



REQUEST FOR PROPOSAL MICROSOFT OFFICE 365 MIGRATION

Issued date: December 20th, 2021

Proposals due: January 20th, 2022

1. Purpose

- A. The city of South Burlington is seeking proposals from qualified vendors to migrate our on-premise Exchange 2013 environment to Microsoft Office 365 and complete related tasks to ensure the city of South Burlington are best able to leverage Office 365 offerings. The City of South Burlington is also looking to purchase Office 365 GCC G3 licensing as part of this proposal. This project will have 165 users with mailboxes that will be in scope.
- B. The awarded vendor will assist City of South Burlington IT staff in performing a readiness assessment of existing infrastructure, including gathering and documenting requirements, developing a migration plan, and executing against this plan.

2. Bid Submission

- A. **Introduction to the firm:** Provide a brief introduction along with qualifications and background of your firm.
- B. **Proposal details:** Describe your proposal in detail, including the readiness assessment, tenant setup, testing, migration, and training phases. Describe how you would work with City IT staff to ensure the City's needs are properly met.
- C. **Project timeline:** Please include an estimated timeline for the various stages of the project.
- D. **Costs:** The costs for the project should be itemized to the extent possible including estimate hours spent for each phase of the project.

- E. **References:** Provide a name, website, and email address for at least 3 references to be contacted regarding your performance on a similar project -- Similar sized government agencies are preferred.

3. Criteria for Bid Selection

The City of South Burlington reserves the right at their sole discretion to reject any and all bids, wholly or in part, to waive any informalities or any irregularities therein, to accept any bid even though it may not be the lowest bid, to call for rebids, to negotiate with any bidder, and to make an award which in its sole and absolute judgment will best serve the City's interest. The City of South Burlington reserves the right to investigate the financial responsibility of any and all bidders to determine the ability of the bidder to assure service throughout the term of the contract.

- A. Price.
- B. Bidder's ability to perform within the specified time limits.
- C. Bidder's experience and reputation, including past performance for the City.
- D. Quality of the materials and services specified in the bid.
- E. Bidder's ability to meet other terms and conditions, including insurance and bond requirements.
- F. Bidder's history of financial responsibility.
- G. Bidder's availability to provide future service, maintenance, and support.
- H. Nature and size of bidder.
- I. Any other factors specified in the request for proposals.
- J. Any other factors that the City determines are relevant and appropriate in connection with a given project or service.
- K. The bid that best meets the overall needs of the City of South Burlington.

4. Scope of Work

- A. **Readiness Assessment**
 - Review existing infrastructure for readiness for Office 365 migration.
 - Domain and tenant planning.
 - Networking and DNS planning.
 - Identify potential challenges during migration and pose solutions.
 - Explore options for email journaling / archiving in Office 365.
 - Explore options for password writeback to enable self-service password reset.
 - Cutover plan for mail-enabled applications.
 - Work with the City to develop a communications plan regarding the migration.
- B. **Office 365 Deployment and Migration**
 - Prepare onsite AD for ADDS and configure Azure AD.
 - Configure services to enable single sign-on.
 - Configure Exchange Online.

- Configure anti-spam and other email security offerings.
- Configure MFA for mail and other Office 365 applications.
- Establish journaling / archiving in Office 365
- Configure Activesync etc. for mobile devices
- Provide comprehensive testing opportunities prior to cutover
- Final cutover

C. End-user training and documentation

- Provide IT staff with an overview of managing the Office 365 tenant.
- Work with IT staff and City staff more broadly to ensure we are making the most of Office 365 – ex: a presentation for staff, general documentation, etc.

D. Mandatory Requirements

- The vendor will provide and execute the Office 365 migration plan.
- All Exchange on-prem users including mobile will be included in the migration.
- A seamless migration with ample testing is key, with a final cutover happening on a weekend.
- The vendor will provide a schedule for the project with a completion date.
- The vendor will procure and setup licensing for the new tenant.
- The vendor will deliver a thoughtful and detailed plan around communication and training.

E. Post cutover testing and support

- The vendor will assist in testing after the cut-over and will provide support for any issues arise because of or pertaining to the migration.

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F. Proposal Submission and Contact person

Please submit your proposal via email to:

Michael Mott

IT Director

mmott@southburlingtonvt.gov