

## EMAIL HOSTING FREQUENTLY ASKED QUESTIONS

### **Would a compatible MS Exchange server solution be acceptable?**

A compatible solution would be considered but we are primarily interested in MS Exchange.

### **Is it acceptable to put multiple solutions into single proposal?**

Multiple solutions in a single proposal is acceptable.

### **Can you provide the submission instructions for the offerors that is what are you looking for from the contractors in the proposal response?**

Please see the Request for Proposals at <http://cliftonpark.org/document-center/rfp/2344-request-for-proposal-email-hosting/file.html>

### **How much storage does each mailbox require?**

Each mailbox varies

### **How long would you like the Mailboxes to archive for?**

A minimum of three years.

### **Does the Count of 100 users include any shared mailboxes or non-user mailboxes?**

Yes

### **Are there any public folders that need to be considered?**

No.

### **What email archive solution is in place currently?**

Rackspace.

### **How much storage is currently being consumed by the archive solution?**

Approximate size of 222 GB.

### **Does Clifton park own their domain name?**

Yes.

**Are email help desk services needed as part of the overall solution?**

Yes.

**Does Clifton Park want to include other Office 365 services or applications as part of the email solution or is this strictly email only?**

The Town's focus is on email but we would not be adverse to expanded/potential services included in the response.

**Do you have a specific Service Level Agreement (SLA) as far as response times to issues affecting the environment? End user issues/concerns/questions?**

No.

**Are you looking to have a 24 hour help line for all end users, or would that just be for business hours?**

Business hours are sufficient for the purposes of the RFP.

**How many different email providers need consolidation and what type of systems are they?**

There is only one email provider with hosted Microsoft Exchange E-mail, and POP3 accounts

**Is the Town considering a Government Community Cloud Solution or a Business Class hosting solution?**

Business Class.

**Is Outlook nickname cache migration considered as part of the scope of work?**

Yes.

**Is mobile device setup / reconfiguration considered part of the scope of work?**

Yes.

**Is the setup and configuration of department shared calendars where they do not currently exist part of the scope of work?**

Yes.

**A 5 year agreement is not available. Is a 1 year agreement acceptable?**

If a one year agreement is submitted as part of the proposal, please provide a general idea of the costs over a five year period to the extent possible including what would drive the cost up between years.

**When will the final decision on vendor/solution be made? What is the date that the migration needs to be completed by?**

The final decision will be made by Wednesday, August 1, 2018 with migration completion by Saturday, September 1, 2018

**Is the equipment hosting the environment owned by Clifton Park, or is it owned by a vendor? Will there be any access restrictions to the current environment?**

The equipment is owned by the vendor and no access restrictions are anticipated.

**Do you currently have any existing Enterprise Agreement with Microsoft?**

Yes

**Regarding the storage, what will it be used for, storing what? – can you break it down/provide further clarification?**

The archiving of emails.

**Would Office 365 migration be an acceptable solution for the final product?**

Yes.

**How many mailboxes are there currently and what is the projected number?**

100.

**Are there any special compliance or regulatory needs for the review, management, and retention of the archive emails?**

No.

**Are there any 3<sup>rd</sup> party or sites dependencies on current hosted Exchange platform?**

No.

**Does the municipality have a BYOD policy?**

No.

**Does the municipality provide mobile devices/smartphones to its employees? If so, can details and counts be supplied?**

Yes, to some employees. 15 devices

**How do PC endpoints access email? Via Outlook client or OWA?**

Via Outlook client with PC Endpoints operating Windows 7 or above

**Are all users located in a single office, multiple offices, or remote?**

Multiple offices and remote through their smart phones.