



## ADDENDUM # 1

To: 1110-920-03-3661  
RFP for: Conversion to Google mail

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The following questions have been asked:

- Question 1:** Roughly, how much of the information that needs to be migrated is stored on the Microsoft Exchange Server versus on the users' computers (.pst files)?  
**Answer 1:** All email will be migrated from PST files to the exchange Databases. Then remainder, 90% or better is stored on the SAHA Symantec Vault...not to migrated
- Question 2:** Do all users need to have their e-mail, calendar and contact information migrated? If the answer is "No", roughly how many users need to have their data migrated?  
**Answer 2:** No, approximately 600 mailboxes will need to be migrated
- Question 3:** Is the calendar and contact information stored on the Exchange server or on the users' PC?  
**Answer 3:** On the exchange server.
- Question 4:** Roughly how much data (GB) needs to be migrated?  
**Answer 4:** Somewhere between 100 to 400 gbs, still gathering information.
- Question 5:** If the migration is done on phases (groups of users each week) will technicians be required to be on-site for 5 days after each migration? Or only at the end of the migration?  
**Answer 5:** At the end of the migration.
- Question 6:** Google does not support a data migration for tasks, yet the RFP requires tasks to be migrated. Can users be provided instructions on how to migrate their tasks manually (copy/paste)? Or is the Contractor expected to do this manually?  
**Answer 6:** Users will migrate their tasks but this could be changed.
- Question 7:** Will the Contractor need to setup resource/conference room scheduling? Or is conference room out of the scope?  
**Answer 7:** No this is out of scope.
- Question 8:** Will Google Talk need to be installed on every user computer in SAHA for chat and mail notification purposes?  
**Answer 8:** No.
- Question 9:** What is the Internet upstream bandwidth (Megabits per second) where the Exchange Server is connected to?  
**Answer 9:** 25Mbs.



**Question 10:** Please detail the volume of users per building and the location (physical address) of such buildings.

**Answer 10:** Approximately 200 plus in the Central Office. The remaining are in 65 plus locations throughout San Antonio. The largest would be 4 sites with 20 plus and the remaining will range from 1 to 10.

**Question 11:** If the PCs are not patched or do not have adequate software settings, will the SAHA IT department be responsible for preparing and installing required software prior to the migration (i.e. Microsoft Outlook or Windows patches)? Or will the Contractor be expected to do this and fix technical problems that prevent the installation of Google Outlook synchronization tools and/or Google Talk?

**Answer 11:** All PCs will have outlook 2010 installed and running Windows 7 with current updates. IT will handle all PC support.

**Question 12:** What is the domain name that will be setup? Will other domains need to be linked as an alias or 2ndary domain?

**Answer 12:** SAHA.ORG. No.

**Question 13:** Is the domain and DNS server hosted locally in a SAHA building or are those services provided by an external service provider?

**Answer 13:** Services are by an external provider.

**Question 14:** How many Microsoft Exchange Servers manage the e-mail, calendar and contact information for the SAHA users?

**Answer 14:** CCR configuration with one CAS server and two database servers.

**Question 15:** Is the contractor required to set up user and group e-mail aliases? If the answer is "Yes", how many e-mail group and user aliases are currently in use by SAHA?

**Answer 15:** No, the IT Department will set them up.

**Question 16:** Please provide more information on how you would like the telephone messaging to be integrated with Google mail. Is it primarily to send voicemails via an audio file to the user?

**Answer 16:** IT Department will handle the voice mail delivery.

**Question 17:** Is the Messaging/Avaya system capable of sending audio files. Does SAHA currently have the licenses and seats for the voicemail or is the Contractor expected to acquire and provide these?

**Answer 17:** See answer 16.



**Question 18:** Please expand on the Single Sign On page with password synchronization. Is this just a web address for SAHA users to view e-mail? Or does it need to be synchronized with external tools or accounts?

**Answer 18:** Please review Google mail setup on their web site, single sign on will be accomplished via the SAHA Active Directory user accounts setups.

**Question 19:** What version of the Blackberry Enterprise Server are you running? Is it installed on a separate server?

**Answer 19:** Version 4.0 and it's on a separate server.

**Question 20:** What payment schedule will SAHA offer to the contractor? Examples would be a one lump-sum at the beginning or end of the project, weekly/monthly payments, etc.

**Answer 20:** This is negotiable and would be determined prior to start of work.

**Question 21:** On page 13 (section 3.12) it is stated that the Contractor must provide a 2 year warranty from the Manufacturer and the Labor. Please detail what are the expectations on this warranty, what is considered an in-warranty repair versus out of warranty where consulting fees would apply.

**Answer 21:** We require a 2 year warranty on the Google E-Mail System and two years on the contractor's installation.

**Question 22:** On page 14 (section 3.16) it is stated the Contractor shall provide a contact number to call for service, installations, outages and emergencies. For how long is the Contractor expected to provide this contact number? Will this number be available to all 600+ users in SAHA, or just for the SAHA IT Help desk as a 2nd level resource?

**Answer 22:** The Contractor shall maintain a contact number for at least the two year warranty period. However, we are not asking for a number specifically for SAHA. The number can be the contractor's normal contact number for this type of work.

**Question 23:** Does SAHA have any Google licenses that were purchased from SADA even if just for test purposes?

**Answer 23:** No.

**Question 24:** Distribution Lists/Aliases do they need to be ported to g-mail?

**Answer 24:** Yes.

**Question 25:** Does everyone need to have their e-mails migrated?

**Answer 25:** The current 30 day or active e-mails need to be migrated. The vaulted (archived) e-mails do not need to be migrated.

See the attached information that was presented at the Pre-submittal Conference by IT.

By: Charles R Bode  
Charles Bode Asst. Director of Procurement

Date: January 3, 2012

## Summary of presentation for Google Mail meeting:

- We currently have three Exchange Servers running under the Windows 2003 R2 operating system. The Exchange Servers are all using Exchange 2007 version.
- All three Exchange Servers are setup in a CCR (continuous cluster replication) mode, with one server in a CAS/HUB mode, and the other two servers are the active and passive nodes. The active node is located in the central office and the passive node is located in our disaster recovery site.
- We have about 650 active email accounts and about 75 internal distribution lists.
- Our Internet upstream bandwidth is 25 Mb/sec
- Our domain and DNS servers are currently hosted by Time Warner
- Our users currently have computers that have Windows 7 Enterprise with Office 2010 and Windows XP computers with Office 2003 (We are currently replacing all XP computers with Windows 7 and Office 2010 computers).
- All emails older than 30 days are stored/archived in a Symantec Enterprise Vault server.
- The Avaya Modular Messaging system is used to send voice audio messages to users. It is delivered in a wav format to an additional inbox account (MM Client) on Outlook.
- We have licenses for the voicemail users but the vendor will need to provide licenses for cloud purposes.
- We are running version 5.0 on our BES (separate server) and have 56 active users. It is tied to our primary mail server to distribute emails to our smartphone users via Enterprise Activation.
- The only password synchronization is in the Avaya MM Client/Microsoft Exchange login application. The Blackberry Enterprise login is entered once during setup.



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