Desired	16	2	2	20
Virus scan outgoing mail at each post office	Forefront v9	Yes	Yes	Yes - TrendMicro	Yes	Desired	Yes - MX Logic	No	Yes	Yes	Yes	Yes	No	Yes	Desired	Yes	No	Yes	Yes	Desired	Desired	13	3	4	20
Content/SPAM Filter incoming mail at post office	Forefront v9	Yes	Yes	Yes - Antigen	Yes - Ironmail	Yes	Yes - MX Logic	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Desired	Yes	Yes	Yes	Desired	18	0	2	20
Blocking attachment(s) by type (.exe,vbs), size, etc. (Please place rule set in comments)	Yes	Yes	Yes	Yes	Yes	Yes	Yes - MX Logic	No	Yes	Yes	Yes	Yes	Desired	Yes	Yes	Yes	Desired	Yes	Yes	No	Yes	17	2	2	21
Client invulnerability	Symantec	Yes	Yes	Yes - Symantec	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Desired	Desired	Yes	Yes	Desired	Yes	14	0	4	18
<b>Application Integration</b>																									
Messaging integration with Office Suites, if so, please list	Yes MSOffice	Yes MSOffice	Yes MSOffice	Yes MSOffice & Sharepoint	No	Yes MS Office	Yes MSOffice	Yes MSOffice	Yes MS Office	Yes	Yes	Yes	Desired	Yes	Yes	Desired	No	Yes	Yes	Desired	Desired	15	2	4	21
Messaging integration with custom/legacy application, if so, please list	No - N/A	No	No	Yes In house Apps	Yes	Desired	No	Yes	Yes - Custom apps send outbound mail Lyrts Listservers	Yes	Yes	Yes	Desired	Desired	No	Yes	No	Desired	No	Yes	Desired	9	7	5	21
Workflow notifications (send/receive notifications via email), if so, please list	Yes (SMTP only)	Yes	Desired	Yes In house apps, Sharepoint	Yes	Desired	Yes	Yes	Yes - BES	Yes	Yes	Yes	Desired	Desired	Yes	Yes	Yes	No	Desired	Desired	13	1	6	20	
Ability to launch workflow item - Application based, if so, please list	No - N/A	No	Desired	Yes Clarity, Sharepoint, Webmethods	Yes	Desired	No	Yes	Yes - MOSS Several applications	Yes	Yes	Yes	Desired	Desired	Yes	Yes	Yes	No	Desired	Desired	10	4	6	20	
Ability to launch workflow item - Browser based, if so, please list	Yes	No	Desired	Yes Clarity, Sharepoint	No	No	No	No	Yes - MOSS Oracle HR uses MAPI, (shutting down 9/08)	Yes	Yes	Yes	Desired	Desired	Yes	Yes	Yes	No	Desired	Desired	9	6	5	20	
Email enabled Forms capabilities (routing), if so, please list	N/A	Desired	Desired	No	No	No	No	No	Yes - Outlook	Yes	Yes	Yes	Desired	Desired	Desired	Yes	Yes	No	Desired	Desired	6	6	7	19	
Custom application integration capabilities, if so, please list	No	No	Desired	Yes Webmethods; RFL integration	Yes	No	No	No	Desired	Yes	Yes	Yes	N/A	No	No	Yes	Desired	No	Desired	Desired	6	8	5	19	
SMS and applications leveraging SMS, if so, please list	No	No	No	No	No	Desired	No	No	Desired	Yes	Yes	Yes	N/A	Desired	No	No	No	No	No	Desired	No	3	12	4	19
Messaging integration with records management applications, if so, please list	No	No	Desired	No	Yes	Desired	Desired	No	Desired	Yes	Yes	Yes	N/A	No	No	Desired	Desired	No	Desired	Desired	4	7	8	19	
Messaging integration with Vmail systems (please identify system & vendor), if so, please list	Desired	No	No	No	No	Desired	Desired	Desired	Desired	Yes	Yes	Yes	N/A	No	Yes	No	Desired	No	Desired	Desired	4	7	8	19	
Additional information	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
<b>Operational Characteristics</b>																									
Automatic fail-over (fault tolerance)	No	Yes	Desired	Yes	Yes	Yes	Desired	Yes	Yes	No	Yes	Yes	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Yes	Yes	16	2	3	21
GUI and Web based administration	Yes	Yes	Desired	Yes	Yes	Desired	Desired	Yes	Yes	Yes	Yes	Desired	Yes	Desired	Yes	Yes	Yes	Yes	Yes	Yes	Yes	16	0	5	21
SNMP support	Yes	Yes	Desired	Yes	Yes	Desired	No	Yes	Yes	Yes	Yes	No	Yes	No response	Yes	Yes	Yes	Yes	Yes	Yes	Yes	16	3	2	21
Traffic and queue management	Yes	Yes	N/A	Yes	Yes	Desired	Desired	Yes	Yes	Yes	Yes	Yes	No	Desired	Yes	Desired	Yes	Yes	Yes	Desired	Desired	13	1	6	20

Agency	ADA	AGE	AGR	BWC	COM	DEV	DNR	DOH	DOE	DYS	INS	OIT **	OLC	DMR	ODOT	TAX	BOR	DHS/DPS	DMH	EPA	JFS ***	Agency Demographics																										
Anti-Virus	Symantec Mail Security for Microsoft Exchange	No	N/A	Trend Micro IMSS, Antigen	GFI MailSecurity	N/A	MS Antigen	GFI Mail Security, McAfee Groupshield	Symantec Mail Security 8360	Symantec Norton Antivirus for Exchange 2003	Norton Anti-Virus/Baracuda	TrendMicro & McAfee Groupshield for Exchange	TrendMicro OfficeScan	N/A	Virus Scan for Linux v5.10.0	Symantec Mail Security 2007 V7.5 for Domino	N/A	TrendMicro & Ironport	InterScan Web Security Suite	kaspersky	MessageScreen Appliances (5) & SAV Gateway																											
Anti Spam & Content Filtering	MXLogic (managed solution provider)	Astaro Security Gateway, Sunbelt Ninja	N/A	Trend Micro IMSS, Antigen	GFI MailEssentials	N/A	MXLogic	GFI Mail Essentials	Symantec Mail Security 8360	Symantec Norton Antivirus for Exchange 2003	Norton Anti-Virus/Baracuda	TrendMicro IMSS 7.0	TrendMicro OfficeScan	Barracuda - Spamfilter 300	MimeDefang/Spamassassin	SurControl Email Filter for SMTP V5.2.1	Ironport	Ironport	InterScan Web Security Suite	GWAVA	N/A	BES & GW Mobile (Pending Impl)																										
Mobile	Activesync & BES	BES	N/A	Intellisync	BES	N/A	BES	BES	BES	N/A	N/A	BES	N/A	N/A	BES	N/A	N/A	BES	N/A	BES	N/A	BES=	0.48	Activesync=	0.04	Intellisync=																						
FAX	N/A	N/A	N/A	Rightfax	Unknown	N/A	N/A	GFI	N/A	N/A	INSLFAX	Rightfax	N/A	Faxmaker	Esker	Faxaway Server service	N/A	Biscom Faxcom	Biscom Enterprise Fax Server	FAXSERVO ?	N/A																											
IM	N/A	N/A	N/A	Rightfax Live Communications server	Unknown	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Unknown	GroupWise Messenger	Novell Instant Messenger																											
Collaboration	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Sharepoint	N/A	Sharepoint	N/A	N/A	N/A	N/A	N/A	GroupWise Libraries	QuickPlace	N/A	N/A																											
Encryption solution	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Secure email encryption - Certified Mail	N/A	N/A																											
Paging	N/A	N/A	N/A	Telalert	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	PageMaster	N/A	N/A	N/A	N/A	N/A	Telalert	N/A	N/A																											
Backup	SyncSort Backup Express	Netvault SE-BakBone	Not provided	Tivoli Storage Manager 5.5 - IBM	Not provided	Not provided	Not provided	Legato 7.4.1	Veritas Netbackup 6.5 - Symantec	SATAbeast - Nexsan	Arcserv	BackupExec 11d	IPStor D-2D - Falconstor	BackupExec (9.1,10d,11d)	Tivoli Storage Manager - IBM	Arcserv	Not provided	Legato 7.4.1	BackupExec (9.1, 10d)	Syncsort Backup Express	Tivoli, Taskmaster, Arcserv	Solutions	BackupExec	0.14	Tivoli	0.14																						
Archiving	Enterprise Vault - Symantec	N/A	N/A	Looking at EV	N/A	N/A	N/A	N/A	Enterprise Vault - Symantec	N/A	Arcserv	Enterprise Vault - Symantec	Commvault Galaxy	N/A	N/A	Arcserv	N/A	N/A	N/A	N/A	N/A	Solutions	Enterprise Vault	0.19	Arcserv	0.10																						
<b>Additional Information (ad hoc questions, etc.)</b>																																																
1 Do you have a BCP or DR plan?	No (basically rebuild if required)	No (Have a DR coordinator but no Plan yet)		? Additional site available	No (rebuild if required)						(use ARCSERV)	Planned: replicate Exchange downtown						Need a plan	Rebuild if required	N/A	BCP & DR Restore/Rebuild																											
2 Gateway solution	Exchange SMTP			Sendmail (Solaris 9)	Ironmail						Baracuda							Looking into implementing Ironport		N/A																												
3 Instant Messaging Solution	N/A			MS-Live Com.2005 SP1	Viack - ISP (included with desktop video)						N/A	No plan to implement in the next 12 mos.						NR (against agency policy)		N/A																												
4 Telephony integration	N/A																																															
5 Storage Architecture and Email specs (GB)	40	60	1700	Desired 350	Desired 136	26	200	220	4000	1224	66	2400	32	0	1800	460	40	547	606	N/A	784	3332222	3,346,913																									
6 Tape backup vendor				TSM 5.5																	N/A																											
7 Network - Email Gateway				45MB with 3 backup T1's																	N/A																											
8 Email enabled Fax Gateway				Rightfax																	N/A																											
9 Conferencing Integration				Required																	N/A																											
10 Document Management Solution				Required																	N/A																											
Networking concerns - redundancy										Yes		Use Zix									N/A																											
Other information												Stu's group Sales tax website									N/A																											
Discretionary overtime (Juvenile Correction Officers - JCOs) - realtime data helps manage discretionary expenses.										Yes											N/A																											
Application integration concerns (re engineer email application redesign)										Yes											N/A																											
Can't be turnkey; some agencies can port over quickly										Yes											N/A																											
Helpdesk example needs to manage agency client support										Yes											N/A																											
Concerns regarding success criteria - what is it										Yes											N/A																											
Must have ease of access to acquire emails for legal action																		Yes			N/A																											
SLA with expectations on turn around time of tasks associated with email, creation of an account, domain change, etc....																		Yes			N/A																											
Using eCopy																Yes					N/A																											
1 Ability to perform specific Point in Time restores																Yes	Yes				N/A																											
2 Sensitive content detection and policy based actions (message body and attachments)																Yes					N/A																											
3 Ability to perform public records requests																Yes					N/A																											
4 Support for Text-To-Speech and Voice to Text (for email management by phone)																Yes					N/A																											
5 Support for inbound and outbound faxing from mail client																Yes					N/A																											
6 Policy based archiving and single instancing of attachments																Yes					N/A																											
7 Instant messaging Integration (OCS) with presence awareness																Yes					N/A																											
8 Ability to encrypt messages based on policy																Yes					N/A																											