



October 11, 2023

To: All Interested Parties

From: Mike Tobin
Director of Operations

RE: RFP for LAVTA IT MODERNIZATION AND CLOUD TRANSFORMATION CONSULTING SERVICES #2023-07

Addendum Number 1

This correspondence constitutes official record of the first alteration of a “RFP LAVTA IT MODERNIZATION AND CLOUD TRANSFORMATION CONSULTING SERVICES 2023-07” issued on September 18th, 2023.

This Addendum updates the following sections of the RFP:

1. Section 1 – “Solicitation Timeline”: Revises the Contract Award date to December 4th, 2023 (tentative) and the Notice to Proceed date to December 11th, 2023 (tentative);
2. Section 4 (D) - “Submission of Proposals”: Revises the proposal submission date from Oct 9th, 2023 to October 30th, 2023.

This Addendum also responds to written questions included in Attachment 1.

Attachment 2 includes a transcript of the pre-proposal conference which took place on Monday, September 25th.

Other than those specifically listed above and in the attached documents, no other sections, terms or conditions of the above cited solicitation are being altered at this time. All other sections, conditions and language not specifically cited as altered in this document are still in full and original effect.

Submitted:

A handwritten signature in blue ink, appearing to read 'Mike Tobin', is written over a horizontal line.

Mike Tobin, Director of Operations

October 11, 2023
Date

Attachments:

1. RFP #2023-07 Questions & Responses
2. Pre-proposal Conference Transcript

Attachment 1 - Questions & Responses

Question	Responses
Q1. Setting up metadata – is this already defined?	A.1 No
Q2. Establishing and configuring workflows and security permissions? Are there already defined or existing workflows in place that will need to be remade or moved?	A.2 The agency just recently rolled out MS365 and therefore there are currently no existing workflows. Security permissions may need to be reconfigured based on outcome of the project implementation.
Q3. Are there personal files being saved to file share?	A.3 No
Q4. Are you open to using Microsoft OneDrive or Microsoft Teams as part of the migration to the cloud?	A.4 Yes
Q5. Are you open to any backup provider, or do you have a shortlist that you want to go with?	A.5 VEEAM
Q6. Do you have an existing Microsoft tenant?	A.6 Basic tenant
Q7. How many file shares and how much data is saved?	A.7 2 file servers and will be moved to the cloud, the rest are application and DB servers to remain on-site. Current back ups are split. Largest being 7.51 TB. File servers which are being moved are 3.29 TB and 500GB
Q8. Do you use Microsoft Project, and will it need to be migrated?	A.8 No
Q9. Will you want email to be migrated to the cloud?	A.9 Already done
Q10. How many end users do you support?	A.10 Approximately 50
Q11. Are you looking to allow for BYOD?	A.11 Minor, cell phones and the like.
Q12. On page 10 of the RFP – Section D “Submission of Proposals”, the proposal submission date mentioned is Oct 9, 2023 but on the cover page its Oct 30, 2023. We assume the later is correct?	A.12 Yes, proposals are due on October 30th.
Q13. We would like to mention that the financial statements are confidential in nature and should not be part of proposal submission as it becomes part of the public records. We request LAVTA to allow submitting the financial statements only to LAVTA finance department on one-on-one email to keep it confidential and for the purpose its needed before the award or being shortlisted. Please accept this request.	A.13 Any proposals that are missing required documentation will be deemed incomplete and will not be accepted.
Q14. Referring to Attachment A – Scope of Services, Section 2 – Option for ONCALL IT SERVICES, the services listed in sub section 2.1 through 2.10 are allow to be provided by the selected vendor? Can vendor optout some of the services listed in sub section and still be eligible for an award for sub section 2. Please confirm.	A.14 Confirmed
Q15. We understand a hybrid resource model (mix of US based and offshore resources) to deliver the project where the primary project management and communication will be led by US based resources and offshore team is acceptable. Please confirm?	A.15 On-shore, English as a first language only
Q16. As per the RFP, it is mentioned that the consultant must be able to provide onsite IT services, we assume that no onsite resources are required. Please confirm?	A.16 Confirmed
Q17. (a) If onsite resource required, will LAVTA be bearing the travelling cost? Please confirm	A.17 No
Q18. Does LAVTA expect vendors to provide L2 & L3 support only? We assume that L1 support would be handled by LAVTA itself. Please confirm?	A.18 All levels will be handled by vendor
Q19. The RFP document does not state any budget for the proposed project. Has LAVTA established any budget for the same? If yes, please share the budget or budget range that LAVTA would expect the proposal to be in the range.	A.19 N/A
Q20. (a) We assume that the licensing cost is not a part of the budget. Please confirm?	A.20 Confirmed
Q21. Can you provide more details about the current IT system & infrastructure that needs to be updated?	A.21 File servers need to be migrated to the cloud, Backup and security implemented for both on-prem and cloud environments. All done to industry best practices.
Q22. What are the main objectives and expected outcome of this IT modernization and cloud transformation project?	A.22 Moving all files and DC to Azure, hybrid backup solution, harden security,
Q23. Are there any pain points you are looking to address through this project?	A.23 No
Q24. For how long the Post implementation support is required. Please confirm?	A.24
Q25. Do you have any specific expectations for training, such as video tutorials or remote training sessions?	A.25 Remote live training
Q26. (a) How many users should we consider the training to be provided?	A.26 2
Q27. (b) Do you prefer onsite training or virtual training? Should vendors include anticipated travel costs in our budgets?	A.27 Virtual is fine
Q28. How many vendors are you planning to select as a result of this RFP process?	A.28 1
Q29. Are there any incumbent agencies involved in the proposal? Please confirm	A.29 Agency staff
Q30. Key staff/members resume from vendor (who would be working on this project) would be needed to be submitted for this RFP?	A.30 Resumes are not required, but the proposal must adequately outline staff's relevant experience in working on similar projects.
Q31. We understand LAVTA is seeking technical support during the business hours only and not 24/7. Please clarify	A.31 Business hours normally, 24/7 when required
Q32. As per RFP, maintenance expectations are not mentioned clearly. Please share what all activities, you are looking for maintenance.	A.32 Maintain the backups to ensure consistent state, file system stability, security, etc.
Q33. (a)What is your budget range for the Maintenance?	A.33 N/A
Q34. 18. We request LAVTA for 1-week (one week) extension for the proposal submission. So, the vendor gets appropriate time to draft the proposal in detail based upon the clarifications received after QnA responses. Please consider	A.34 An extension will not be granted. Proposals are due on October 30th.
Q35. Does LAVTA already have registered Microsoft 365 tenant? If yes, please share the license type e.g., Microsoft 365 E3/G3, E5/G5 etc.	A.35 Yes, Basic
Q36. Do you already have Office 365 (like SPO/ODB/Teams) workload configured or require vendor assistance to configure those?	A.36 Vendor configure as needed
Q37. What is the current Active Directory Technical details e.g., Domain functional level, Forest Functional level, Active Directory version?	A.37 Server 2019
Q38. We understood that “from existing mapped drives hosted on onpremise servers”, LAVTA is referring to the on-premises Windows File Servers. Please correct if we misunderstood anything.	A.38 You were correct
Q39. Please share the following information related to onpremise file system as this will help us in defining the approach File share to SPO migration	A.39 N/A
Q40. - Count and size of individual drive to be migrated to OneDrive for Business	A.40 N/A
Q41. - Count and size of shared drive to be migrated to SharePoint Online or MS teams	A.41 N/A
Q42. Please specify the type of content which needs to be migrated from onpremise file system to Microsoft 365 e.g., file, folders, etc.	A.42 Files, folders, etc.
Q43. Are any custom Applications that are built on the current Drive environment that need to be migrated over?	A.43 No application migration
Q44. - Please share the details of the same	A.44 N/A
Q45. - How many apps?	A.45 N/A
Q46. - The complexity of the apps?	A.46 N/A
Q47. Do you need to migrate file versions, and if so, how will you handle versioning in SharePoint Online or One Drive for Business?	A.47 We are not experts in this area and expect vendor to guide us through
Q48. Are there exceptionally large files that may impact migration performance or require special handling?	A.48 Yes
Q49. Do you require to replicate the file/folder level permissions in SharePoint Online/OneDrive for Business?	A.49 Yes
Q50. What metadata and attributes are associated with the data on File Servers that needs to be replicated over to SPO/Teams/ODB?	A.50
Q51. Are there any sensitive or confidential data that require special handling during the migration?	A.51 No
Q52. Does LAVTA have any preference on migration tool for File share to SPO migration?	A.52 Microsoft tools only
Q53. Is LAVTA currently using AADConnect to synchronize user objects from the on-premises Active Directory to the M365 GCC tenant? If not, does LAVTA have desire to synchronize the object from Local AD to M365 tenant for provisioning?	A.53 Not yet. Yes this is the goal.
Q54. How users are provisioned to Azure AD e.g., Cloud Only, Synced, Federated?	A.54 Unsure how to answer this however, we have approximately 50 users
Q55. From “Hybrid Azure Active Directory Connect” in RFP, we understand that LAVTA requires Windows client to be joined to AD and Azure AD to use the same username and Password to login to Windows client machine and Azure AD/Office 365. Please correct if we misunderstood anything.	A.55 Yes, that is correct
Q56. From Azure Single Sign-On (“SSO”) in RFP, we understand that LAVTA requires users to have the Single Sign-on functionality while accessing the Office 365 portal means Office 365 should be logged in seamlessly if user is logged in Windows client using AD Username and Password.	A.56 Yes, that is correct
Q57. Are there any LOB (Line of Business) applications that needs to be configured with Azure SSO for seamless integration?	A.57 No applications
Q58. We understood that LAVTA is using Duo as the MDM authority and looking to switch to Intune. Please correct if we misunderstood anything.	A.58 As of today, Microsoft authenticator only
Q59. Please specify if LAVTA is looking for Intune implementation on the Mobile Devices only (Android/iOS) or also includes Windows and Mac devices.	A.59 Yes
Q60. Please specify whether LAVTA wants to include Company own Devices or BYOD or Both for Intune implementation.	A.60 Both as needed
Q61. Please elaborate on how do you envision the devices will be enrolled (user-driven / automatic)?	A.61 We are not experts in this area and expect vendor to guide us through this process.
Q62. Please elaborate on Agency’s Security and Compliance standard list that need to be deployed through Intune policies? Please elaborate / cite examples.	A.62 Unknown at this time
Q63. Please elaborate on expectation from Intune “remote device management and troubleshooting capabilities” scenarios.	A.63 You recommend the best practice
Q64. Are you also looking to migrate emails from any source email system to Exchange Online? If Yes, kindly share the technical details e.g., Source email system, Count and size of mailboxes etc.	A.64 Already complete
Q65. Please specify if LAVTA is using any LOB (Line of Business) or third-party application with current on-premises system which needs to be reconfigured with Microsoft 365 or Azure Active Directory.	A.65 Not at this time
Q66. Please confirm if you are currently using any third-party Federation or ADFS (Active Directory Federation Services) for SSO that needs to configure with Microsoft 365 tenant? If yes, please share details of the applications in use.	A.66 Not at this time
Q67. What all components/features of OKTA are you currently using that needs to be replicated to Azure AD e.g., MFA, Authentication, SSO etc.?	A.67 We are not experts in this area and expect vendor to guide us through this process.
Q68. Do you require any configuration to be performed on any workload e.g., Configuration of SharePoint Admin Center, MS Teams, Exchange Online, Security and Compliance admin Center etc.?	A.68 Yes

Question	Responses
Q69. What workloads should be covered under Admin training? e.g., Azure Active Directory, Teams Admin Training, SharePoint Online Admin Training etc.?	A.69 All of those
Q70. What workloads should be covered under End user training? E.g., Outlook, Teams, SharePoint Online, OneDrive for Business etc.	A.70 Everything except Outlook
Q71. Are you fine with Train the trainer (TTT) approach for end user training where we will train your Trainers/champions and they will train the end users?	A.71 Yes
Q72. What is the count of tentative team members which needs to be trained?	A.72 50
Q73. Is there any incumbent? If yes, please provide the name and share the current challenges.	A.73 No
Q74. Do you have any Compliance requirements to be followed like CIS, HIPAA, etc.?	A.74 No
Q75. Are there any work like Assessment or Training or Support that LAVTA is anticipating being performed onsite?	A.75 Virtual training as necessary
Q76. We understood that LAVTA will be responsible for client-side deliverable e.g., Windows upgrade, Microsoft 365 Application upgrade, OneDrive for Business client app configuration. Please correct if we misunderstood anything.	A.76 There is only one on-site member and he is being replaced by this RFP
Q77. Do LAVTA require the vendor to provide any licensing support?	A.77 If vendor finds that we need a specific license to meet our goal, we ask that you give us specific information, we will purchase it and vendor will install it.
Q78. Are you currently using any tool to centrally deploy the applications on end user machines e.g., SCCM (System Center Configuration Manager)??	A.78 Not at this time
Q79. Is the LAVTA open for an Onsite-Onshore-Offshore (Hybrid) delivery model for this engagement with some work being done outside of the US and Onsite resources deployed as and when required.	A.79 On-shore, English as a first language only.
Q80. What is the Period of Performance LAVTA expecting a vendor to follow?	A.80 For the Optional IT Support Services, the period will be for one base year with up to three 1-year renewal options.
Q81. Does LAVTA have any blackout dates other than public holidays when vendor cannot perform work or migrations? i.e., year-end freeze	A.81 No
Q82. We understand that Agency had recently comprehensively assessed its existing IT systems, including software applications, hardware and server infrastructure, and network environment. Could this assessment report be made available to vendor to understand the context and help implement the relevant strategy for the relevant Scope of Services.	A.82 Most of the information included in the Comprehensive Assessment has been adequately articulated in Attachment A - Scope of Services. The full assessment will be provided to the awardee upon contract execution.
Q83. What is the LAVTA general business hours?	A.83 Admin 5 am to 7 pm, M-F Operations 4 am to 12 am 7 days a week
Q84. What is the support model LAVTA is expecting (24*7, 24*5, or 8*5 etc.)?	A.84 L-1 during business hours, L2 or 3, 24/7
Q85. For Technical Support, our understanding is LAVTA internal staff will provide the Level 1 (L1) resolution (typically first-level service to sort out the user issue through email and/or a dedicated call-in number based on documentation and user guides provided by the selected Vendor), and the selected vendor will provide the L2 (Level 2) and L3 (Level 3) services where more technical skills are needed after the LAVTA L1 team contact the selected Vendor's L2 team. Please confirm if this assumption is correct.	A.85 All levels will be handled by vendor
Q86. Please confirm approx. # of current end users (Internal as well as external, if any) for the services in scope.	A.86 50
Q87. Server/Storage Backup: Do you already have an AWS Cloud Tenant in place. We assume this would be provisioned and made available to vendor for Veeam Backup configuration. We assume agency have relevant Veeam license already in-place for backup.	A.87 No, vendor to work with VEEAM to determine the correct license we require, we will obtain it and the vendor will install and configure all backups. Local and cloud.
Q88. Server/Storage Backup: What is the current connectivity mode between on-prem and Cloud (Azure as well as AWS)? Please elaborate	A.88 On-site only
Q89. Server/Storage Backup: What is the current server count and size of data -file server and storage data? Please elaborate	A.89 18 on-site, 2 are file servers and will be moved to the cloud, the rest are application and DB servers to remain on-site. Current back ups are split. Largest being 7.51 TB. File servers which are being moved are 3.29 TB and 500GB
Q90. Server / Storage Backup: We assume you are looking for an additional copy of backup data stored offsite in AWS. This will be in addition to your existing onsite server backup configured. Please confirm.	A.90 Confirmed
Q91. Server/Storage Backup: What is the current backup strategy, frequency, schedule and retention period for file server and storage data being backup with the current Veeam on-premises backup system.	A.91 Weekly full, daily incremental.
Q92. Server/Storage Backup: What is the current network bandwidth available with Agency for data sync from on-prem to cloud. Please elaborate on primary and secondary lines.	A.92 100/100
Q93. Server/Storage Backup: What is the underlying virtualization platform being used by agency for server to be backup.	A.93 VMWare
Q94. Data Backup - Exchange/SharePoint Backup	A.94 None yet.
Q95. Exchange/SharePoint Backup: Do you already have an AWS or any other Cloud Tenant in place. We assume this would be provisioned and made available to vendor for M365 Exchange/SharePoint cloud to cloud backup configuration.	A.95 None as of yet. Confirmed
Q96. Exchange/SharePoint Backup: We assume that since you are currently using Veeam Backup solution, for cloud-to-cloud backup configuration would you prefer Veeam or any other solution. We assume agency have / will have relevant Veeam license in-place for backup.	A.96 No, vendor to work with VEEAM to determine the correct license we require, we will obtain it and the vendor will install and configure all backups. Local and cloud.
Q97. Exchange/SharePoint Backup: What is the current size of data that needs to backup? Please elaborate	A.97 Unknown at this time. Vendor to determine this upon award of agreement.
Q98. Exchange/SharePoint Backup: What is the current backup strategy, frequency, schedule and retention period for exchange and SharePoint data being backup.	A.98 None at this time
Q99. Exchange/SharePoint Backup: How do you envision the backup data flow from M365 to other cloud provider. Please elaborate on expectation from solution.	A.99 Yes, we are not experts in this area and expect vendor to guide us through this process.
Q100. Please provide break-up of skills / roles in current 15 member inhouse IT staff team.	A.100 There is only one on-site member and he is being replaced by this RFP
Q101. Do you have an existing incumbent providing these services? Please elaborate	A.101 On-call consultants
Q102. What are some of the challenges / pain areas which you would like the vendor to address in the scope of service area based on your past experience.	A.102 Organization of stored files
Q103. Helpdesk Support: How do you define IT on-call support services, please elaborate for better understanding.	A.103 This would include ad hoc support on a per-request basis. Proposers should have a system in place for end users to submit tickets, which would allow support staff to manage the incident and resolve it in a timely manner. Please refer to Appendix A for additional information regarding the scope of services.
Q104. Helpdesk Support: Please confirm if you expect the resource to be onsite?	A.104 On-site for hardware installation / maintenance as needed. Remote for day to day mental assistance as possible.
Q105. Helpdesk Support: Please confirm if the work could be performed remotely or a mix of from On-shore, english as a first language only, english as a first language only, near-shore or Off-shore location like India.	A.105 On-shore, English as a first language only
Q106. Helpdesk Support: Is the expectation for this helpdesk is to provide end use L1 support or includes L2 for Infrastructure mentioned in scope.	A.106 All levels of support
Q107. Helpdesk Support: Please elaborate on Operating Systems, and their version in use? Do you see any major change in your current infrastructure in near future (e.g. over next 12 months), please elaborate.	A.107 Windows 10 & 11, No major changes
Q108. Helpdesk Support: What is the current ticket / request management system in-place? Please elaborate the current flow.	A.108 Fresh desk basic. Vendor would need to provide their own ticketing system.
Q109. Helpdesk Support: Please confirm on coverage required for operational hours and days for helpdesk.	A.109 Admin 5 am to 7 pm, M-F Operations 4 am to 12 am 7 days a week
Q110. Helpdesk Support: Please provide the approx. no. of tickets received per month for each area in scope of helpdesk. This would help us to understand the volume.	A.110 15 tickets per week
Q111. Helpdesk Support: What is the current remote access tool in place for helpdesk.	A.111 Microsoft Quick assist
Q112. Helpdesk Support: Do you have remote or mobile users who require support? Please elaborate.	A.112 No however work from home should be anticipated.
Q113. Helpdesk Support: Please elaborate on current established escalation procedures for critical IT issues?	A.113 No procedure, just fix it now.
Q114. Printer Support: What is the approx. no. of total printout based on previous data per quarter or per month basis for last 2 years.	A.114 Unknown and unmanaged.
Q115. Printer Support: Please elaborate on make & model of these 11 printers. Are the leased or owned by agency.	A.115 Owned, HP, Ricoh, Konica-Minolta,
Q116. Printer Support: Do you have an AMC for printers with any 3rd party vendor?	A.116 One for Ricoh and Konica-Minolta
Q117. Phone Support: Please provide make, model, software version, and number of users/extensions for VoIP phones, PBX, Gateways.	A.117 Altigen, Poly, Polycom, model and versions unknown. 99 extensions
Q118. Phone Support: Do you anticipate any growth or changes in your VoIP infrastructure in near future.	A.118 Not at this time
Q119. Phone Support: What backup and disaster recovery measures are currently in place for your VoIP system? Please elaborate	A.119 Server is backed up daily
Q120. Phone Support: We assume these VoIP phones are installed on the two sites mentioned by LAVTA 1. Administrative Facility, located at 1362 Rutan Ct Ste 100, Livermore, CA 94551 and 2. Transit Center, located at 2500 Railroad Ave, Livermore, CA 94550. Please confirm distribution of approx. phones on these two sites.	A.120 3 sites, 875 Atlantis as well. Approximately 50 phones across all sites. 3 at Railroad and Atlantis
Q121. Printer & Phone Support: Please provide the approx. no. of tickets received per month for Printer and Phone support. This would help us to understand the volume.	A.121 Printer, approximately 10 all for Konica-Minolta, Phones, zero.
Q122. Microsoft Applications Support: Please provide the approx. no. of tickets received per month for MS Application Supports. This would help us to understand the volume.	A.122 2 to 3
Q123. Microsoft Applications Support: Is Microsoft premium support available with Agency?	A.123 Not yet. Desired.
Q124. 102. Microsoft Application Support: Based on RFP information, we understand there are approx. 50 users which are using these applications at Agency. Please confirm.	A.124 Confirmed
Q125. Microsoft Application Support: Please confirm which system & Services are currently hosted on on-prem v/s cloud	A.125 Exchange, small/minimal file shares on cloud. On prem is currently supported by an agency person.
Q126. Software Updates and Patch Management: How do you currently manage software updates and security patches? Do you have any MDM / MAM solution implemented?	A.126 Automatic download and install, Manual restart to complete.
Q127. Software Updates and Patch Management: What is the frequency for software update and security patch applications? What is the tentative update window, day & time when the planned patching activity is performed. Please elaborate.	A.127 As required. Any day / time after 11 pm

Question	Responses
Q128. Software update and patch management: Please elaborate on current process of end point and server patching.	A.128 Automatic download and install, Manual restart to complete.
Q129. Hardware maintenance and Troubleshooting: Please provide inventory of networking equipment and physical hardware / server details for both sites (Administrative Facility & Transit Center)	A.129 50 PC's, 10 Cisco switches, 3 Firewalls, 4 Velo cloud devices (ISP Owned/Managed)3 VM hosts, 1 VEEAM back up server, 1 fare collection server, 3 NVR's, 1 Violin SAN, 1 Synology SAN.
Q130. Hardware maintenance and troubleshooting: Are there plans to migrate the on-prem infra to cloud in near term?	A.130 Partial migration covered by this RFP. Applications may move over time.
Q131. Hardware maintenance and troubleshooting: Please provide the list of Current Logging, alerting, and monitoring systems in-place.	A.131 None
Q132. Hardware maintenance and troubleshooting: Please provide Tentative # of Critical VM / Systems from DR Management perspective.	A.132 ALL VM's are critical
Q133. Hardware maintenance and troubleshooting: Please confirm when the next hardware replacement / update is scheduled for On-Prem Infra?	A.133 PC's are replaced every 5 years. Physical servers 7 years, Rest as needed.
Q134. Hardware maintenance and troubleshooting: Are all assets in scope leased or owned by agency. Do you have an AMC for hardware with any 3rd party vendor / OEM? Please elaborate.	A.134 None
Q135. Hardware maintenance and troubleshooting: Are any of your hardware devices still under warranty? Please elaborate	A.135 No
Q136. Hardware maintenance and troubleshooting: Do you have backup and disaster recovery solutions in place for your hardware systems? Is infrastructure configured for High Availability? Please confirm.	A.136 VM's are backed up daily. PC's are not
Q137. Network Support: Please provide an overview of your current network infrastructure, including the types of networking equipment make, model, software version in use (e.g., routers, switches, firewalls).	A.137 All network appliances are Cisco, models to be disclosed to successful bidder. They are all current models.
Q138. Network Support: Please provide the list of Current Logging, alerting, and monitoring systems in-place.	A.138 None
Q139. Network Support: Please elaborate on your current connectivity & carrier.	A.139 100/100 AireSpring
Q140. Network Support: How do you currently manage software updates and firmware patches for network devices?	A.140 Currently performed by a contractor as needed
Q141. Network Support: Are there any plans for near future (e.g. over next 12 months) network upgrades or technology transitions?	A.141 Not at this time
Q142. Network Support: Please confirm on current software and version used for Network access management, Wi-Fi support, Anti-Virus protection, Spam filtering, user accounts management.	A.142 Cisco VPN to admin, CrowdStrike Falcon, AppRiver and Microsoft.
Q143. Network Support: Please elaborate expectations and specific activities to be performed by resources for Cybersecurity Protection and security management to prevent cyber-attacks.	A.143 We are not experts in this area and expect vendor to guide us through this process based upon industry best practices.
Q144. Reporting and Documentation: We assume vendor would be getting access to Agency's ITSM tool and resources would be logging the relevant details in it. Required metrics / reports shall be gathered from there on service performance, incident resolution, and support ticket metrics. Please confirm	A.144 Confirmed
Q145. Security and Compliance: Please elaborate on expectations from vendor on Security and compliance standards / requirements to be complied with.	A.145 We are not experts in this area and expect vendor to guide us through this process based upon industry best practices.
Q146. What are your expectations regarding response times, resolution times, and service availability during business hours or 24/7?	A.146 L-1 during business hours, L2 or 3, 24/7
Q147. Please elaborate on Agency's IT staff team involvement / oversight for RFP scope areas. We assume the vendor resources would be working closely with Agency IT Staff team for mentioned areas.	A.147 There is only one on-site member and he is being replaced by this RFP.
Q148. Is this a new RFP or are there any incumbents?	A.148 New
Q149. Do we need to submit details/resumes regarding identified resources?	A.149 Resumes are not required, but the proposal must adequately outline staff's relevant experience in working on similar projects.
Q150. Do we need to submit details/resumes for On Call IT Support Services resources?	A.150 No
Q151. Any major projects planned in coming years which vendors should be aware of?	A.151 Not at this time
Q152. What are the primary business drivers for issuing this RFP?	A.152 Please refer to Attachment A - Scope of Services.
Q153. Are all the resources required to work onsite? Or remote work is an option?	A.153 On-site for hardware installation / maintenance as needed. Remote for day to day menial assistance as possible.
Q154. Is there a funding/financial/budget range estimated that can help us to provide a quotation for this project?	A.154 No
Q155. Is there any subcontracting goal for this RFP?	A.155 Zero subcontracting. Vendor shall do all the work.
Q156. Is it mandatory to have a local office within the State of California?	A.156 Not mandatory but it is preferred.
Q157. Since we are an IT consulting organization, is it necessary to have a Property Insurance or not?	A.157 Please refer to Appendix C Insurance Requirements.
Q158. Once contract is awarded, when is expected to start providing services in scope to LAVTA?	A.158 Project Kickoff will be in January 2024.
Q159. In addition to US Engineers working at LAVTA offices and from US Soil, would you allow services being performed from other countries? (From Mexico, Colombia, India, etc.)	A.159 NO, On-shore, English as a first language only
Q160. Would it be acceptable references not in the Public Sector?	A.160 Private sector references are fine.
Q161. Is there any export control regulation in place for the services in scope?	A.161 Unknown
Q162. What is the expected timeline to complete the migration?	A.162 Timeline should be part of the proposal.
Q163. Could you share the list of mapped drives within scope with path location, total number of files/folders and size in GB? If path location are sensible, you could indicate just path1, path2, etc.	A.163 2 file servers and will be moved to the cloud, the rest are application and DB servers to remain on-site. Current back ups are split. Largest being 7.51 TB. File servers which are being moved are 3.29 TB and 500GB
Q164. Are all mapped drives on Windows computers?	A.164 Correct
Q165. Do you have files over 250 GB in size?	A.165 Yes
Q166. Are there any mapped drives that should be migrated to a user's OneDrive?	A.166 No, SharePoint mapping
Q167. Will you have multifactor authentication enabled in M365 tenant? If so, will be Microsoft's or a third party's multifactor authentication?	A.167 Yes, however, we are not experts in this area and expect vendor to guide us through this process based upon industry best practices.
Q168. Does fileshare permissions need to be preserved during migration to SharePoint?	A.168 Yes, definitely
Q169. Will all users with current access to mapped drives have a M365 user and license? How many M365 users will be there? What kind of M365 licenses will they have?	A.169 Yes, 16 at this time
Q170. Once migration has been completed? Do you need any on-going support for SharePoint services?	A.170 Yes
Q171. Are you expecting to define Information Management Policies for retention, auditing and automatic disposition of documents? If so, will you have Microsoft Purview licensing?	A.171 Information Management Policies are outside the scope of this project.
Q172. Are you referring to keeping Created, Created By, Modified, Modified By metadata available in file shares or to custom metadata fields per type of content? If you mean additional custom metadata, could you please share more details about metadata fields and what content will be affected?	A.172 We are referring to standard types of Metadata field types, including but not limited to those mentioned.
Q173. What kind of workflows do you need to be configured? Is this need during migration or after migration?	A.173 Workflows would be configured
Q174. Could you enumerate what documents are you expecting?	A.174
Q175. How many hours of training are you expecting?	A.175 2 to 3
Q176. How many participants will attend the training?	A.176 2 to 3
Q177. Could you please share the total Front-End information being protected on PREMISE? (how much information in TBs is being backed up.. this is different to the total sum of backups in the environment)	A.177 18 on-site, 2 are file servers and will be moved to the cloud, the rest are application and DB servers to remain on-site. Current back ups are split. Largest being 7.51 TB. File servers which are being moved are 3.29 TB and 500GB
Q178. Could you please share the total Front-End information being protected on the CLOUD? (how much information in TBs is being backed up.. this is different to the total sum of backups in the environment)	A.178 None at this time
Q179. Are there "remote offices" included in the plan? or just systems in DataCenters?	A.179 Yes, 2.
Q180. What type of systems are included in the backups plan? Servers, Workstations, Laptops ?? are the RTO and RPO the same for all these 3 types of clients?	A.180 Servers at this time
Q181. What type of backups are included in the backups plan? Whole system level, VM level, file level, DB level? are the RTO and RPO the same for all these types of backups?	A.181 VM Level. Unsure of the other part of this question.
Q182. Do you have several different OS in your environment. Are all the OSs included in the backups plan? are the RTO and RPO the same for all the different OSs?	A.182 Server 2019 & 2016
Q183. Are all the backup clients (systems to be backed up) and backup servers under a support contract? If so, what is the level of the support contract?	A.183 Yes, VEEAM basic
Q184. Is the current backups solution under a support contract?	A.184 Yes, VEEAM basic
Q185. Does LAVTA already have any cloud infrastructure? do you have a preference for any cloud vendor?	A.185 Yes, Microsoft 365. Microsoft only
Q186. Is your plan to have multi-cloud vendors for storing data and backups?	A.186 Yes
Q187. Regarding backups for Q365, how many objects would you need to backup?	A.187 All
Q188. Will onPrem systems be backed up before and during their migration to the cloud?	A.188 Yes, however, we are not experts in this area and expect vendor to guide us through this process based upon industry best practices.
Q189. Do you already have an AWS environment to host the offsite Backups? or do you want the provider to create the account/tenant on your behalf?	A.189 No

Question	Responses
Q190. Do you want the provider to also build the hybrid network for cloud-to-cloud and aws-to-onprem communications?	A.190 Yes, however, we are not experts in this area and expect vendor to guide us through this process based upon industry best practices.
Q191. How many applications will be in the Scope of Services (Implementation)?	A.191 None. Applications will stay on-prem
Q192. How many applications you want to integrate with IAM and SSO ?	A.192 Unknown
Q193. How many applications will be in scope?	A.193 None. Applications will stay on-prem
Q194. What IAM tools are currently implemented?	A.194 None
Q195. Do yo have a specific security policy for IAM?	A.195 Not yet, however, we are not experts in this area and expect vendor to guide us through this process based upon industry best practices.
Q196. How many users will be integrate to the IAM implementation?	A.196 See above
Q197. Do you want to implement any specific product for IAM ?	A.197 Microsoft
Q198. Are you facing any challenges with the current technology implemented in your organization?	A.198 N/A
Q199. How many users are part of the organization/solution?	A.199 16 Agency, 34 vendor at this time
Q200. Can you provide details of your on-boarding process?	A.200 None
Q201. Can you give details of the process of transferring accounts?	A.201 None
Q202. Can you give details of the account cancellation process?	A.202 None
Q203. What is the process to request access to an application or environment?	A.203 None
Q204. Are we referring to the brand new integration or the ones already existing/running in the system?	A.204 Not enough detail.
Q205. Are we expecting a portal kind of solution for this? In a portal kind of solution, the users will be authenticated at the front-end interface called Portal. We have to understand the behavior of the other applications once a user is authenticated successfully.	A.205 We are not experts in this area and expect vendor to guide us through this process based upon industry best practices.
Q206. Is there any existing IDM solution to automate the user provision in the existing system?	A.206 Not yet, however, we are not experts in this area and expect vendor to guide us through this process based upon industry best practices.
Q207. Are the applications a part of single domain or is being managed at multiple domain?	A.207 Single
Q208. Do you have an MDM (Mobile Device Management) tool in place?	A.208 No
Q209. How many applications packaging requests you have per month?	A.209 Not enough detail.
Q210. How many application deployments requests you have per month?	A.210 Not enough detail.
Q211. How is the encryption process currently driven? (Intune)	A.211 There is none
Q212. Which solution is currently being used to fulfill the patch management and packaging of applications	A.212 Manual
Q213. What is the documented procedure for rolling out updates and patches?	A.213 There is none
Q214. Do you have an updated inventory of devices and the software versions running on each?	A.214 No
Q215. What are your authentication options?	A.215 Microsoft only
Q216. Can you please share your current scope of endpoints?	A.216 Not enough detail.
Q217. Currently how do you have your Architecture and Design Decisions?	A.217 Not enough detail.
Q218. In addition to US Engineers working at LAVTA offices and from US Soil, Would you allow services being performed from other countries? (From Mexico, Colombia, India, etc.)	A.218 NO, On-shore, English as a first language only.
Q219. Would it be acceptable references not in the Public Sector?	A.219 Yes, references for private sector are acceptable.
Q220. Is there any export control regulation in place for the services in scope?	A.220 No

Attachment 2 – Pre-proposal Conference Transcript

Question 1 (around 11:45)

[Chris Farmer] How much data is on your local servers?

[Dave] I'll have to get back to you with an exact number, but I believe it's in the terabytes. I'll have to double check.

[Chris] And how fast is your upload?

[Dave] Upload to what?

[Chris] To the internet. To Cloud. The actual– you said it's on the servers, then to get the data to the actual Cloud – how fast is your upload?

[Dave] We have no idea. That's part of the process to move it from on-prem to the Cloud.

[Mike] Perfect, does anyone have any questions regarding the scope or any procurement-related questions? Like I'd be more than happy to answer those; Dave can probably answer some more technical questions. Okay David, go ahead...

[David De la Rosa did not say anything]

Question 2 (around 13:15)

[Jack Reedy] Yeah, I was curious what kind of information is being stored on the service? Like as far as the type of files and, yeah, kind of is it mostly just like Word, Excel, PDFs, images, videos?

[Dave] Exactly. Word, Excel, PDF, images, PowerPoint, anything to do with Microsoft Office.

[Jack] Okay sounds good. I haven't been able to go super heavy in detail into the RFP but on top of that, kind of, what are the major line of business programs y'all use?

[Dave] For instance, applications?

[Jack] Yeah exactly, like Microsoft 365 if you're hosting your emails and kinda using that, QuickBooks, how are you doing your financials, all that kind of stuff.

[Dave] Well, we won't be moving our applications from on-prem to the Cloud yet. However, we are already established on 365 for our email. We have not moved to Azure domain control yet.

[Mike] But I want to be clear, in part of the scope there's an option for IT support services in which case they might be responsible for supporting some more of the enterprise applications, right? You want to touch on those?

[Dave] Well, I guess you and I would need to talk about which applications they would be responsible for.

[Mike] That's true, I think it's in the scope though, it's primarily Office-related.

[Dave] Yeah, Office-related, but the specialty applications I would probably still be maintaining.

Attachment 2 – Pre-proposal Conference Transcript

Question 3 (around 15:10)

[Jack Reedy] So would this be more like a co-managed IT? You have internal IT that would be handling certain aspects and then we would be handling more of the actual Cloud migration aspects. Does that sound accurate?

[Dave] That sounds pretty accurate. As far as the IT desk, support desk, Trapeze is an optional portion of the RFP. That would be like day-to-day dealing with printer issues, 365 issues, Adobe Cloud issues.

[Jack] Like internet vendor management, like copiers, fax, all that kind of stuff.

[Dave] Yes.

Question 4 (16:25)

[Chris Farmer] The migration to SharePoint: is that from just traditional Microsoft file servers or any type— or are there third-party hosted servers?

[Dave] They're on-prem Microsoft Cloud servers.

[Chris] As far as the identity management solution, are you looking for any type of third-party or just Azure AD Connect, a hybrid environment from your on-prem AD to Azure AD? Or are you looking for any type of third-party Okta thing or something like that?

[Dave] Azure AD.

[Chris] Azure AD, okay. Sorry, my third question is about device management solutions. Do you currently have any type of on-prem device management such as SCCM or System Center?

[Dave] We do not.

Question 5 (around 17:55)

[Rebecca Lamanna] My question was around the evaluation criteria under the qualifications and experience section. There's another section around resumes that it refers back to, I think in section F qualifications and experience of key personnel. So are you looking for full-on resumes of our staff, like the resumes that they would submit perhaps for a job, or are you looking for a description of their work experience? Because as part of our proposal, we do have an entire page dedicated to key personnel with history of their work experience, such as years in IT, so on, and certain certifications, and certain accreditations. Do you need something above and beyond that, like an actual resume?

[Mike] I would say as long as it can sufficiently describe their work experience, work history, their qualifications, then that would be enough for us. I don't think we need full-blown resumes in the proposal.

[Rebecca] All right, fantastic, thank you so much, I really appreciate that.

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Question 6 (around 19:00)

[Ash] Three part question: part 1 is when do you plan to award this, and [part 2 is] do you have any estimated timeframe you would like this entire project to be completed, and part 3 is would you like all these three things to go concurrently – like migration to SharePoint, implementation of identity management solution, and device management solution – all three to go parallel?

[Mike] Yeah, I'll take the second question, so those three would need to be implemented in parallel, so concurrently. To answer your first question, the timeline, we're gonna leave that completely up to all the proposers. So that's part of your proposal. We don't have a pre-defined timeline at this point.

[Ash] And when is it likely to be awarded?

[Dave] I think that should be in the RFP.

[Ash] Thank you.

Question 7 (around 20:35)

[Jack Reedy] I was just curious if you had a breakdown of the Microsoft licensing that you already have, or if we could get that.

[Dave] You mean the 365 licensing?

[Jack] Yeah, like would you say most people are on the premium or the standard license (basic)?

[Dave] Those are questions– if you can submit them in writing. Off the top of my head, I do not know.

[Jack] Of course, yeah, no problem, I kinda figured. And then kind of a caveat on top of that, is there a certain level of, say, like data loss prevention you want incorporated with SharePoint and your Microsoft 365 setup? Like what kind of information are you guys storing, is there like Social Security numbers, that kind of stuff?

[Dave] There is no Social Security, there should be no PII, but we would definitely want some sort of data security.

[Jack] Yep, sounds good.

[Mike] I'm actually gonna ask Tamara, Tamara's our director of finance here at LAVTA.

[Jack] Yeah, perfect and I can also add that into a write-up as well. I'll make sure I get that in there.

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[Tamara] I just want to share from a procurement standpoint, the proposals are due on October 30 at 2 pm. They need to be sent to procurements@lavta.org. Do not submit your proposal at 2:01. I will send you a response saying that you are late, and it has been rejected. You send a response prior to 2 pm, we'll send you a response confirming we got it. It won't be fancy; it'll literally say, "got it." LAVTA does not accept questions or proposals or anything else after the deadline. I just want to make that very clear.

Question 8 (around 22:45)

[Chris Farmer] The on-call IT support services, is that secondary or optional?

[Dave] That is optional. We don't require it. We were going to get bids on that separately, but we thought we would include it here and if we got enough proposals, then we would make a decision at that time.

[Chris] And on those IT support services, would you like a full bid on that too as a separate bid?

[Dave] An optional bid included within your—

[Mike] This should just be included in the primary proposal, just as an add-on. Don't submit an entirely separate proposal for that.

Question 9 (around 23:45)

[Person who attended the meeting in-person] On that same note, I wanted to ask if you would consider an optional proposal to manage just the infrastructure, not the desktops.

[Dave] Yes.

[Person who attended the meeting in-person] Okay, cause we don't do desktops, so I'm kinda limited in that space.

Question 10 (around 24:20)

[David De la Rosa] Sorry, it's just a question related to the identity management solution. How many users are part of the scope for this?

[Dave] We currently have 15 employees that work directly for the agency, but we also have numerous on-site contractors that also log in to our domain to access our applications, so they will need to be included as well. So we probably figure around 25 users.

Attachment 2 – Pre-proposal Conference Transcript

[David] Okay, minimum 25. And we are talking about one single domain, or do you have multiple domains?

[Dave] There's a single domain.

[David] Single domain, okay and the last question, I promise: the on-prem servers for active directory, how many servers do you have currently?

[Dave] Please ask that question in an email because off the top of my head, I do not know.

[Person who attended the meeting in-person asked whether the responses to written questions would be sent to everyone in the group. LAVTA staff responded that it would be.]

Question 11 (around 25:50)

[David De la Rosa] Is there any restriction for providing the support nearshore or offshore, or they need to be onsite, or what is the expected support provided for this service?

[Dave] We would prefer for onshore; you host in the United States.