

1. Is Vendor the allowed to take exceptions to terms and conditions in the RFP? If yes, would you like to see alternate positions?
 - a. **Answer: The City would like to see all options that meet the City's list of requirements. Please submit your best proposed solution.**
2. The RFP incorporates by reference the IT Professional Services Agreement, for purposes of clarity, does IT Professional Services Agreement refer to Professional Services Agreement 2010 Edition PA General Terms and Conditions?
 - a. **Answer: No.**
3. Is City planning on using existing licenses or existing channels for licensing of h/w and s/w?
 - a. **Answer: Possibly.**
4. Question 4: Is there a preferred fee structure for Professional Services? (Fixed Fee or Time and Materials)
 - a. **Answer: Depends on the Scope of Work.**
5. *Item 1rr: Requirement: Allow for integration with 3rd party application hosted internally aspects of the email system.* **Question:** Can you elaborate on this requirement? We're confused by the goals of this statement
 - a. **Answer: Software that sends e-mail from within the application.**
6. *Item 2l: Requirement: Integrate with document management system used in the Law Department.* **Question:** Can you provide the type of system in use by the Law Department?
 - a. **Answer: Currently, the Cycom's CityLaw system.**
7. *Item 5f: Requirement: All documents can be both viewed and edited in a web browser.* **Question:** Can the city narrow down the scope? Do you mean all word processing docs, spreadsheets and presentations?
 - a. **Answer: Yes, all documents.**
8. *Item 5ww: Requirement: Closed captioning available for videos.* **Question:** Does the city expect the service to create the closed captions or just support them within the video playback?
 - a. **Answer: No the City does not expect the service to create the closed captions, but the City does expect a minimum of support for closed captioning within the video playback.**
9. *Item 1f: Requirement: Ability to define roles for e-mail handling.* **Question:** Can you clarify if in 1f you meant rules instead of roles?
 - a. **Answer: Rules for e-mail handling.**
10. 2L Integration with Document Management System used in Law Department - What is this platform, and what method does it use to access mail data?
 - a. **Answer: Currently, the Cycom's CityLaw system.**
11. Does the City have Microsoft Premier Support for messaging platform SLA support?
 - a. **Answer: Yes.**
12. What version of Microsoft Windows and Office operating system and applications will access the platform?
 - a. **Answer: The City is using MS Office 2010, MS Windows 7, and Google Apps.**

13. Does the City of Pittsburgh intent to have an open A&Q sessions for vendor to gain a better understanding of the requirements?
 - a. **Answer: No. The City is receiving and posting vendor questions received by 3/3/2015 and posting on 3/10/15.**
14. Does the City of Pittsburgh intend to use their exchange licenses through the Microsoft EA?
 - a. **Answer: Possibly.**
15. What is the City's mail client configuration? Outlook?
 - a. **Answer: Current Email environment is Google Apps for Government.**
16. What version of Outlook does the City use?
 - a. **Answer: Current Email environment is Google Apps for Government.**
17. Will every users need full MAPI mailbox (including shared GAL, shared contacts, shared tasks)? If not, how many Basic seats vs. full MAPI seats will be needed?
 - a. **Answer: Yes.**
18. Is the City archiving emails today? If so, what product is being used? What are the requirements around the archive?
 - a. **Answer: We are currently archiving. Currently we keep everything. Will need the ability to configure retention policies if needed.**
19. Will the City keep the existing archive, or import to Vendor?
 - a. **Answer: To be determined based on proposed solutions.**
20. Does the City have an EFax solution today?
 - a. **Answer: No.**
21. I the "print to a City facility" just a City printer on network?
 - a. **Answer: Yes.**
22. How does the multifunctional devices connect to the existing email? Trusted IP or by authenticated accounts? How many of these devices does the City have? What types?
 - a. **Answer: Authenticated accounts. Approximately 23 Xerox MF devices.**
23. Non-mailbox storage...are they referring to Public Folders? How many do they have today? How much data?
 - a. **Answer: No public folders currently.**
24. Does the City utilize email encryption? If so, is an Outlook plugin or a gateway to set their custom filter policies preferred?
 - a. **Answer: The City currently uses Google Apps for Government. We also use encryption via our email security appliance (Postini).**
25. How will the "the City developer email TBA" work with the email system? Is this an integration to another email system? Which one? Or does the developer need access to the back end servers?
 - a. **Answer: To be determined based on the proposed solution.**
26. Do the 3rd party applications use authenticated SMTP to integrate to the email system? What are the 3rd party applications we would need to integrate?
 - a. **Answer: Yes at a minimum: Recpro, Qsend, Rbase.**

27. Will the vendor be providing hosted Lync as part of this solution? If not, what is the internal IM and Web Conferencing solution?
 - a. **Answer: It is up to the proposing Vendor to recommend the best solution.**
28. What is the Document Management System used by the Law Department?
 - a. **Answer: Currently, the Cycom's CityLaw system.**
29. Does they require journaling for all mailboxes in the organization, or just certain users?
 - a. **Answer: All mailboxes in the organization.**
30. Does the City have any BlackBerry or Windows mobile devices?
 - a. **Answer: No, the City currently uses Android and Apple devices.**
31. Are mobile devices corporate owned or BYOD?
 - a. **Answer: The City provides necessary mobile devices, and approved users access his/her email account via a personal device.**
32. How many domains do they have today?
 - a. **Answer: 1.**
33. How many AD Forests are present?
 - a. **Answer: 1.**
34. For restricting email access to only City approved network, would this prevent users from having access to email via web client at home?
 - a. **Answer: No.**
35. What are the desktop applications that require contact information to be synchronized?
 - a. **Answer: Any and all.**
36. For E-Discovery purposes, does the City want to implement a journal rule, or do they want to archive messages based on a retention period rule?
 - a. **Answer: It is up to the proposing Vendor to recommend the best solution.**
37. Does the City require support for the City administrators, or end user support?
 - a. **Answer: Please refer to section "XVII. Support" of the RFP, for the minimum support requirements.**
38. How much data will be migrated?
 - a. **Answer: To be determined based on the proposed solution.**
39. How many Active Directory Forests are currently deployed? Number of Domains?
 - a. **Answer: 1 Domain, and 1 AD Forest.**
40. Describe your current Active Directory environment including the number of servers, role layout, Windows version including SP, Forest functional level, data center locations
 - a. **Answer: This request is outside the scope of the RFP.**
41. What is currently utilized for Network Load Balancing and/or Reverse Proxy
 - a. **Answer: This request is outside the scope of the RFP.**
42. What are the current desktop operating systems and Browser versions in use
 - a. **Answer: Windows 7 Google Chrome (Version 40.0.2214.115m); Internet Explorer 9; 8 & 7 (depending on application requirements); Firefox.**

43. Do you currently utilize server virtualization? If so, please provide the hypervisor product and version in use
a. **Answer: This request is outside the scope of the RFP.**
44. Do you currently have an Identity Management solution in place? If so, provide product and version and any other application integration requirements (ERP, Peoplesoft, etc.)
a. **Answer: This request is outside the scope of the RFP.**
45. What Office 365 subscription is being purchased (E1, E3, E4). Please provide layout by subscription and number of licenses.
a. **Answer: To be determined based on the proposed solution.**
46. Please provide any pertinent Visio diagrams or technical environment documentation you can share with the vendor (mail flow, server layout, integration, etc.)
a. **Answer: Mail flow: Internet → Postini → Google.**
47. Do you have a publicly routable namespace for your Active Directory Forest? Do all users have a publicly routable namespace for the User Principal Name assigned?
a. **Answer: Pittsburghpa.gov**
48. Describe your current Exchange server environment including number of servers, role layout, Exchange version including SP, data center locations? (A) If Exchange is not your default e-mail environment please describe your current environment- number of servers, role layout, product version including SP/revision, data center locations
a. **Answer: Current Email environment is Google Apps for Government.**
49. Describe your message routing topology including any third party gateways, hosted or on premise hygiene service/appliance, model and versions
a. **Answer: Mail flow: Internet → Postini → Google.**
50. Do you currently utilize Exchange Unified Messaging for voicemail? If so, please provide the telephony integration with the current PBX environment (i.e. SIP trunk, gateway or SBC), also please provide the PBX model and version. (A) If Exchange is not your default e-mail environment please describe your current environment- please provide the telephony integration with the current PBX environment (i.e. SIP trunk, gateway or SBC), also please provide the PBX model and version
a. **Answer: NO.**
51. If UM is deployed, how many auto attendants are currently provisioned
a. **Answer: N/A.**
52. What is the physical distribution of the users – number of office locations, remote branches, home/remote users. Do you have restrictions for what type of connections users can access for remote locations (i.e. restrict OWA, or Outlook Anywhere, etc.)
a. **Answer: NO.**
53. What current Outlook versions are in use? Is OWA currently deployed?
a. **Answer: Current Email environment is Google Apps for Government.**
54. What mobile clients are in use? Is there any 3rd party MDM in place today? If so, please provide application and version, hosted or on-prem.

- a. **Answer: City currently uses Android and Apple devices, with Google Apps Device Policy as the current MDM.**
55. Please provide current mailbox size quotas, average mailbox size, and message size limits. How many mail boxes are currently in use.
- a. **Answer: Message size = 25 MB; mailbox size 30 GB.**
56. Please provide requirements for email lifecycle management – is there any current Exchange or 3rd party archiving solution in place today? If so, please provide details surrounding retention policies, vendor solution and version, stub archiving, journaling.
- a. **Answer: 3rd party archiving solution, no retention, but no longer Journaling.**
57. Please provide requirements for email compliance management - e-discovery, in place hold, Data Loss Prevention, Email encryption
- a. **Answer: * in accordance to RPF requirements.**
58. Describe the current message hygiene environment – anti-virus, anti-malware, anti-spam including products and versions in use
- a. **Answer: Postini.**
59. Do you currently have Exchange Public Folders? If so, please provide number of databases and approximate size of each database file. (A) If Exchange is not your default e-mail environment please provide number of databases and approximate size of each database file.
- a. **Answer: Current Email environment is Google Apps for Government.**
60. Do you require Exchange federation with any other organizations?
- a. **Answer: Not at this time, but could become a need in the future.**
61. Are there any other third party email solutions in use (Ex: Google)?
- a. **Answer: Current Email environment is Google Apps for Government.**
62. Describe your current Lync\OCS server environment including number of servers, role layout, Lync\OCS version including SP, data center locations
- a. **Answer: N/A.**
63. Provide a list of all Lync features that are currently in use on premise and user count (IM&P, Conferencing, Dial-in conferencing, Enterprise Voice)
- a. **Answer: N/A.**
64. What type of PSTN connection is in use for the datacenters?
- a. **Answer: N/A.**
65. If there is another PBX deployed please provide the model and software version
- a. **Answer: N/A.**
66. What are the requirements for High Availability and Disaster Recovery deployment, including branch survivability (number of remote locations, internal/external dial requirements, pstn connections)
- a. **Answer: N/A.**
67. Do you currently leverage SQL server for the Lync deployment? Is it a SQL cluster?
- a. **Answer: N/A.**

68. Please provide existing SBA model and version
a. **Answer: N/A.**
69. Please provide any other Gateway/SBC model and version
a. **Answer: N/A.**
70. How many remote Lync users are currently deployed (Lync client or mobile)
a. **Answer: None.**
71. Do you require Lync federation with any other organizations?
a. **Answer: Not at this time, but could become a need in the future.**
72. Do you require E911 services? How do you manage this currently?
a. **Answer: Not at this time, but could become a need in the future.**
73. Do you require any additional Lync endpoints deployed for this project? (IP Phones, headsets, cameras, etc.)
a. **Answer: It is up to the proposing Vendor to recommend the best solution.**
74. Do you have any analog device requirements, please describe type and quantity
a. **Answer: Yes, but upgrade options are being considered for the near future.**
75. Please describe your current QOS design and network platform that supports this
a. **Answer: N/A.**
76. Do you wish to see the software licenses required to fulfill the scope of the RFP and their associated costs?
a. **Answer: It is up to the proposing Vendor to recommend the best solution.**