



U N I V E R S I T Y O F
SOUTH CAROLINA

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-RFP-1801-CJ
PROVIDE QUALITY ASSURANCE SERVICES FOR MICROSOFT EXCHANGE 2010
IMPLEMENTATION BY THE UNIVERSITY OF SOUTH CAROLINA'S UNIVERSITY
TECHNOLOGY SERVICES

DATE: September 15, 2010

This Amendment **No.1** modifies the Best Value Bid only in the manner and to the extent as stated herein.

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT **NO. 1** IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

Authorized Signature

Name of Offeror

Date

THE DEADLINE FOR RECEIPT OF BIDS HAS BEEN EXTENDED TO 3:00 PM ON SEPTEMBER 22, 2010.

THE FOLLOWING QUESTIONS REGARDING THE SOLICITATION WERE RECEIVED FROM VENDORS:

QUESTION: Are you only going with Exchange 2010 or Exchange 2010 SP1?

ANSWER: Exchange 2010 SP1.

QUESTION: What is the current total Exchange Database size?

ANSWER: 2.5 TB.

QUESTION: Are there any BES servers currently installed?

ANSWER: Yes.

QUESTION: Are there any archiving products installed? If so what type

ANSWER: No.

QUESTION: Are there any deduplication products installed? If so what type

ANSWER: Currently no, but USC is looking into using one.

QUESTION: Do you want formal Exchange 2010 training or just training on your existing systems?

ANSWER: No formal training is needed or training on our existing system.

QUESTION: Do you have a dedicated testing environment?

ANSWER: Yes.

QUESTION: Are your current Exchange 2003 servers virtualized?

ANSWER: No.

QUESTION: What are you currently doing for SPAM filtering?

ANSWER: SonicWall Antispam appliance sits outside of the Exchange system.

QUESTION: What is the current domain and forest Active Directory functional level?

ANSWER: Both are Windows Server 2003.

QUESTION: Does USC have a Certificate Authority deployed within their Active Directory environment?

ANSWER: No.

QUESTION: How many servers and datacenters is the current Exchange environment spread across?

ANSWER: One Datacenter. We have 27 Exchange servers, but 10 of those will not have mailboxes on them to be migrated.

QUESTION: Does the University have a UCC/SAN certificate issued by a trusted root authority for the implementation? If not is the vendor expected to have the associated costs of procuring one built into the RFP?

ANSWER: Yes – USC already has a UCC/SAN certificate.

QUESTION: Does the University utilize BES or Exchange for smartphones? If so, is the upgrade of these platforms within the scope of this project?

ANSWER: Yes, the upgrade is not part of this solicitation.

QUESTION: Does Exchange integrate with an IP telephony solution? If so which one and is the upgrade of the platform within the scope of this project?

ANSWER: No.

QUESTION: Does the current Exchange environment integrate with any presence software or applications?

ANSWER: Because we don't understand what you mean by "Presence software", we are unable to give you an answer to your question.

QUESTION: Does USC intend on deploying the Unified Messaging functionalities of Exchange and is that within the scope of this project?

ANSWER: No.

QUESTION: Does the University utilize a SmartHost for filtering email? If so is it an externally hosted solution or local device?

ANSWER: SonicWall, Local Device.

QUESTION: Does the current 2003 environment utilize Public Folders? If so are they used for more than resource management?

ANSWER: No, USC does not use Public Folders, other than the System Public Folder for Free Busy and Offline Address Book.

QUESTION: Is there currently a journaling solution built into the Exchange environment?

ANSWER: No.

QUESTION: Are there any other Exchange dependent applications within the USC Exchange environment?

ANSWER: No.

QUESTION: Would USC consider more than 3-4 years' experience with Exchange 2007 in a multi Exchange server environment supporting over 65,000 users, combined with experience with Exchange 2010 supporting smaller environments, as suitable substitute for the required experience ("Offeror has 2-3 months experience with Exchange 2010 in a multi Exchange server environment, supporting over 7,000 users.")?

ANSWER: Yes.

QUESTION: Would USC consider more than 3-4 years' experience with Exchange 2007 clustering utilizing SAN storage as suitable substitute for the required experience ("Offeror has experience with Exchange 2010 DAG's utilizing Storage Area Network (SAN) storage.")?

ANSWER: No – DAGS are too new.

QUESTION: Would USC consider experience upgrading Exchange 2003 to Exchange 2007, and Exchange 2007 to Exchange 2010, as suitable substitute for the required experience (“Offeror has experience upgrading Exchange 2003 to Exchange 2010 in a multi Exchange server environment.”)?

ANSWER: No.

QUESTION: Does USC currently implement, or plan to implement, a specific Exchange backup solution?

ANSWER: USC plans to utilize EMC’s Replication Manager for Exchange Backups.

QUESTION: What third party application/services does USC intend to implement/integrate into the rollout of Exchange 2010 (i.e., Blackberry Enterprise Services, Fax Servers, etc.)?

ANSWER: BES.

QUESTION: Regarding Knowledge Transfer. What is the current level of experience/training of the USC UTS team? Will the USC UTC team attend/obtain any formal Exchange administrator training prior to the rollout of Exchange 2010?

ANSWER: The USC Exchange Administrators are MCSE certified with 5yrs experience supporting Exchange 2003. The Exchange Administrators have already attended a 5 day formal Exchange 2010 training class.

QUESTION: When was USC most recent Active Directory assessment performed?

ANSWER: Never.

QUESTION: Have Dell R710’s already been purchased and if so what are the specs?

ANSWER: Yes the servers have been purchased. Each Dell R710 has Dual 2.93Ghz Six Core Processors, 48GB RAM, with Local Disks using RAID 5.

QUESTION: How many AD Sites? How many AD Sites will have Exchange?

ANSWER: 7 AD Sites with Exchange residing in 1 site.

QUESTION: What OS and SP’s are the GC’s running?]

ANSWER: Enterprise Windows 2003 SP2 and Enterprise Windows 2008 SP2. The existing Server 2003 SP2 GCs will be decommissioned by the end of the calendar year. The Server 2008 SP2 GCs are all 64-bit.

QUESTION: Does the current 2003 environment use routing groups?

ANSWER: No.

QUESTION: What functions of Exchange 2010 is USC planning to implement?

ANSWER: What are meant by “functions” – USC plans to utilize all functions, except UM, Archiving,..

QUESTION: What does USC currently use for Email Security?

ANSWER: SonicWall for Spam Management and Trend Micro SMEX for Anti-virus.

QUESTION: Are there mobile users and if so what type (ActiveSync, BES, or others)?

ANSWER: Yes to all three.

QUESTION: Planned mailbox quota size?

ANSWER: 5GB Mailboxes.

QUESTION: Client outlook version?

ANSWER: Outlook 2007 & 2010.

QUESTION: High Availability on CAS Servers?

ANSWER: Yes.

QUESTION: Load balance CAS Servers?

ANSWER: Yes.

QUESTION: Does USC currently implement public folders?

ANSWER: No, other than the built in System Public Folders for Free Busy and Offline Address Book.

QUESTION: Do they currently have hardware load balancers?

ANSWER: Yes, F5's BigIP.

QUESTION: Do they currently utilize an Archiving system with email?

ANSWER: No.

QUESTION: Do you currently have any Unified Communications services? (IE: Voicemail in mailbox)

ANSWER: Yes, but not integrated into Exchange.

QUESTION: How many sites currently have Exchange 2003 mailbox servers running?

ANSWER: One.

QUESTION: Please provide a count of Exchange 2003 servers by their minor version (SP1, SP2, etc.).

ANSWER: We have 27 Exchange servers, but 10 of those will not have mailboxes on them to be migrated. All are Exchange 2003 SP2.

QUESTION: How many sites currently use routing groups?

ANSWER: None.

QUESTION: How many sites currently have routing groups match the current AD Sites and Services topology?

ANSWER: None.

QUESTION: Is a topology of the current Active Directory environment available for review?

ANSWER: See Attached Visio Document (USC 2010 Exchange Server Layout) on last page of this amendment.

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ANSWER: See Attached Visio Document (USC 2010 Exchange Server Layout) on last page of this amendment.

QUESTION: Is RPC over HTTPS connectivity currently supported?

ANSWER: Yes.

QUESTION: If not, are we required to configure Outlook remote connectivity support as a future requirement?

ANSWER: See answer to question above.

QUESTION: What third party products are currently integrated with the Exchange 03 environment? (i.e. DR, Mobile Client Management Servers, Antivirus, Spam filtering, Management Tools, Compliance)

ANSWER: Spam Management - SonicWall, Antivirus – Trend Micro SMEX, Backups – EMC's Replication Manager, Mobile Client Management - BES

QUESTION: Are mobile email devices currently supported?

ANSWER: Yes.

QUESTION: If so how many devices, what platform, and what kind of connectivity do they use? Please provide detailed count(s)/type(s).

ANSWER: Device numbers are unknown. BES, ActiveSync and others are all supported.

QUESTION: Are there any legacy email systems or email clients in your environment that require ongoing support?

ANSWER: No.

QUESTION: Is the current Exchange environment handling any external relay domains?

ANSWER: No.

QUESTION: How many public folders are currently in place?

ANSWER: USC only uses the System Public Folders for Free Busy and Offline Address Book, there are no other Public Folders.

QUESTION: What is the total size of these public folders?

ANSWER: See answer to question above.

QUESTION: Are there any custom permissions in place on the 2003 information store(s)? If so, what are these for?

ANSWER: Yes, for the BES server.

QUESTION: What operating system/patch level will be running the six physical mailbox servers?

ANSWER: Enterprise Windows 2008 SP2.

QUESTION: What operating system/patch level will be running on the nine virtual machines?

ANSWER: Enterprise Windows 2008 SP2.

QUESTION: Does this RFP require a complete migration plan quoted up front? Or can the initial SOW focus on Planning and delivery of a Pilot or POC?

ANSWER: No, there is no mention of a migration plan anywhere in the solicitation. No, there is no mention of a Pilot or POC anywhere in the solicitation.

QUESTION: Has the Exchange 2010 server role deployment already been planned, or is this still in scope for the planning of this migration?

ANSWER: The Exchange 2010 server role deployment has already been planned.

QUESTION: Should the migration of any 3rd party server applications be in-scope for this project?

ANSWER: No

USC Exchange 2010 Server Layout

