Revised Addendum #1 for the Unified Communications RFP

Addendum #1 shall be included in the RFP and this addendum shall be part of the RFP documents. All conditions not affected by the addendum shall remain unchanged.

January 10, 2020

Vendor Questions & Minnesota State Answers:

Published December 17, 2019

1. Can you tell me what platform has been selected for the Unified Communications Management Platform? *Yes, it is Office 365 Teams*
2. Just to clarify, is the Minnesota State shared unified communications platform Office 365 Teams? If not, what platform will the interested campuses be migrating to? *See answer to Question 1.*
3. For phase 2 is the expectation that the contractor would provide full implementation support including, database collection, placing of phones, porting coordination, training and first day support or just overall project management and coordination? *Unknown at this time.*
4. Have you made a choice around a specific video conferencing vendor as of yet? (WebEx, Zoom, etc) *Yes, Office 365 Teams*
5. Is it already in place or is that a requirement of the RFP? *Office 365 Teams is enabled in the Tenant, but not currently configured as a phone system solution.*

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Office 365 licensing

1. What is your current Microsoft licensing level? A1/A3/A5? How many licenses and the breakdown of licenses? – *Current licensing depends on the size and current investment of the specific institution involved. Unified Communications users will have appropriate A5 licenses before being considered for a UC rollout.*
2. If you have an existing Office 365 tenant, what is the current state of migration and feature enablement? – *At this time 35.5 of the 38 institutions have completed migration into the Shared O365 Tenant. Teams has been enabled in the tenant in islands mode with a method to allow campuses to move users to Teams only mode if needed.*
3. We assume the “unified communications platform for its constituent campuses that will integrate with its Office 365 tenant” is in fact Microsoft Teams Phone System. Can you confirm? – *Yes, for the purposes of this project.*
4. If yes, are you expecting to use Calling Plans, Direct Routing, a combination of both, or is this to be determined during the assessment phase? – *Most likely a combination of both, but will depend on the campus and their needs.*
5. Is O365 a standard across the System? - *Yes*
6. Can you provide a requirements listing of what O365 needs the System will be looking for? – *This will be part of the project.*
7. Who is building/managing the O365 Environment? – *A shared services team made up of individuals from multiple campuses with management from the System Office.*
8. Will the Vendor be configuring the UC portion, or providing data to be input by the O365 managed services team? – Vendor will work in partnership with the O365 managed services team.

9. Are all requisite licenses purchased by the central office? – Licenses are purchased by campuses but will be available.

Network Infrastructure

1. How many geographic locations will be in scope? – Depends on the campus.
2. What are the link speeds between central and remote sites? How are they connected? MPLS? – Depends on the campus.
3. What are the link speeds for end user desktops? – Depends on the campus.
4. Is wireless deployed and has this wireless infrastructure been designed for the capacity of voice and video traversal? What manufacturer? – Depends on the campus.
5. Has QoS been deployed in your environment end to end (switches and end points enabled) – Depends on the campus.
7. What is the capacity to the Internet? Have any Network Assessments been performed to determine if capacity needs to be scaled? – Depends on the campus.
8. Are there multiple ingress/egress points to the Internet? If so, please describe. – Depends on the campus.
   a. Is VPN split tunneling enabled?
10. Do you have any diagrams of the existing infrastructure you can share? – Not at this time

Directory and Security

1. Is your Active Directory already integrated with Azure Active Directory? If so, how is this being done today? - There is a shared Active Directory syncing to Azure AD via AADConnect.
   a. How many Active Directory forests and domains exist? – Only one is connected to Azure AD.
   b. Is the State’s Active Directory already consolidated or does each agency have its own Active Directory Forest? - Both
   c. Do you have any specific security requirements in your organization? SSO, 2FA, MFA, HMA? – Depends on the campus.
   d. How many users are in your environment? – Depends on the campus
2. Is your DNS a flat or split-brain DNS? (internal and external/public DNS zones) – Depends on the campus
3. Is there any ADFS or any other Federated services in your environment? – No.
4. Do you have any specific data protection requirements – e.g. PCI, HIPAA? – FERPA & HIPAA
5. How is end user Provisioning and De-provisioning performed today? Are AD accounts, email mailboxes and telephone numbers provisioned at the same time? Is a third-party solution in place for provisioning? - We use Oracle Identity Manager for provisioning user objects. Scripts are used to provision mailboxes, licenses and a directory telephone number. The phone number listed in the directory may not always be the desk phone number.
6. Do you use any "bluelight" security call posts in parking lots? - Yes
7. If bluelight security call posts are part of the phone system, what is their connectivity type? (cellular, analog, other) – **Depends on the campus**

**Exchange**

1. Is your Exchange environment already migrated to Office 365 Exchange Online? – **Depends on the campus**
2. Are you already utilizing Exchange Unified Messaging or Microsoft Cloud Voicemail? - **No**
3. Do you have Auto Attendants in your current voice environment? If so, how many and how complex are they? – **Yes and depends of the campus**

**SharePoint**

1. Is SharePoint deployed today? Is this On-Premises or SharePoint Online? - **Unknown**
2. If so, how many sites are deployed? - **Unknown**
3. Is there any custom SharePoint development in place? If so, please describe? - **Unknown**
4. Are there any document management solutions in place and integrated with SharePoint? - **Unknown**

**Unified Communications**

1. What features are most important for you in a Unified Communications solution? - **See RFP**
2. Do you have any Skype for Business Server solutions deployed? If so, describe what functionalities and features have been deployed. - **Unknown**
3. What is the Conferencing solution today? – **Depends on the campus**
   a. Is there dial in associated with the Conferencing solution? - **Unknown**
   b. Are there any special requirements for Conferencing? E.g. Townhall type? Restricted? Specific capacity requirements? - **Unknown**
5. Please provide diagrams of the current voice network – **Unavailable at this time.**

**Telephony** - All answers to the questions in this section depend on the campus.

1. What is your current PBX telephony platform?
   a. How many locations and how many users are located in each site?
   b. Where is the PSTN termination for each location?
   c. Are there PRIs, POTS lines or SIP? Can we receive a list of what is where and how many?
   d. What are your High Availability and Disaster Recovery requirements for telephony?
   e. Are there any Session Border Controllers already deployed in your environment? If so, models, configurations and licenses of SBC could be provided?
   f. Are there analog requirements for each location inclusive of;
      i. Emergency phones?
      ii. Elevator, door or security systems?
      iii. Fax machines?
      iv. Overhead paging?
   g. Are there E911 or Emergency Dialing requirement that need to be considered?
      i. Are there any existing E911 solutions in place today?
ii. Are there any locations where they dial 911 to a local on campus law
   enforcement or emergency responder?
h. What handsets are in use today?
   i. Are headsets deployed in the environment?
   ii. Are there specific features you are looking for in new IP handsets?
i. Are there any physical end points, or are they all thin client?
j. How many conferencing endpoints do you have or require?
k. How many common area phones do you have or require? (e.g. lobby phones, classroom
   phones, hall phones, etc.)
l. Are any analog devices (faxing, paging, elevators, controlling devices) included?
   If analog or other physical endpoints are needed, who is responsible for
   cabling/network access if any is required?
m. Do you require contact center / skills base routing? If so, please describe?
n. Do you require call queues? (ACDs, hunt groups?) If so, how many and how complex?
o. Are there any call recording requirements? If so, please describe requirements

2. Do you have any diagrams of the existing infrastructure you can share?
3. Do you have any survivability requirements? Please describe.
4. Are any legacy connectors (GroupWise, Notes, Fax, X.400, etc.) in use? If so, please list the
   current versions.
5. Do you have applications sending directly mail using your Exchange infrastructure?
6. Do you have applications accessing or using Exchange infrastructure in another way? (Public
   folders, Public folder events, Distribution lists...)
7. Are you using another archiving solution? Is so, what is it?
8. How does the messaging infrastructure send and receive email messages to the Internet?
9. What 3rd party applications does your current messaging platform use?
10. Describe your Disaster Recovery plan for the following:
    a. Mailbox
    b. Database
    c. Server
    d. Datacenter
11. Have these DR scenarios been tested and verified?
12. What is the number of Active Directory sites?
13. What is the number of Active Directory sites that host Exchange?
14. What is the number of Exchange servers in current environment?
15. Are there any disjoint or non-contiguous (dis-contiguous) namespaces present in the domains
    with Exchange installed?
16. What are the hardware specifications for the domain controller/global catalog servers? (CPU,
    memory, disk, network)
17. What is the percentage of Mobile Users?
18. What is the number of Mobile Phone Devices?
19. What is the total # of administrators from many campuses that should be used to budget the
    RBAC configuration proxy solution?
20. How many users are at the system office?
21. How many analog phones/security lines/fax lines are at the system office?
22. Is the System Office more interested in direct routing or calling plans?