



**CITY OF O'FALLON, MISSOURI**  
***PURCHASING DEPARTMENT***

**100 North Main Street**  
**O'Fallon, MO 63366**  
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<b>RFP NUMBER:</b>	<b>25-018</b>	<b>RFP ISSUE DATE:</b>	<b>02/14/2025</b>
<b>RFP DESCRIPTION:</b>	<b>OFFICE365 ONEDRIVE AND SHAREPOINT BACKUP SOLUTION</b>		
<b>RFP OPENING DATE:</b>	<b>03/13/2025</b>	<b>RFP OPENING TIME:</b>	<b>12:00 P.M. CDT</b>

February 27, 2025

**ADDENDUM #1**

The purpose of this addendum is to address all questions received on or before 02/25/2025 at 12:00 PM. The time period for questions is closed.

**Questions:**

1. Could you please provide any information available regarding the budget allocation for this project?

*Answer: \$20,000 has been allocated for the first year of this project*

2. Can the agency specify how many FTEs are required for this project, and can they work remotely?

*Answer: Based on the scope of work needed to setup the system, and train City staff, the responder should quote accordingly*

3. Could the City specify the desired duration for which backup data should be retained?

*Answer: 12 months is a minimum and we would like to see pricing options for periods after that. For example, 24 months, 36 months etc*

4. What are the expected timeframes for data restoration in the event of data loss or system failure?

*Answer: For individual files, it should be very quick. For full user accounts (if needed) or multiple users, the time to restore should be included in the response.*

5. Would the City prefer the SOC 2 Type 2 report to be included with the proposal submission, or can it be provided before award?

*Answer: This should be included with the proposal as it would be part of the criteria when making a decision.*

6. What is the preferred frequency for data backups (hourly, daily, twice-daily)? We would like to see pricing options to make an informed decision  
Does the city have a budget in mind for this effort?

*Answer: \$20,000 has been allocated for the first year of this project*

7. What is the average amount of data consumed for each user? Or if easier, how much data is consumed by the entire user base?

*Answer: As data needs change, please refer to the RFP to see the type and quantity of licenses being used as the maximum file size quote should be used*

8. What is the required retention policy for backups? (ex: 30 days, 90 days, 1 year)

*Answer: 12 months is a minimum and we would like to see pricing options for periods after that. For example, 24 months, 36 months etc*

9. Please provide a complete list of Office 365 apps that you need compatibility for.

*Answer: Not applicable. We are looking for backups of any file that are stored within OneDrive or SharePoint*

10. What are the different types of accounts, ie F3, G1, G3?

*Answer: This has been stated in the RFP*

11. What workloads need to be protected? Is it just OneDrive and SharePoint?

*Answer: Correct: Just OneDrive and SharePoint*

12. What storage will they be using? Unlimited Azure BLOB or BYOS?

*Answer: We are using storage that comes with individual Microsoft Office 365 licenses*

13. One of the client's requirements asks for "searching by content within file (ie keywords)". Is this "content" something within the subject line or the body or both?

*Answer: Emails are not required to be backed up. We are referring to files stored within OneDrive and SharePoint only.*

14. Can you please provide a weighting for the evaluation criteria?

*Answer: Speed of backup and recovery 20%, Ease of use 20%, Cybersecurity requirements 30%, cost 30%*

15. How much storage do you need per user?

*Answer: As data needs change, please refer to the RFP to see the type and quantity of licenses being used as the maximum file size quote should be used*

16. Would you like the backups to reside on-premises or in the Cloud?

*Answer: In the Cloud*

17. In "Backing-up-Requirements", bullet 3 asks for options of pricing based on length of backup but only specifies one option of 12 months retention. What other options and retentions would you like to see?

*Answer: 12 months is a minimum and we would like to see pricing options for periods after that. For example, 24 months, 36 months etc*

## **General Information**

18. Are there any existing backup solutions in place? If so, what are the pain points with the current system?

*Answer: We currently only use what is baked into Microsoft Office365 for recovery of files deleted within 30 days.*

19. Are there specific retention policies or compliance requirements for data storage and backup beyond the minimum 12-month retention?

*Answer: 12 months is a minimum and we would like to see pricing options for periods after that. For example, 24 months, 36 months etc*

20. What are the key security concerns or regulatory compliance needs beyond CJIS and SOC2 Type 2?

*Answer: Data must be stored on servers located within the United States, ideally on a cloud solution suitable for government use. Employees of the chosen solution should not have direct access to the files. Should services be ceased, permanent destruction of our data.*

21. Are there any additional integrations required beyond SAML and MFA with Azure?

*Answer: No. SAML (ideally with MS Office) or MFA is sufficient*

22. Are there any specific cybersecurity questionnaire requirements or formats that the vendor needs to follow?

*Answer: Yes. The chosen vendor will be asked to complete a cybersecurity questionnaire*

23. Are there specific encryption or hashing algorithms required for securing SAML assertions?

*Answer: We would like to see recommendations for this*

24. Are there specific attributes that need to be passed in SAML assertions?

*Answer: Ideally, yes. Such as job title, department, and other AD attributes to assist with file searches.*

### **Backup & Restoration Requirements**

25. What are the expected Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) for data restoration?

*Answer: To be clear, we are wanting individual Office365 OneDrive and SharePoint backed up. With that in mind, the RPO depends on how often the files are backed up. The RTO may not be relevant as we are intending to use this service to restore files that are deleted, rather than needing to be recovered due to total loss.*

26. How frequently should backups be performed (hourly, daily, etc.) to meet business needs?

*Answer: We would like to see pricing options to make an informed decision*

27. What level of granularity is expected in backup (full tenant backup vs. selective file/user backup)?

*Answer: Only individual user Office365 OneDrive accounts, and SharePoint files/folders*

28. Should backups include all versions of files, or only the most recent version?

*Answer: The requirement is most recent version. It is desired to have multiple versions. As this consumes more data, we would be open to what options are available.*

29. Should the solution allow restoration of any version, or only specific checkpoints?

*Answer: See above*

30. Should version restoration include dependencies (e.g., restoring a SharePoint document also restores linked files or permissions)?

*Answer: There should be granularity to select the files needing to be restored. So by default, we wouldn't want to automatically re-restore all possible linked files within one document, if only that one document is missing, but if multiple files have been deleted we would want to select those individual files to be restored.*

31. How should restored versions be handled—overwrite the existing file, create a duplicate, or allow user selection?

*Answer: In most cases, we would be using the service to restore deleted files, and only admins would have this option. We would not want the end-user to have access to restore their own files.*

32. What are the expectations for restoring files of former employees who no longer have active accounts?

*Answer: This is a requirement that at a minimum of 12 months (and other longer options), we should be able to recover files of all current and former employees.*

33. What level of administrator control and audit logging is required for backup and restoration activities?

*Answer: All that is needed for backup is the time of the backups and whether they were successful. Restoration should include the same information, as well as the user that initiated the restoration. It would be desirable to have an email sent when a restoration was initiated.*

34. Should the backup solution support legal hold or e-discovery functionalities?

*Answer: No, it should treat all files as equals*

35. Are there specific storage locations or encryption requirements for backup data beyond storing in the U.S.?

*Answer: We would like to see recommendations with the proposal.*

### **Service Level Agreement (SLA) & Implementation**

36. What are the expectations for implementation timelines and training support?

*Answer: We are flexible, but 3 months would be the desire.*

37. Are there specific Service Level Agreement (SLA) terms required for backup success rates, uptime, and response times? 99.99%

*Answer: 99.99%*

38. Should the backup solution provide automatic notifications or alerts for backup failures?

*Answer: We would like to see what options are available for failures, as, for example, if we decide to backup hourly, we wouldn't want to have an email for every failure throughout the night.*

39. What level of end-user training or documentation is required for the proposed solution?

*Answer: Depending on the ease of use of the software, minimal training and documentation should be sufficient, however this should be a fluid decision based on how well the onboarding proceeds.*

#	Section	RFP Text	Question
40.	General Information	<p>Interested bidders must submit the following information/documentation with their proposal:</p> <ul style="list-style-type: none"> <li>o A brief introduction of the vendor and its experience in providing domain migration services</li> <li>o A list of references from previous or current customers who have received these services</li> <li>o A project plan that outlines the implementation process, timeline, and deliverables</li> <li>o A statement of warranty and maintenance terms and conditions</li> </ul>	<p>The City mentions domain migration services, though this solicitation purpose outlines M365 backup. Was this included erroneously? If so, does the City require implementation services to be included for the backup solution? If not, can more information on the required scope of domain migration services be provided?</p>
<p><i>Answer: This was an error and we apologize for the confusion. Domain migration is not part of this project.</i></p>			
41.	Scope of Services; General Requirements	Able to complete vendor cybersecurity questionnaire	Can the City provide this questionnaire for reference?
<p><i>Answer: Yes. Please see attached.</i></p>			
42.	Scope of Services; General Requirements	Solution and vendor to be fully CJIS compliant	CJIS exists as a compliance framework, but there is no authorizing body to validate CJIS compliance as with FedRAMP. Will the City accept a self-attestation of alignment with CJIS compliance in a vendor's response?
<p><i>Answer: Yes, but we may ask for specific examples to be provided of the compliance.</i></p>			

43.	Scope of Services; General Requirements	Implementation assistance and training	Can the City provide additional information on deliverables expected for the scope of services? For example, should vendors assume over-the-shoulder guidance, or will the City provide temporary access for vendors to directly configure the platform during implementation?
<i>Answer: We would prefer not to provide access to our infrastructure, so Zoom/Teams with screen sharing would be the preference.</i>			
44.	Scope of Services; Backing Up Requirements	Information on how often files will be backed up. I.e hourly, daily, twice-daily etc	Solutions may include different options for backup frequency; does the City have a target requirement for how often backups should be captured? Does this vary across different M365 services?
<i>Answer: We would like to see different options and how it affects pricing. Backups should be the same for all users and SharePoint</i>			

**Reminder:**

The due date and time remain the same for this project. This is to remind all bidders that sealed proposals for **RFP #25-018 Office365 OneDrive and SharePoint Backup Solution** must be submitted by 12:00 P.M. CDT, March 13, 2025, 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.ofallonmo.gov](http://www.ofallonmo.gov) 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.

END OF ADDENDUM #1

**Attachments:**  
**Cybersecurity Vendor Questionnaire (for reference to Question 41)**



## City of O'Fallon Cybersecurity Vendor Questionnaire

The City of O'Fallon is committed to enhancing cybersecurity measures in our partnerships with vendors. To ensure the security of our data and operations, please complete this questionnaire. If a question does not pertain to your company, please indicate "N/A" in your response.

**Company Name**

### 1. Cyber Liability Insurance:

- Does your company carry cyber liability insurance?  
YES  NO  N/A

### 2. Security Awareness Training:

- Does your company provide context-based security awareness training for employees?  
YES  NO  N/A

### 3. Security Assessments:

- Does your company perform vulnerability assessments, penetration tests, and/or social engineering tests? If so, how often?  
YES  NO  N/A

### 4. Incident Response Plan:

- Does your company have a formal incident response plan in case of a cyberattack? If so, how often is it updated?  
YES  NO  N/A

**5. Tabletop Exercises:**

- Does your company participate in cyber tabletop exercises?  
YES  NO  N/A

**6. Incident Reporting:**

- Will your company inform the City of O'Fallon of any security issue/incident?  
YES  NO  N/A

**7. Data Handling:**

- How does your company store, transmit, and protect the city's data?

**8. Access Management:**

- Who will have access to the stored data, and which access management policies are in place to ensure safe access?

**9. Data Breaches/Incidents:**

- Has your company experienced any data breaches or security incidents in the past? If so, please provide details on the root cause and the steps taken to mitigate the risks.  
YES  NO  N/A

**10. Data Retention**

- How long is customer data stored, maintained, or otherwise retained after services have been terminated?

- What method(s) is/are used to purge customer data?

**Any Additional Comments**

Signature:

Date:

Name:

Title: