

REQUEST FOR PROPOSALS

The City of Somerset is requesting proposals for migration to, and implementation of, the Office 365 hosted environment for its Exchange email system and the full suite of existing Microsoft Office products in use by City employees. Included in this project, we will be upgrading our existing Microsoft server and workstation licenses. Complete specifications of the project can be obtained by contacting the City Clerk's Office at 606-679-6366. For more information about the project contact David Sayers at dsayers@cityofsomerset.com or John Rogers at jmrogers@cityofsomerset.com. Proposals must be received by 10:00am on March 20, 2018 and should be addressed as follows:

Attn: City Clerk-Office 365 RFP
City of Somerset
306 E. Mt. Vernon Street
Somerset, KY 42501

The City of Somerset reserves the right to reject any or all proposals.



306 E Mt Vernon St – Somerset, KY 42501

City of Somerset

Request for Bid - Office 365 E3 Migration and Implementation With Volume License Agreement for Microsoft Software

Response Due Date: **March 20, 2018**

The City of Somerset is requesting bids for migration to, and implementation of, the Office 365 hosted environment for its Exchange email system and the full suite of existing Microsoft Office products in use by City employees. Included in this project, we will be upgrading our existing Microsoft server and workstation licenses. This must be completed in accordance with all applicable standards, and other specifications, terms, and conditions as stated in this RFP. The project should provide the City of Somerset (hereafter referred to as the City) with a hosted and secure Office 365 solution and Microsoft Volume License Agreement. If accepted, migration should begin in July 2018.

Project Goals

Migrate the City's current server and PC-based Office environment to Microsoft Office 365, including Exchange email and all other Microsoft Office products in use by the City, including but not limited to: Word, Excel, Access, PowerPoint, Publisher and Outlook. Volume License Agreements on Microsoft Windows Server 2016, SQL 2017, Windows 10, and appropriate client access licenses.

RESPONSE PREPARATION AND GUIDELINES

There will be no bidder meeting or conference call. Any questions should be directed to **David Sayers or John Rogers** at the email addresses given below and received by **March 15, 2018 at 10:00 AM**. All companies planning to respond to this RFP should send an email stating those intentions to:

David Sayers at dsayers@cityofsomerset.com or John Rogers at jmrogers@cityofsomerset.com

To be considered for selection, bidders must submit a complete response to this RFP. All proposals must include two hard copies of the complete set of responses, proposals, drawings, and any other documentation. All hard copy proposals may be hand-delivered, and must be submitted in a sealed envelope addressed to:

**City Clerk
City of Somerset
306 E. Mt Vernon St
Somerset, KY 42501**

All Proposals must be received in the **City Clerk's Office, March 20, 2018, at 10:00 AM**. Proposals received after this time will not be accepted.

All proposals remain the property of The City of Somerset. The acceptance of a response to this RFP does not obligate The City of Somerset to purchase any system or services.

Bidders must provide a signed statement attesting that all information provided in its response to the City is true and accurate to the best of its knowledge, and must disclose any additional organizations that will provide services in the delivery of this contract.

Bidders must be responsible for providing one point of contact for the entire project.

ADDITIONAL CONSIDERATIONS:

Failure to submit all information requested may result in the City requiring prompt submission of missing information and/or lowering evaluations of the proposal. Proposals that are substantially incomplete or lack information may be rejected by the City.

Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

Proposals should be organized in the order in which the requirements are presented in the RFP. The proposal should contain an index which cross-references the RFP requirements. Information which Bidders desire to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration or lower scores if the evaluators are unable to find where the RFP requirement are specifically addressed.

A performance bond of a surety company qualified to do business under the laws of the Commonwealth of Kentucky in the sum of 100% of the RFP price should be submitted with the RFP. The Agreement shall not be binding or valid against the City of Somerset unless and until it is executed by the City of Somerset and the selected bidder, and the bidder's performance bond, insurance, and/or other surety guarantee have been accepted by the City of Somerset.

AWARD OF THE CONTRACT:

The City of Somerset reserves the right to make a selection based on the Bidders' ability to meet the requirements of this RFP and other related factors, not necessarily the lowest bid. The City may contact Bidders for more information and clarification of a Response prior to, or after the submission deadline. The Bidder awarded this contract must have experience with Microsoft Office 365 migrations and projects of this size. The Bidder awarded this contract will be notified in writing or by email.

The City of Somerset expressly Reserves the right to reject any and all bids.

ASSUMPTIONS

1. All existing Microsoft Office software will be updated to the most current release as part of this project. Bidders should not assume that any existing software will remain unless otherwise noted.
2. The solution must include any servers needed for Office 365 Applications. The City will not be responsible for providing any services or equipment unless specifically stated in the response.

Office 365 E3 or Higher Migration and Implementation

SCOPE OF WORK

Bidders must quote a complete migration to, and implementation of, the Office 365 E3 or higher hosted environment from the City's current server and PC-based environment. Bid must include all equipment (if needed), installation cost, customized programming to meet the City's requirements, testing, complete project coordination and onsite training for all employees as defined by the City at installation meeting.

Bidder should allow for flexible growth in number and capacity of users. Proposals should reflect the details listed below.

- A. The City has 360 Exchange Mailboxes on Exchange 2007 and 2010. The vendor will work with city staff to migrate the first 25 to Office 365 and configure smart phone access.
- B. The City currently has two separate Exchange email servers and email domains that need to be migrated to Office 365.
- C. One archive mailbox is 350GB all others are less than 10GB.
- D. Anti-Spam, Antivirus, Email Encryption, Backup, and Unlimited Archiving all need to be included.
- E. Due to archival policies and legal requirements, there are certain mailboxes that need to be migrated to the Office 365 "cloud" immediately, while other mailboxes could be gradually migrated by City IT staff or users over time after vendor implementation is complete.
- F. The City's users must be able to choose to install certain Microsoft Office applications on their local computers or use the Office 365 cloud service, or a combination of both.
- G. The City's users must have the ability to save files locally, on the local network, to OneDrive or to the Office 365 cloud service. Transparency of this process is important.
- H. Anticipated downtime.
- I. The City has the following that a 3 year Volume License Agreement with appropriate client access licenses need to be included for or a bridge license that includes Office 365 for 360 users:
 - (9) servers running combinations of Windows Server Standard 2003, 2008, and 2012.
 - (250) workstations running combinations of Windows Professional 7 and 10.
 - (40) users for Microsoft SQL.
- J. Office 365 installation and Microsoft Volume Licensing must be broken out separately.

INSTALLATION & IMPLEMENTATION PLAN

- A. Describe the implementation strategy and conversion approach for the proposed solution
- B. Provide a time-line for the implementation.
- C. List at least 3 customer references your company has implemented similar to the proposed solution. Include reference contact name, e-mail and phone number for the City to call to discuss the experience
- D. Provide certifications for all staff that will be implementing the project. If a 3rd party organization is required please identify the organization and 3rd party products or services.

TRAINING PLAN

- A. Describe the training the City will receive before and after install.
- B. Provide the cost for additional training if needed.
- C. List who will be providing the training and their certifications on the products

SUPPORT AND MAINTENANCE

- A. Provide documentation on your company's emergency response time and what the recourse is if your company fails to meet the time.