

Question 1: Page 1 -Can the vendor providing services have the sub-partner hosting email and collaborative environment provide the SAS 70 Audit to demonstrate SAS 70 compliance? A Partner will provide this Vendor with the needed documentation and we will submit it to you.

***The City requires the hosting partner, and all those with data access, to provide the SAS 70 compliance documentation.**

Question 2: Page 4 Qualifications: 1.5 -What are the security requirements that are necessary to have in order to bid for this RFP?

***In addition to SAS 70 compliance the City requires standard industry security practices.**

Question 3: Page 5 Section 3.1: Point H: Ability to add both personal Signatures and Notes- Could you please explain what is meant by “Notes”, we are assuming an example of a Note might be a confidentiality disclaimer added to the bottom of emails when communicating outside the email domain. Please clarify that point.

***Notes are electronic “stickys” that can be created, saved, and stored by an individual within the City’s E-mail client configuration.**

Question 4: Page 5 Section 3.1 R: Recall and/or retrieve within City Email system-Can you describe the nature of this function? Is it used on a regular basis?

***We want the ability to retrieve archived emails within the City’s Archiving E-mail system. This happens as needed.**

Question 5: Page 5 Section 3.1 B-What are your plans to adopt the cloud model completely? Is the long term goal to continue to use Outlook or to move to the web interface?

*** The decision will be based on the Proposed Solution.**

Question 6: Page 5 Section 3.2 B-What type of desktop applications are you using and will require interaction with the messaging system? Can you give a few examples?

***Anything that uses Standard SMTP.**

Question 7: Page 5 Section 3.2 C: Ability to sync contacts with Mobile Devices...

-Has the City standardized on a set of mobile devices?

*** Has to be capable of syncing to all SmartPhones, including BlackBerrys.**

- May we estimate how many users of which major mobile platforms are currently being supported?

***Currently we have approximately 600 users with an anticipated user growth.**

-What are the City’s plans for rolling out more enterprise owned mobile devices, or allowing personal mobile devices to access City resources?

***More enterprise owned mobile devices as needed, and Personal mobile devices as requested.**

- Does the City use BES?

* Yes.

Question 8: Page 5 Section 3.2 E: Ability to centrally manage and distribute Global Address Lists (GALs)-Could you please provide more detail on why there are multiple Global Address Lists for one email domain and what is the business reason for having separate Global Address Lists to distribute?

* The City only maintains one Global Address Lists (GALs).

Question 9: Page 6 Section 3.5 Archive & Backup

-What is the City's current email archive solution?

* HP RISS (Reference Information Storage System).

-How large is the current Email Archive archive?

* Approximately 2.7 Terabytes.

-How many years of archive emails are currently being kept?

* Currently 5 years, we require a minimum of 7 years.

-How many years of the archive would the City like to be migrated into the new City Archive?

* From 2005 to present.

Question 10: Page 7 Section 3.7: A-10: Prioritize Email Accounts-How does the current email system prioritize email accounts? Is this a technical function or a business process used by the City?

*We meant the ability to place priorities on accounts for throughput, bandwidth priority, account size, etc. (For example: high ranking officials, emergency, and administrative accounts).

* We are looking for a system to set messaging priority levels, set notifications, and explore the possibility of prioritizing email accounts.

Question 11: Page 7 Section 3.7: A-13:-How does the City leverage Multiple Global Address Lists in a single email domain? Are these sub-set address lists from the total list of address list within the email domain?

*Manage the City's domain users while including contacts outside of the City's domain.

Question 12: Page 7 Section 3.7 D:

-Can you provide more detail on the City's current mobile environment which platforms currently being used?

*Enterprise owned stands with a majority of BlackBerrys with other various smart devices.

- Is there an expectation of standardizing on a certain platform?

*No.

- How many users per platform currently, in the future?
*Currently we have approximately 600 users with an anticipated user growth.
- Will City employees be allowed to access their email on their personal mobile devices, or certain personal mobile devices?
* Yes, through an approval process.
- Does the City already own a BlackBerry Enterprise Server (BES)?
*Yes.

Question 13: Page 8 Section 3.7 F:-Can the City provide more information on how many internal applications will need to be integrated? Can the City breakdown roughly how many applications will need to be integrated by email platform? As in 15 applications using IMAP, 10 applications using SOAP, etc...

*The number of applications to be integrated is constantly changing, therefore we can not specify an exact number, but can provide a range from 1 to 100.

Question 14: Page 8 Section 3.9 D:

- Can you elaborate on Mid Tier Databases?
* Any Mid Tier Database such as Microsoft Access, and Open Office Organization Base.
- What are business or technical users looking to accomplish with a mid tier database?
*To create and maintain small production databases.

Question 15: Page 9 Section 3.12 Unified Communication Services-Is this section referring to Voice Over Internet Protocol VoIP functionality?

*No, this section refers to our ADA compliances.

Question 16: Page 9 Section 3.12 A:-Is this functionality for email translation? Voice translation? Other translation?

*Yes to all of the above.

Question 1: Page 1: SAS 70 Compliance:

- Will all vendor questions and answers be made public?
*Yes, answers to Vendor questions will be posted publicly on the City's website.
- May a large email & enterprise application hosting company that does not have a professional services organization be a sub-contractor to a services firm that will bid for this RFP as a prime contractor?
* Yes.
- If the email & enterprise application hosting company is separate from the services firm serving as the prime contractor, can the SAS 70 Compliance documentation be provided

by and only apply to the hosting company as a subcontractor to prime contractor for this bid?

***The City requires the hosting partner, and all those with data access, to provide the SAS 70 compliance documentation.**

Question 2: Page 5: Section 3.1: Point H: Ability to add both personal Signatures and Notes- Can provide more detail on the “Notes” portion in Point H. By “Notes” do you mean txt, or a document (I.E. Lotus Domino Notes). Would this Note be designed by the user as some common email closures include an inspirational quote? Would this Note be designed by the administrator and placed on all emails such a confidentiality disclaimer?

***Notes are electronic “stickys” that can be created, saved, and stored by an individual within the City’s E-mail client configuration.**

Question 3: Page 5: Section 3.1: Point R: Recall and/or retrieve within the City Email system:

- Is this a function by the Individual User or the Administrator?

***Both; we want the ability to retrieve archived emails within the City’s Archiving E-mail system. This happens as needed.**

- How does this impact the email archive?

***There should be no impact to the email archive.**

- When a message is sent from User 1 to another User2 and that User2 has viewed the message prior to the recall what are the message retention policies and legal liability for retaining the message?

***N/A. We want the ability to retrieve archived emails within the City’s Archiving E-mail system. This happens as needed.**

Question 4: Page 5: Section 3.1: Point B: Ability to integrate with City’s Mail Client:

- Does the City have a mail client standard or multiple clients?

***Yes, the City has a standard.**

- What is the City’s Mail Client(s) Version and Patch Level?

*** Outlook varying from 1997-2010 with various patch levels.**

- Is there any opportunity in this RFP to propose a different Mail Client?

*** Yes, as long as it meets City requirements.**

- How much email is current stored on Desktops, Laptops, Mobile Devices, and Devices outside of City of Pittsburgh control (home computers, personal mobile devices, etc)?

*** The amount of E-mail stored varies depending on the user.**

-How much storage is provided to Individual Users on Network Storage attached to email servers for Individual Users?

***The amount of Storage varies depending on the user.**

Question 5: Page 5: Section 3.2: Point C: Ability to sync contacts with Mobile Devices:

- Does the City allow for Personal Mobile Devices to access email?

***Yes, through an approval process.**

- Does the City plan to allow Home Users on Personal Computers without VPN access or Mobile Users on personal devices with or without VPN access the ability to use City email?

**Yes.*

- What mobile platforms does the City current support?

** Has to be capable of syncing to all smart devices, including BlackBerrys.*

- How many users are using mobile devices and on what platforms are they on?

**Currently we have approximately 600 users with an anticipated user growth.*

- Does the City use a BlackBerry Enterprise Server (BES)?

**Yes.*

Question 6: Page 5: Section 3.2: Point E: Ability to centrally manage and distribute Global Address Lists (GALs)...

- How does the City leverage multiple Global Address Lists?

**The City maintains one Global Address Lists.*

- Is there no consolidated Global Address List per domain?

**There is only one Global Address Lists.*

- How does the City Manage MX Records and where are they located?

**The MX Records are configured and managed through the DNS Server.*

Question 7: Page 6: Sections 3.5: Archive & Backup...

- Does the City use a Microsoft or 3rd party archiving solution?

**The City uses HP RISS (Reference Information Storage System).*

- How many year does the City currently archive or required to archive?

**Currently 5 years, we require a minimum of 7 years.*

- How large is the current archive?

** Approximately 2.7 Terabytes.*

- Does the City require migrating the entire current archive over to the new archive solution?

**Yes, since 2005.*

- Has the City considered the cost of migrating historical archives in the budget for this RFP?

**Yes, the proposed solution shall include this information.*

Question 8: Page 7: Section 3.7: Point A-10: Prioritize Email Accounts...

-Clearly certain individuals access to email is more important that other users, how does the current email system prioritize email accounts?

**We meant the ability to place priorities on accounts for throughput, bandwidth priority, account size, etc. (For example: high ranking officials, emergency, and administrative accounts).*

* We are looking for a system to set messaging priority levels, set notifications, and explore the possibility of prioritizing email accounts (e.g. System Administrator).

- Is this done by business process internally or are there two environments where the City has a more secure and reliable infrastructure for certain email accounts?

*Yes, this is an internal business process with in 1secure environment consisting of a secure and reliable infrastructure.

Question 9: Page 7: Section 3.7: Point A-13...

- Please clarify the use of multiple Global Address Lists, and how those are managed and synced to active directory today.

*There is only one Global Address Lists.

- How many email domains does the City currently manage?

*There is one domain with multiple domain aliases.

- Is there one Global Address List per domain or multiple?

*One domain one address list.

- What is the business case for having Multiple Global Address?

*N/A.

Question 10: Page 8: Section 3.7: Point F: - Can the City provide more information on how many internal applications will need to be integrated? Can the City breakdown roughly how many applications will need to be integrated by email platform? As in 15 applications using IMAP, 10 applications using SOAP, etc...

*The number of applications to be integrated is constantly changing, therefore we can not specify an exact number, but can provide a range from 1 to 100.

Question 11: Page 8: Section 3.9: Point D...

- Can you elaborate on Mid Tier Databases?

*Any Mid Tier Database such as Microsoft Access, and Open Office Organization Base.

-What are business or technical users looking to accomplish with a mid tier database?

*To create and maintain small production databases.

Question 12: Page 9: Section 3.12: Point A:-Is this a functionality for email translation? Voicemails translation? Other translation?

*Yes to all of the above.

Question 1: If the City is trying to reduce costs that meant they're considering a shared SaaS solution so are willing to accept a shared infrastructure & licensing based solution?

*The City requires a proposed solution to elaborate on the Successful Vendor's infrastructure.

Question 2: Per Section II, is the vendor supposed to host infrastructure for integrations with mobile devices, or will that remain at customer's premises?

*The proposed solution is to provide options in which to address various scenarios.

Question 3: Is the selected vendor supposed to provide eDiscovery solution as part of the hosted solution? If yes, are there any preferences?

*Yes, the proposed solution shall address the Vendor's options.

Question 4: Is the vendor required to provide storage? If yes, how much?

*Yes, the Vendor is to provide details of the expected cost within a proposed solution.

Question 5: Section 2.7 Manageability: A Solution that can be centrally managed by the City.
-What does this mean? What aspects of the solution does the City want to manage & which aspects would the Vendor manage?

*The solution is to be fully hosted by the Vendor, while the City reserves management and ownership capabilities. A decision as to who will manage what will be made following the awarding of a proposed solution.

Question 6: Do you have a preference between a physical or virtual environment?

-If physical, will the City provide hardware (i.e. servers, San,...)

*The City has no preference, but the proposed solution shall address the Vendor's options.

Question 7: How much storage is requested?

*The proposed solution should address the amount of storage needed.

Question 8: With regard to Archived storage, are there departments such as legal that will need to access the archive frequently?

*The archived storage will be accessed as needed.

-If this is the case, can you estimate how many users would need this function?

*The number of users will vary as needed.

Question 9: Does the City already have all Microsoft licenses required or would you need this Vendor to provide?

*The City maintains an Enterprise Agreement with Microsoft.

Question 1: What version of Microsoft Office and Outlook are you currently using?

* Varying from 1997-2010.

Question 2: Do you currently use any collaboration solutions such as Microsoft Sharepoint?

***Yes, we are currently using Microsoft Sharepoint.**

Question 3: Do you have an on-premise Archiving and eDiscovery solution in place currently?

***Yes we have an on-premise Archiving solution, HP RISS. No, we do not have an eDiscovery solution in place.**

Question 4: Do you have the size of the existing email and collaboration databases for migration to the new environment?

***This is to be determined based on the proposed solutions.**

Question 1: Can the City of Pittsburgh provide information on their existing Microsoft Exchange Server setup (version & location details), information on the Microsoft Outlook client version used, information on use of non-MAPI protocols such as POP &IMAP if any, information on their existing Microsoft Active Directory (version, location and number of user &group objects) & information on their existing mail Archiving infrastructure?

*** Currently the City is a Microsoft "Shop", with the Outlook client varying from 1997-2010.**

- Additionally would it be possible for the City of Pittsburgh to share the report of the Active Directory Topology Diagrammer (earlier known as ADMAP) and the latest Exchange Best Practices Analyzer (ExBPA) tool?

*** The successful Vendor will be provided with this information once a solution has been selected.**

Question 2: Can the City of Pittsburgh provide the average mailbox size for the existing 3000 users and the network connectivity details (WAN & Internet)?

*** Mailbox sizes vary depending on the user, and the City desires a proposed solution in which a Vendor provides a detail of their rate card.**

Question 3: City of Pittsburgh calls out integration with applications that accesses E-mail & E-Mail Notification. Please provide more detail on these applications (e.g. quantity and type of applications).

- Do these applications interface with current messaging systems?

***No it doesn't with messaging, but it does with the E-mail.**

- Are they commercial or customized applications?

*** Yes, both.**

- Are they simple SMTP relay applications for email or other Line of Business applications?

***Yes, for the most part they are simple SMTP applications**

Question 4: Can the City of Pittsburgh provide more details on the infrastructure devices that access emails and email notifications?

***Industry Standard Devices.**

Question 5: Can the City of Pittsburgh provide further details & clarity on the general requirement of integrating the "Files stored on-site" with the new proposed solution?

***The City desires integration of PST files, OST files, and documents.**

Question 6: Does the City provide email service to 3,000 unique, individual users or 3,000 mailboxes?

***The City provides E-mail services to 3,000 Mailboxes.**

- If support is needed for 3,000 users, do these users already have Microsoft Exchange Client Access Licenses? This information will assist in pricing the proposal accurately.

***N/A.**

- City of Pittsburgh has stated that it has 3000 existing users and would like to see the solution be capable of supporting future growth. Can the City of Pittsburgh provide further information on the projected user growth for the next few years?

***With user growth constantly changing, a projected growth can not be specified.**

Question 7: Can the City of Pittsburgh provide more clarity on the requirement to integrate the proposed solution with the on-premise storage solution? "Ability to integrate with DAS (direct attached storage), NAS (network attached storage), SAN (storage area network), and other supported configurations with Microsoft Exchange".

***The City is looking to retrieve and transfer from our current on-premise storage solution.**

Question 8: Can the City of Pittsburgh provide information on their existing Retention policy and the retention policy that they would like to have with the proposed solution?

*** We require a minimum of 7 years of retention, after which period the City may retrieve the return of the archived data.**

Question 9: Is there a requirement to move all of the existing archived emails to the new proposed and have both the older and newly archived emails retrieved from the new archiving solution?

***No, there is no such requirement. However, the proposed solution should either**

incorporate a solution to integrate with our existing system or provide migration of the archival data as available by the Vendor.

Question 10: Could you please clarify any email archiving solution? Is there a current or desired archiving solution?

*Currently the City has a HP RISS in place as an archiving solution, but the City requires a proposed solution to elaborate on the Vendor's options.

Question 11: Can the City of Pittsburgh please provide further details on the various desktop applications that need to be integrated with the company contacts?

*The number of applications to be integrated is constantly changing, therefore we can not specify an exact number, but can provide a range from 1 to 100.

Question 12: Can the City of Pittsburgh please provide the list of internal applications that need to be integrated using E-mail specifically for SMPT, IMAP, SOAP, POP 3, etc?

*The number of applications to be integrated is constantly changing, therefore we can not specify an exact number, but can provide a range from 1 to 100.

Question 13: Are Section C Additional requirements considered 100% Non-Optional or Optional?

* A proposed solution is to provide a response for each of the three sections, with a main focus on the Non-Optional requirements. However, this does not exclude the Optional and Additional sections, both of which require response.

Question 14: Can the City of Pittsburgh provide further information on the tracking requirements required for Instant Messaging, Video conferencing & Virtual Drives?

*The City's tracking requirements include the ability to maintain an audit trail, and change log.

Question 15: Can the City of Pittsburgh elaborate on the ability to use "TTY" communication? Please could you also provide on the how and in which form would you like to translate the electronic information to?

*The proposed solution is to provide any/all ADA requirements.

Question 16: Is it acceptable for the City's data to be isolated but reside on multi-tenant servers or does the City desires a completely separate dedicated server in the datacenter? In other words, is there a specific requirement for the City of Pittsburgh to have their information be physically segregated from other tenants and reside on a dedicated infrastructure?

*Yes, it is acceptable. The proposed solution should provide any and all options.

Question 17: Will the City of Pittsburgh permit full time regular Vendor employees perform the mailbox migration task for this project from Vendor's secured Offshore Datacenter from the Vendor Campus, Hyderabad, India over a secure VPN connection?

-If yes to the question above, are there any special network connectivity and/or other requirement for the Vendor team to conduct the mailbox migration from the Vendor Campus in Hyderabad, India.

*** Yes, as long as the data resides in the continental United States. The City will permit full time regular Vendor employees to perform the mailbox migration tasks. Any and all special network connectivity and/or other requirement will be provided to the successful Vendor following the awarded proposal.**

Question 1: Although we do not have a technical question, at this time, regarding the content of the RFP, we are interested in trying to understand more about a specific start date that is under consideration by the City Information Systems, for this project.

***The City Information Systems will not decide or disclose a specific start date for this project until an in-depth evaluation of all proposals has led to an awarding of a successful Vendor and proposal. Please note that the RFP does require a timeline detailing the implementation process of the proposed solution.**