



CITY OF O'FALLON, MISSOURI
PURCHASING DEPARTMENT

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RFP NUMBER:	24-041	RFP ISSUE DATE:	03/29/2024
RFP DESCRIPTION:	DOMAIN MIGRATION		
RFP OPENING DATE:	04/30/2024	RFP OPENING TIME:	12:00PM CDT

April 18, 2024

ADDENDUM #1

The purpose of this addendum is to address all questions received on or before 04/16/2024 at 12:00 PM. The time period for questions is closed.

Questions:

1. The scope of work mentions what appears to be a hybrid architecture with part of the mail servers on-premises, and another part in the Microsoft365 cloud. Is this correct?

Answer: COF uses on-premise Active Directory, where the accounts sync to Microsoft365 for email account provisioning and licensing. COF no longer uses on-premise mail servers.

2. If so, would you like to take advantage of this project to consolidate the entire infrastructure in the Microsoft365 cloud? If so, do you already have your users' storage/consumption metrics (number of user mailboxes, number of shared mailboxes and related volumes)?

Answer: While this is a consideration for us in the future, it is not in the scope of this project.

3. If not, does the statement "Ensuring syncing between on-premises and cloud-based systems continue to occur" apply to the configuration of Microsoft Entra Connect (formerly Azure AD Connect)?

Answer: See above

4. Specific Systems for Updates: Could you specify which on-premise and cloud-based systems are targeted for updates under the new .gov domain? Understanding the exact systems involved will allow us to provide a more accurate and comprehensive proposal.

Answer: The scope of this project is only related to the use of a .gov domain for Microsoft365 access, such as email, OneDrive and SharePoint. COF currently uses a .mo.us domain within the Microsoft365 tenant that we wish to transition over to the .gov as the primary domain.

5. Nature of System Updates: Are the anticipated updates focused on security patches, system software updates, system upgrades, or a combination of these? Clarification on this aspect will help us tailor our approach to meet the City's security and functionality requirements.

Answer: These updates do not apply for this project. This is solely for the use of a .gov domain within Microsoft365

6. Criteria for Deprecating Systems: In terms of recommending the deprecation of unneeded on-premise systems, could the City share any specific criteria or considerations that should guide our recommendations? Insight into the City's priorities and constraints will enable us to propose the most relevant and efficient solutions.

Answer: The City used to use an on-premise Exchange mail server running on a virtual machine. Since Microsoft365 has been used, this server is only used for managing some distribution groups.

7. Are you using the same Office365 tenant or migrating to a new one?

Answer: We are using the same tenant, and just adding the new domain to it.

8. Are any printers connected to Office 365?

Answer: No. Printers are on an on-premise server.

9. Is the new domain fully under your DNS management?

Answer: Yes

10. What tool do you use for identity synchronization and Single sign-on (e.g., Entra ID Connect)?

Answer: Entra ID Connect

11. What type of authentication is used for Microsoft 365 environments (e.g., Password-hash-sync)?

Answer: Entra ID login
Yubikey
Microsoft Authenticator

12. Do you use Exchange management tools for local recipient management?
Are we correct in understanding that the tenant remains the same and there is no intention of moving to Office 365 Government GCC tenant (requires GCC licenses)?

Answer: Exchange management tools are not used. The tenant is not changing.

13. Do you agree that the project does not anticipate any data migration?

Answer: Agreed. The same tenant is being used, so therefore no data will be migrated.

14. Do you expect any cleanup operations during the project? If so, what kind?

Answer: We are not sure what is meant by 'cleanup operations'. During the onboarding call if suggestions and examples are made regarding such operations, we can provide guidance.

15. Can you confirm that the local AD domain will not be renamed and only a new domain suffix will be added?

Answer: Correct. The local AD domain will not be renamed.

16. Is it the goal to change primary email addresses as well as login names (UserPrincipalNames)? We recommend changing both.

Answer: The goal is the primary email addresses and login names to be changed only on Microsoft365 and services that use SSO and SAML. Login names for on-premise Active Directory will not change.

17. Is it correct to assume that the original domain will be retained as a secondary email address for recipients?

Answer: Correct. At some point we will want to phase out the original domain, but for the foreseeable future, it will continue to be used as a secondary address.

18. If user login names are changed, do we understand the possible impact on On-premises applications that users log into with this identity (applied only to UserPrincipalName and not DomainName\SamAccountName)? If such applications exist, could you please provide their approximate number?

Answer: On-premise Active Directory login names will not change.

19. What is meant by "providing recommendations on deprecating unneeded on-premise systems", can you provide examples or use cases?

Answer: Prior to migration of Microsoft365, an on-premise mail server was used. During the discovery phase of this project, if systems connected to this deprecated environment are discovered, recommendations for their full decommission should be offered.

20. What activities can we imagine under "providing suggestions on rules, workflows"? Does this refer to an account life-cycle management, mail flow rules, or something else?

Answer: Examples include, rules that send auto reply emails to senders who use the original domain alerting them to the new email address, and any other suggestions based on previous migrations that would be of benefit to us.

21. Do you require on-site support for 60 days, or is remote support sufficient?

Answer: Remote support is sufficient.

22. Are users logged into Microsoft 365 accounts for Office applications and their devices?

Answer: Users log on to computers with on-premise Active Directory accounts, and to Microsoft 365 applications with their Microsoft365 accounts.

23. Are you aware of known issues with the change, and some fixes may require manual user intervention? <https://learn.microsoft.com/en-us/entra/identity/hybrid/connect/howto-troubleshoot-upn-changes>

Answer: UPN's will not be changing, and users will continue logging into device with their on-premise Active Directory credentials. If the winning vendor believes that that manual user intervention will be needed as it pertains to this product, the creation, or suggestion of a creation of a 'how to' document should be provided.

24. Will remote technical consultations be sufficient for assistance with the change including Mimecast?

Answer: Yes

25. Do we understand correctly that no domain changes are expected for other systems, such as web applications, websites, etc.?

Answer: Correct

26. # of users to be migrated?

Answer: 558

27. # of emails to be migrated?

Answer: Not applicable. All emails are cloud hosted with Microsoft365

28. Current Domain OS and Build Version for servers?

Answer: Not applicable, we are already using Microsoft365

29. Current certificate provider for servers?

Answer: Not applicable, we are already using Microsoft365

30. Do you have an Azure Tenant setup already?

Answer: Yes

31. What is the availability of your current IT staff for the migration? i.e. questions, local user support, etc.?

Answer: COF IT Staff will provide end-user support after the project has been completed, but recommendations on end-user training is requested.

32. Can all services be remote or do you require an onsite presence?

Answer: Remote support is fine

33. Can they confirm if they need emails and/or files migrated from on-prem to cloud?

Answer: Emails and files are already on Microsoft365

34. Is there a current Azure/Entra sync setup to the local domain?

Answer: Yes

35. If we are doing a migration, how much data needs to be moved over? Would be ideal to know both the total amount of data and how much data per user (can provide an Exchange command to get a mailbox report if needed)

Answer: There is no migration needed

36. Will they require any additional security measurements beyond a typical company? Like device restrictions (ex., blocking BYOD devices, etc)

Answer: No

37. Are there any on-prem or cloud-based applications that will need to be integrated?

Answer: As we are using the same tenant for the new domain, this shouldn't be needed.

38. Are there any SSO programs or devices that will integrate with the Office 365 tenant?

Answer: Yes; multiple.

39. Do you currently have an MFA implemented? Is so what provider?

Answer: Yes; Microsoft Authenticator & YubiKey

Reminder:

The due date and time remain the same for this project. This is to remind all bidders that sealed proposals for RFP #24-041 Domain Migration must be submitted by 12:00 P.M. CDT, April 30, 2024, to:

Christine Grabin, Purchasing Agent
City of O'Fallon, Missouri
100 North Main Street
O'Fallon, Missouri 63366

Addendum information will be available over the Internet at www.ofallon.mo.us. Adobe Acrobat® Reader may be required to view this document. We strongly suggest that you check for any addenda a minimum forty-eight hours (48) in advance of the bid deadline. Due to revisions, the bidders must acknowledge the Addendum(s) on the bid form.