

Hosted Email RFP Q & A

1. Please Describe the scope of the Hosted Email Project
 - a) Number of departments and relative locations to the City - **Within the City of St. Louis. Approximately 50.**
 - b) Number of mailboxes **Approximately 2400**
2. Did City of St. Louis conduct a study to determine migration options and preferences? If so please share any findings that you can. **No study was conducted.**
3. GroupWise is the City of St. Louis' current solution for messaging; other than migrating all your current mailboxes to a hosted solution what other objectives both business and technology wise would you like to achieve as a result of a migration and transformation? **Cost savings. Increase user experience. Reliability. Common Interface City-wide.**
4. Is there an existing solution for archiving and e-discovery? If so, what is this system? Should the proposed solution also migrate the contents of the current archiving/e-discovery solution? **The City currently has no system level archiving or e-discovery solution. We expect those features in a proposed solution.**
5. Does Requirement 4.0.J. mean that the Vendor should host any gateway servers for BlackBerry (e.g. BlackBerry Enterprise Server) and other mobile device solutions? **Preferably. Note: The City BES system currently has approximately 30 active users.**
6. Also in 4.0.J. – please list “other smartphone devices” the City requires to integrate with the Solution **Rather than list devices, how about OSes; Android, iOS, Windows Mobile This should cover a broad spectrum of devices. Note: The City uses the Novell Mobility Server product to connect “non-Blackberry” mobile users to our GroupWise system. That server currently has approximately 60 active users, with new users added regularly.**
7. Does the city want solutions that provide extra layers of security and encryption for mobile devices **Yes.**
8. Does the City currently use “SmartCard” or “Customer Access Card” technologies for remote access (e.g. VPN)? If so, does the city want the solution to work with existing customer access cards? **No current use of these devices for remote access.**
9. Please describe the type of data security needed for the emails (will there be any classified data, HIPAA, or ITAR data?) **The City has no classified or ITAR data. HIPAA to be determined.**
10. What is the size of the archive emails that need to be migrated? **The current online size of the City's combined GroupWise post offices is 210 GB. That represents 30 days of active emails & calendar items. Under the City's current rule set, users must either manually archive their email and calendar items, or the items are automatically deleted when they are 30 days old.**

11. Is there any requirement to support and work with MS Office? **Yes**
12. Is there any mobile access and mobile device support requirement? **Yes. See Items 5 & 6 above.**
13. Is there any voice/VOIP integration requirement? **Nice to have; not a deal breaker**
14. What are the SLA requirements? **99.99% uptime**
15. Is there a need to share and collaborate on a document? **Yes**
16. Is there any offline synchronization requirement? **Nice to have; not a deal breaker.**
17. Is there any requirement for integrated IM, voice, video chat, web conferencing? **IM, Yes. Others, Nice to have; not a deal breaker**
18. Is there any document management requirement? **No.**

Regarding references to sections between the following: Section 6 (page 5), Section 18 (pages 16 to 18), and the checklist of documents to be submitted (page 24).

Section 18 (pages 16 to 18)

1. 18.B references 6.B for resumes. Should this be changed to 6.D? **Yes**
2. 8.C discussed references. Should this refer to 6.B? **If you wish.**
3. 18.N refers to **6.I which does not exist**. Is there another section to be referenced? **Ignore 6.I**

Checklist of documents to be submitted (page 24)

4. List of references (See Section 6 and 18.C). Should this refer to 6.C specifically? **If you wish.**
5. Is the 4th bullet "Resumes" a duplicate and can be removed? **Yes**
6. Financial Statements. (See Section 18.D) (See Section 18.D) Should include (See Section 18.D **and 6H**)? **If you wish.**
7. Authorised Submission form (Attachment 1). Should include (**See Section 18.F**)? **Yes**
8. MBE/WBE Utilization Plan (Attachment 2). Should include (**See Section 18.G**)? **Yes**
9. MBE/WBE Good Faith Efforts Report (attachment 3). Should include (**See Section 18.H**) **Yes**
10. CREA FORMS (Attachment 4). Should include (**See Section 18.I**)? **Yes**
11. Living Wage Acknowledgement Form (Attachment 6) (see Section 24). Should include (See Section 24 **and 18.L**)? **Yes**

12. MO Unauthorized Aliens Law Acknowledgement Form (Exhibit B). Should include (See Section 25 and 18.M)? **Yes**

Additional Submitted Questions & Responses:

1. What is the current Groupware Version in use? **The City has both GroupWise v7 and v8 post offices in use.**
2. Will the current mail data be migrated to the new mail infrastructure or is moving to the cloud based archive acceptable? **At the least, we expect to migrate 30 days of active data for all users.**
3. Estimate of amount of Data to Migrate and/or Archive? **210 GB.**
4. Will personal contacts be migrated for each individual user? **Yes**
5. Will personal calendar entries be migrated for each individual user? **Yes**
6. Estimate of the number of Shared Calendars to Migrate **~2400**
7. Estimate of the number of conference rooms to schedule. **The current system has approx. 45 "Resource" items such as conference rooms, projectors, and dept. vehicles.**
8. Are there any users that would utilize just a browser to access their mail, contacts and calendar?" and if so, do they all have the 10GB mail file requirement?
9. Estimate of the number of web client users who will also require mobile access? **I'm not sure I understand questions 8 & 9 above. I expect that all users will have access to their email, contacts, and calendar items anywhere they can get an internet connection.**
10. Estimate of the number of rich client users who will also require mobile access? Of these users, how many are on Blackberry, and how many are on Android/iOS? **30 BES, and 60 Android / iOS / Windows.** Will the Blackberry users also require MDS support (access to intranet apps)? **No.**
11. Page 4. Item C – Can you provide more details on the need to import PST files? Is the import a one-time or on-going need? For migration of initial PST data, do you have an idea of number of PST's to migrate and average size? **To our understanding, PST files are associated with Microsoft Exchange Server systems. The City operates a Novell GroupWise system, so PST files are not applicable.**
12. Should our estimates include the desktop client installation and configuration? **Yes.** If so, would we need to visit individual desktop to install client software? **No.**
13. Our current insurance coverage includes a single limit of \$1Mil with an aggregate of \$2Mil on our general liability insurance policy. Would this fulfill the insurance requirements with our General Liability (\$1mil) coverage and our Error & Omission (\$1mil) coverage combined? **Waiting on an answer.**
14. In the event our current coverage does not meet the requirements (#13 above), as a

matter of policy our carrier, The Hartford, will not issue a letter stating that we have an option to purchase additional coverage. However, they will allow us to purchase the required coverage if we were awarded the contract. Would a quote for the additional coverage necessary to make us compliant with the requirements serve as a substitute for a letter from our carrier? If not, do you have another option for us to meet this requirement? **Waiting on an answer.**

15. Our carrier will not accept the language presented by the City for the additional insured and standard indemnification but they will issue a waiver of subrogation. Will that be enough to fulfill this requirement? **Waiting on an answer**
16. Are there any other collaboration tools that should be included in the proposal such as instant messaging, on-line meeting services, and/or social software? **Instant messaging.**
17. Our company is a WBE. Are we required to partner with a MBE in order to be considered for this opportunity? **You must satisfy the M/WBE requirements of the proposal or show why you cannot.**
18. I have a question regarding the RFP for hosted email communications and collaboration services. On page 8 of the RFP, it states that this contract will be for a duration of 6 years, but on page 11, it states that the duration will be for 3 years. Could you please clarify that for me? **6 years**
19. Is there an incumbent to this contract or is this a new opportunity? **There is no incumbent.**
20. Do you have an estimated seat count? **Estimated number of users is 2400.**
21. Can you point me toward a list of MBE / WBE vendors? **Please contact the MBE/WBE office at the City Airport, as listed on page 12 of the RFP.**
22. On 4.0 Scope of Work, N., your requirement states that the solution include word processing, spreadsheet, and a presentation package. We can provide these but they are not integrated into our hosted Email solution. Will this disqualify our bid? **Hosted email solution is essential.**
23. On 6.0 - Statement of Qualification, B. Minimum of (5) years of providing email services. My company just released our hostedEM solution late this summer in an agreement with another company. So we cannot meet this requirement. Will this disqualify our solution? **We seek a proven solution for Hosted Email. The five years is a requirement to be a qualified bid.**
24. On 4.0 Scope of Work, N., your requirement states that the solution include word processing, spreadsheet, and a presentation package. We can provide these but they are not integrated into our hosted Email solution. Will this disqualify our bid? **The use of 3rd party vendors is not a problem and as long as there is some integration, we would encourage you to respond to the RFP.**
25. Do we would need to provide the MS licensing or if the City will be providing licensing? **Please provide the MS licenses in your proposal**

26. My team has requested, due to the number of Forms to be completed and the effort it would take to rebuild them could you please send us these forms in a Word Format?
They are not available in Word format.
27. Evidently, we do not have the Fee/Pricing Table in our RFP? Section 5.0 refers to 6.I but we don't have a 6.I (ends at 6.H) and in the summary of items to include it refers to Section 5.0 and 18.N but they all refer back to 6.I?? If you can please provide us the 6.I table that would be great. **Ignore the section in 5.0 that refers to 6.1**
28. City of Saint Louis is looking for fixed fee pricing based on an hourly rate breakdown, correct? Also, are expenses to be included in the hourly rates or charged separately – I didn't see any mention of expenses anywhere? **Yes, a fixed price, based on an hourly rate breakdown. All of your expenses should be included in that price.**

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