

**Office 365 Implementation Services:
Exchange Online
Skype for Business
SharePoint Online**



Request for Proposals (RFP)

Release Date: November 2, 2018

Deadline for Submissions: 2 PM (PT) on December 10, 2018.

Submit to: Please use the City's website to submit your proposals
<https://www.weho.org/city-government/city-departments/public-works/bids>

NOTICE REGARDING DISCLOSURE
OF
CONTENTS OF DOCUMENT

All proposals, inquiries, responses, or correspondence related to or in reference to this request for proposals, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by the Vendor will become the property of the City when received. The City of West Hollywood is subject to California law regarding the disclosure of public records. Proposers must clearly identify any information they regard as proprietary in the proposal. Any such information should be marked "Proprietary" or "Confidential." Information that is proprietary within the meaning of California law will be withheld from any public records requests. All other information is subject to disclosure.

TABLE OF CONTENTS

1. INVITATION FOR PROPOSALS	1
PURPOSE.....	1
2. BACKGROUND	2
THE CITY OF WEST HOLLYWOOD	2
MISSION STATEMENT.....	2
3. SCOPE OF WORK	3
OVERVIEW	3
REQUIREMENTS	3
READINESS ASSESSMENTS, ONSITE DISCOVERY, AND PLANNING.....	3
MIGRATION AND PREPARATION	4
MIGRATION AND CUTOVER	5
ADMINISTRATOR TRAINING, DOCUMENTATION & KNOWLEDGE TRANSFER....	5
END USER DOCUMENTATION, KNOWLEDGE TRANSFER, AND TRAINING	5
PROJECT MANAGEMENT	5
CHANGE MANAGEMENT.....	6
SUBCONTRACTING.....	6
4. TECHNICAL ENVIROMENT.....	6
5. CONTENTS OF PROPOSAL	7
SECTION 1 – EXECUTIVE SUMMARY	7
SECTION 2 – TABLE OF CONTENTS	7
SECTION 3 – STATEMENT OF QUALIFICATIONS.....	7
SECTION 4 – ORGANIZATIONAL INFORMATION	7
SECTION 5 – REFERENCE/RECENT PROJECT HISTORY.....	7
SECTION 6 – PROJECT APPROACH /METHODOLOGY.....	8
SECTION 7 – COST OF PROPOSAL	8
SECTION 8 – ACKNOWLEDGEMENTS, ADDITIONAS AND EXCEPTIONS	8
SECTION 9 – CERTIFICATE OF INSURANCE	8
SECTION 10 – CERTIFICATION OF PROPOSAL	8
6. PROCEDURES AND CRITERIA	9
7. TIMELINE	10
8. PAYMENT AND DELIVERABLES	10

9. STANDARD TERMS AND CONDITIONS	11
10. DEFINITIONS	11
11. INSTRUCTIONS AND QUESTIONS	11
12. RFP AMMENDMENTS	11
13. WITHDRAWAL OF PROPOSAL.....	11
14. RESERVATIONS.....	12
15. ERRORS AND OMISSIONS.....	12
16. RFP NOT CONTRACTUAL	12
17. TAXES	12
18. EXHIBITS (Separate Forms to be Completed by the Proposer)	12

City of West Hollywood
REQUEST FOR PROPOSALS
FOR

Office 365 Implementation Services:
Exchange Online, Office, Lync,
SharePoint

1. INVITATION FOR PROPOSALS

PURPOSE

The City of West Hollywood (the “City”) is soliciting proposals from qualified firms to provide planning and implementation services for Microsoft Office 365, Exchange Online, Office, Lync and Sharepoint online.

The main scope of this project will be the migration of the City’s current on-premises Exchange 2010, Lync 2010, SharePoint 2010 platforms to Office 365 hosted email and instant messaging and collaboration services with single sign on user experience.

The City will accept proposals from vendors that do not respond to the SharePoint portion of the RFP. The City will also accept proposals that only respond to the SharePoint migration portion of the RFP. No other parts of the RFP can be excluded or separated.

The project includes performing a readiness assessment of the current on-premise Exchange, Lync, SharePoint (if applicable) and Office 365 environments including gathering and developing requirements, developing a migration plan, and executing the approved plan. A detailed description of the products and services required are contained in RFP SECTION 3, SCOPE OF WORK.

Parties interested in responding are required to submit their proposals using an electronic bid management system. The link to the system is below. The responder is solely responsible for “on time” submission of their electronic proposal. The City will only consider proposals that have been transmitted successfully and have been issued an e-bid confirmation number with a time stamp from the Bid Management System indicating that bid was submitted successfully. All proposals have to be successfully submitted no later than 2 PM (PT) on December 10, 2018.

<https://www.weho.org/city-government/city-departments/public-works/bids>

If the link above does not work please use the link below.

<http://www.planetbids.com/portal/portal.cfm?CompanyID=22761>

There will be no pre-bid Conference. All questions concerning this solicitation must be submitted online via the Q&A section of the bid management software. The official responses to questions or requests for interpretation to this solicitation will be posted on the Q&A section of the bid management software. The cut-off date for submission of questions or deviations shall be on the 2 PM (PT) on November 15,

2018.

Any information resulting from questions that causes a material change in the solicitation will be posted on the Addenda & Emails section of the bid management system as an addendum.

Proposal close date is 2 PM (PT) on December 10, 2018. The City will not be responsible for late submissions of any kind.

2. BACKGROUND

THE CITY OF WEST HOLLYWOOD

The City of West Hollywood is a mid-size city located in Los Angeles County. Incorporated in 1984, the City serves an area of approximately 1.9 square miles and a population of approximately 35,000 with approximately 25,000 residential units. The City's fiscal year begins July 1st and ends June 30th.

The City is a general-law city under California law which contracts for many of its major services, such as police and fire, as well as employing approximately 210 FTE employees. The City operates under a Council/Manager form of government. The five members of the Council serve 4 year terms and are elected in staggered elections every 2 years.

The City has an annual operating budget of eighty million dollars. West Hollywood is a place that's proud to stand out. The progressive spirit and creativity of the people who live, work and play here has put West Hollywood at the leading edge of culture, entertainment and design. The City is home to the world famous Sunset Strip and hosts the annual Halloween Carnival in October, and the Christopher Street West Gay, Lesbian and Transgender Pride Parade and Festival in June, as well as dozens of visitor attractions that include a wide variety of restaurants and entertainment venues that cater to local residents, visitors and tourists.

MISSION STATEMENT

As a premiere City, we are proactive in responding to the unique needs of our diverse community, creative in finding solutions to managing our urban environment, and dedicated to preserving and enhancing its well-being. We strive for quality in all our actions, setting the highest goals and standards.

For more information on the City's Mission Statement or our Primary Strategic Goals or Ongoing Strategic Programs, you can request a copy of the Vision 2020 Strategic Plan from the City Clerk's office by calling (323) 848-6400 or electronically by clicking West Hollywood Strategic Plan on City Services and Information pages of www.weho.org.

3. SCOPE OF WORK

OVERVIEW

The City of West Hollywood is seeking the services of a qualified firm to provide planning and implementation services to migrate the on-premise Exchange 2010 and Lync 2010 environment to Office 365 hosted email, Skype for Business or Teams online and instant messaging (collaboration) services with a single sign on user experience.

(Optional)

The City is also looking to migrate its current on-premise SharePoint 2010 based Intranet to the latest Office 365 hosted platform. SharePoint migration will be optional for the purposes of this RFP. Vendors who choose not to respond to the SharePoint migration project will not be penalized.

Vendors will also be allowed to submit responses solely for the SharePoint portion of the RFP. No other sections of the RFP can be separated or left out. The City may select two separate vendors; one for Exchange, Office, Lync project and another for the SharePoint project.

The scope of the project includes but is not limited to:

- a. Moving to Exchange online
- b. Upgrading to Exchange 2016 (if required) as initial step
- c. Upgrading Active Directory to 2016 (if required)
- d. Moving Lync 2010 to Skype for Business or Teams online
 - Instant Messaging (IM), group IM
 - Internal screen sharing
 - Internal video calling (not telephony)
- e. Preparing latest version of Office Suite installer for all City computers
- f. Integration of OneDrive for document collaboration and sharing
- g. (Optional) Moving SharePoint 2010 to SharePoint online
 - This will be optional depending on the vendors' qualifications. Vendors who are not experts in SharePoint migrations, customization and other SharePoint related professional services may choose not to bid on this portion of the project without being penalized
 - Vendors may also choose to only bid for the SharePoint portion of this project

REQUIREMENTS

At a minimum the proposed solution must address the following requirements:

3.1. Readiness Assessment, Onsite Discovery, and Planning

- a. Onsite review of City systems to capture information about existing environment, including usage patterns and administrative practices
- b. Identification of potential challenges in migration and proposed solutions

- c. Microsoft Active Directory integration
- d. Network, name services and connectivity planning
- e. User identity, access and provisioning planning
- f. Exchange online services planning
- g. Cisco Call Manager Voicemail and Auto-Attendant integration
- h. Skype for Business or Teams online services planning
- i. Office 365 services planning
- j. SMTP services planning
- k. Assessment and documentation of client configurations, including identification of necessary changes from current configuration standards
- l. Compliance search, e-discovery, archive, mailbox quota and retention planning
- m. Bandwidth and connectivity assessment to calculate migration cadence
- n. Data loss prevention planning
- o. Identification of all Microsoft licenses required for expected general and scenario-specific use cases
- p. Identification and planning of roles based administration and the separation of duties following the principle of least privileges
- q. Identification and planning of necessary reports for performance, health and usage metrics of Office 365 messaging services, including administrator activities

3.2. Migration Preparation

- a. Exchange online service configuration
- b. Develop migration strategies for Office 365
- c. Cisco Call Manager Voicemail and Auto-Attendant integration
- d. Develop migration strategies from SharePoint 2010 to SharePoint online (if applicable)
- e. Develop migration strategies from Lync 2010 to the latest version that supports IM, group IM, screen sharing, and internal video calling
- f. SMTP service configuration
- g. Secure messaging configuration
- h. Initial retention policy configuration
- i. Initial data loss prevention policy configuration
- j. Anti-spam and anti-malware protections configuration
- k. Conditional access for Microsoft Outlook, Outlook Web Access and managed mobile access configuration
- l. Configuration of compliance, e-discovery, and archive components, including policies and roles-based access
- m. Configuration of outlook web access and exchange active sync, including condition access requirements where appropriate
- n. Preparation of reports for usage, performance and service health metrics
- o. Preparation of reports for auditing of administrative activities, including provisioning and de-provisioning, compliance/e-discovery activity, and configuration changes

3.3. Migration and Cutover

- a. Assign licenses to users
- b. Migrate and synchronize mailbox data to exchange online
- c. Migration of Public Folders

- d. Cisco Call Manager Voicemail and Auto-Attendant integration
- e. Migration of ActiveSync devices
- f. Migration of the retention policy
- g. Perform post-migration end-to-end testing of Office 365 messaging services, including scenario-specific services and mobile device access where appropriate
- h. Perform post-migration end-to-end testing of instant messaging, group IM and internal video calling
- i. Perform post-migration end-to-end testing of SharePoint online services
- j. Propose a comprehensive backup solution for Office 365, servers and data
- k. Decommission and cleanup of on-premises Exchange resources, SharePoint (if applicable) and Lync servers.

3.4. Administrator Training, Documentation and Knowledge Transfer

- a. Onsite training of IT staff for:
 1. Administration Office 365 messaging services,
 2. Creation and administration of archive and retention policies
 3. Provisioning and de-provisioning of users, including disposition of data that meets retention and compliance policies
 4. Responding to e-discovery and legal hold requests
 5. Office 365 administration best practices, including roles based controls and separation of duties
 6. Creating reports for activity, performance, health and access
- b. Administrator documentation detailing all configurations pertaining to retention, archiving and disposition of email
- c. Administrator documentation detailing all configurations of latest Lync and SharePoint online services.

3.5. End User Documentation, Knowledge Transfer, and Training

- a. General end-user documentation and training on the new Office 365 messaging environment, including OWA
- b. General end-user documentation on changes necessary on mobile devices to use Active Sync in the new messaging environment
- c. General end-user documentation on archive, archive policies and retention policies

PROJECT MANAGEMENT

The proposed solution must provide the City with the following Project Management services:

- Assignment of a dedicated Program or Project Manager to the City's engagement. This person will be the single point of contact for overall communications, project coordination with the City and vendor accountability issues.
- Provision of a Project Schedule in MS Project 2010 format, organized by phase, with milestone deliverables clearly identified.
- Attendance by the vendor Project Manager at project status meetings and

other meetings as requested by the City's designated Project Manager to facilitate and coordinate planning, implementation, testing and training activities.

- Preparation and/or maintenance of other project records as requested by the City's designated Project Manager.
- Coordination with the City's designated Project Manager for management of the project budget.

CHANGE MANAGEMENT

Any additional work identified during the course of the project that is deemed necessary, but outside the original Scope of Work, must be recorded as a Change Order and approved by the City Project Manager before work is started.

SUBCONTRACTING

All proposed subcontracting must be detailed in the firm's proposal. No subcontracting will be allowed without the express written consent of the City of West Hollywood.

4. TECHNICAL ENVIRONMENT

1. Domain Controllers – 2012 R2 Domain Functional Mode
 - a. 3 Windows 2012 R2 Standard (2 VMWare and 1 Physical Server)
2. Telephony – Cisco Call Manager 9.1 migrating to 12.0 (December 2018)
 - a. 2 VMWare server Pub and Sub
3. Exchange 2010 SP3 current roll up 23
 - a. 5 Mailbox database
 - b. 2 Public Folder database
 - c. Approximately 400 GB Data
 - d. Approximately 384 mailboxes
 - e. 300 employees with approximately 40 additional seasonal employees
 - f. User mailboxes are currently limited at 512MB this will be expanded to 1GB after the migration
 - g. Approximately 158 Distribution Groups
 - h. 8 VMware Exchange Servers
 - 2 CAS
 - 2 Hub Transport Servers
 - 2 Mailbox Servers
 - 2 Unified Messaging Servers
4. Lync Server
 - a. Windows Server 2008 R2 Standard
 - b. Lync Server 2010 (4.0.7577.225)
 - c. Microsoft Lync 2010 4.x client
5. SharePoint Server
 - a. Windows Server 2008 R2
 - b. SharePoint 2010 (14.0.7015.1000)

6. Client Workstations
 - a. Approximately 300 HP computers
 - b. Windows 7 Professional and Windows 10
 - c. Office 2010 Sp2 Professional Plus
 - d. Intel i5 processors and 8GB of RAM
7. Mobile Devices
 - a. Exchange ActiveSync/OWA connected phones. Apple iOS and Android
8. VMWare
 - a. VMware version 6.0.0 Build 3634794
9. Email/Message security and protection
 - a. GFI Mail Essentials
 - b. Google Apps (previously Postini)

5. CONTENTS OF PROPOSAL

Proposals must include but need not be limited to the content identified below, and should be organized according to the following sections. All pages should be numbered. Marketing information will not be accepted in lieu of direct response to all requirements and questions.

SECTION 1 – EXECUTIVE SUMMARY

Provide a letter of introduction signed by an authorized representative of the firm (2 pages maximum) that provides an executive summary of the firm's experience relevant to the scope of work described in the RFP and describes why the firm would be of service to the City of West Hollywood on this project.

SECTION 2 – TABLE OF CONTENTS

SECTION 3 – STATEMENT OF QUALIFICATIONS

A statement of qualifications shall summarize key elements of the proposal and highlight your firm's qualifications as they relate to this project and these services requested. The Statement of Qualifications should demonstrate to the City that your firm fully understands the Scope of Services, has industry knowledge and possesses the qualifications to provide the services requested.

SECTION 4 – ORGANIZATIONAL INFORMATION

Identify key personnel from your firm, including specific personnel that would be assigned to this Project, if any. Any and all Prime Contractor and Subcontractor relationships and responsibilities must be detailed. Identify the City's primary point(s) of contact for service requests, if your firm is retained for this Project. How many potential different people will the City have to contact for service?

SECTION 5 – REFERENCES/RECENT PROJECT HISTORY

Provide at least three (3) references for which your firm has performed

similar services. Provide a brief synopsis of the services performed, and contact information

SECTION 6 – PROJECT APPROACH/METHODOLOGY

What is your firm's process leading to service delivery? How much time does it take your firm to mobilize and deploy after a request is received? Provide a description of the equipment, software, and personnel your firm possesses that can adequately address this project.

SECTION 7 – COST OF PROPOSAL

Provide a cost breakdown of the proposed solution (hardware, software, services, hosting, support, training, etc.), showing the cost for each part of the scope of work and any additional costs. This information shall be followed by narrative which shall describe and justify the proposed costs, and include an estimate of staff allocations, estimated hours, rates per assigned staff and an estimate of total billable hours. Also identify any assumptions you have built into your costs (e.g., City performance of any work elements, availability, etc.). The cost proposal must provide a guarantee that no additional fees beyond those proposed will be charged to the City of West Hollywood without the City's prior written consent. The City cannot accept contract clauses that include payment terms within 30 days of the invoice issuance. The City cannot accept contract clauses where the City would be required to pay any late fees, interest charges or penalties. **See EXHIBIT A for the Cost of Proposal template.**

SECTION 8 – ACKNOWLEDGEMENTS, ADDITIONS AND EXCEPTIONS

- a) Acknowledge your ability to meet or not meet all of the requirements as stated in the scope of work
- b) Compile and include all other information you deem pertinent, but not specifically requested elsewhere (5 pages maximum).
- c) Indicate any exceptions to the terms and conditions of this request for proposal, or any qualifications/clarifications regarding the proposal response.

SECTION 9 – CERTIFICATE OF INSURANCE

Proof of insurance is not required to be submitted with your proposal, but will be required prior to the City's award of the contract. A copy of the City's standard contract has been attached (EXHIBIT B).

SECTION 10 – CERTIFICATION OF PROPOSAL

Once a proposal is opened, a proposer is expected to maintain an availability of service as set forth in its proposal for at least 180 days after date for opening proposals. All proposers must return a copy of the entire completed and properly executed Certification of Proposal to the City properly as provided for in EXHIBIT C (Certification of Proposal to the City).

6. PROCEDURES AND CRITERIA

The selection of a proposal will not be based solely on a monetary evaluation. There will also be an evaluation of each proposer's understanding of the work required and approach to this project with considerable weight being given to experience in the areas required and the track record of the proposer.

Additionally, an independent checking of references may be used to assist in selecting the finalist(s). Finalists will make a presentation of their proposal to the City. Contract negotiations will take place with the finalist.

Award will be made to the Firm offering the most advantageous proposal after consideration of all evaluation criteria set forth in this RFP. The City shall not be obligated to accept the lowest priced proposal, but will make an award in the best interest of the City after all factors have been evaluated.

Firms selected as the finalists will be required to make a presentation of their proposal to the City during the RFP evaluation period. This presentation will provide Firms the opportunity to clarify their proposals to ensure thorough and mutual understanding. The presentations can either be done remotely or at West Hollywood City Hall.

A Notification of Intent to Award may be sent to any Firm selected. Award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing Firms unless an agreement is reached. If contract negotiations cannot be concluded successfully, the City may negotiate a contract with the next highest scoring Firm or withdraw the RFP.

Evaluation Criteria	Portion
1. Functional and Technical Merit; Completeness of Proposed Solution	40%
2. Recent Experience with Projects of this Size and Scope in an Agency of Similar Size; Reference Information will be Taken into Consideration	26%
4. Cost of Proposal	30%
5. Local West Hollywood Business	4%
Total	100%

7. TIMELINE

The City's estimated timeline to review proposals is as follows:

Event	Date
Release of RFP	November 2, 2018
Deadline to Submit Vendor RFP Inquiries	November 15, 2018
Proposal Due Date	December 10, 2018
Vendor Selection	December 10 to January 7, 2019
Contract execution	February 1, 2019

8. PAYMENT AND DELIVERABLES

The City requires a payment schedule based on defined and measurable deliverables as outlined below. Under no circumstances will payments be made in advance of work performed.

Deliverable	Payment Schedule
1. Scope of Work and all Project Plans Delivered (Contract Execution).	20% of Total Cost
2. Hardware and Software Installation, System Configuration, Service and Data Migration, Operational Testing and Acceptance Testing Successfully Completed. 25 test users have been migrated.	30% of Total Cost
3. 100% of users and 100% of functionality has been migrated to O365 (Exchange, Lync, Office) and tested.	30% of Total Cost
4. Reliable Performance for 45 Days after Complete Migration (Performance or availability of the solution must continue at the baseline established at conclusion of Acceptance Testing. No significant loss in performance, availability or reliability should occur).	20% of Total Cost
5. SharePoint migration (optional)	Priced separately

No payment for extra services (items not included in the total cost) shall be made unless such services and their costs have been previously authorized in writing and approved by the City.

9. STANDARD TERMS AND CONDITIONS

Prior to the award of any work hereunder, City and contractor shall enter into the written contract attached hereto as EXHIBIT B. **Proposers responding to this RFP are strongly advised to review all the terms and conditions of the contract.** The City maintains various policies related to contractual service providers. Among these are anti-discrimination, a living wage, and equal benefits policy. In submitting proposals, vendors must indicate that they are prepared to comply with City ordinances and policies. As part of the contract or during contract negotiations, the City may request that the selected firm sign a statement affirming its compliance with these policies.

10. DEFINITIONS

The words (A) "City", (B) "Department", or (C) "Contractor", as used in this RFP, shall be understood to refer respectively to (A) the City of West Hollywood, California; (B) the several departments therein; and (C) the person, firm or corporation with whom the contract is made by said City or the agent or legal representative who may be appointed to represent such person, firm or corporation in the signing and performance of said contract.

11. INSTRUCTIONS AND QUESTIONS

City representative from whom the proposer will receive instructions:

Emily Evans
Information Technology Division
8300 Santa Monica Blvd
West Hollywood, CA 90069
Email: eevans@weho.org

Questions regarding this Request for Proposals should be directed only to the person designated above and only using the [Q&A tool on the bid management system website](#). All questions need to be submitted as described in section 1 INVITATION FOR PROPOSALS.

12. RFP AMMENDMENTS

The City reserves the right to change the RFP schedule or issue amendments to the RFP at any time. In the event the City amends the RFP, the City will extend the Proposal Due Date commensurately. The City also reserves the right to cancel or reissue the RFP.

13. WITHDRAWAL OF PROPOSAL

Firms may withdraw their proposals, without prejudice, prior to the date and time specified for proposal submission, by sending a written request or email to [Emily Evans](#), Information Technology Systems Engineer.

14. RESERVATIONS

The City reserves the right to reject any or all proposals, to waive technicalities or formalities, and to accept any proposal deemed to be in the best interest of the City. Where two or more firms are deemed equal, the City reserves the right to make the award to one of the two firms.

15. ERRORS AND OMISSIONS

Proposer and/or the Contractor shall not be allowed to take advantage of any errors in or omissions from the Request for Proposals. Full instructions will be given if such error or omission is discovered and timely called to the attention of the City.

16. RFP NOT CONTRACTUAL

Nothing contained in this Request for Proposals shall create any contractual relationship between the proposer and the City. The City accepts no financial responsibility for costs incurred by any proposer regarding this RFP. Each proposal prepared in response to this RFP shall be done at the sole cost and expense of each proposing firm and with the express understanding that no claims against the City for reimbursement will be accepted.

17. TAXES

Price of the proposal shall include all federal, state, local and other taxes.

18. EXHIBITS

EXHIBIT A	Cost of Proposal
EXHIBIT B	Sample of City Contract
EXHIBIT C	Certification of Proposal to the City