



UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-BVB-2919-CJ

DESCRIPTION: Migration of Faculty and Staff Email to Microsoft 365 Cloud Based Calendaring and Email Environment into the Current Student Office 365 Tenant

DATE: February 25, 2016

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

Deadline for Receipt of Bids is extended to March 7, 2016 at 3:00 PM.

Vendor Questions and Answers

An additional clause (Indemnification – Intellectual Property) has been added to Section VII-B of the solicitation.

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 FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR A:

QUESTION 1: Microsoft best practice is to install an exchange 2013 Hybrid server and leave in place for management of tenant. Does the university object to this?

ANSWER: No Objections.

QUESTION 2: Does the university currently use Dynamic Distribution lists?

ANSWER: Yes.

QUESTION 3: Point of clarification. Students accounts currently exist in both the USC Production AD-xx and the USC Office 365 Sync AD-yy?

ANSWER: Yes.

QUESTION 4: Point of clarification. Students accounts use same username/password in both forests?

ANSWER: Yes.

QUESTION 5: University will supply all needed licensing?

ANSWER: Yes.

QUESTION 6: Has UPN's been created for the various email addresses? If Yes has the UPNs been assigned to the users?

ANSWER: Not all UPNs have been created in AD. None have been assigned in the Production AD, but they are in the Student-Sync AD.

QUESTION 7: Has the university reviewed <https://technet.microsoft.com/en-us/library/exchange-online-limits.aspx>? If yes is there anything specific that is of concern?

ANSWER: USC just reviewed this link, and does not see any concerns.

QUESTION 8: Is archiving currently used? If so what product? If yes will it continued to be used in O365?

ANSWER: No Archiving product is used; .pst files are used.

QUESTION 9: Will the university require configuration of SharePoint, Yammer, Skype for Business? If so what is desired?

ANSWER: USC would like to be able to easily enable licensing for these products to roll out after email is migrated. Minimal configuration may be needed.

QUESTION 10: Can you provide details on what FIM is currently doing?

ANSWER: Yes. As an overview, FIM looks for new users and changes to a subset of users in the Production AD, and acts on those changes. Only preferred Active students and employees currently get provisioned to Office 365 (not resource accounts or Retirees). The UPN used is based on a student's campus, or an employee's current on premise email address. If a student changes campus, additional email addresses get created in the Office 365 account. If an employee becomes a student, the UPN changes, and an email account gets licensed and created.

QUESTION 11: Will you require assistance with decommissioning current Exchange environment post migration?

ANSWER: Some minimal assistance may be required, depending on configuration decisions.

QUESTION 12: The employee accounts that are provisioned for onedrive are they being synced using dirsync? Or are they cloud only accounts?

ANSWER: They are being synced with DirSync.

QUESTION 13: Under requirements 5,m: is the alternate for O365 outage or University outage for ADFS?

ANSWER: This has to do with Office 365 Outages.

QUESTION 14: Does the University have a remote site for ADFS HA?

ANSWER: USC wants to use Microsoft Azure.

QUESTION 15: Would the University look at Azure to host AD, ADConnect and ADFS HA? If yes has the University reviewed <https://azure.microsoft.com/en-us/documentation/articles/vpn-gateway-about-vpn-devices/> for Site-to-Site VPN compatible devices?

ANSWER: USC wants to use Azure for hosting AD and ADFS HA, probably not ADConnect. USC has reviewed the link, but further review from the Network Services group would be needed.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR B:

QUESTION 1: On Page 14 of the RFP (Section 3 Scope of Work), there is a diagram that states a mid tier AD System that is provisioned by FIM and in turn DIRSync Provisions to O365. Could you please share the purpose/reasoning behind abstracting the USC Production AD from the DirSync Server? The goal here is to understand if this was done to condition the data that is in USC Production AD that will need remediation with the new approach, or if this was done for a different reason.

ANSWER: Yes, this was done to condition the data in the USC Production AD. It was done at the time USC's tenant was migrated from Live @EDU to Office 365. It was desired to keep Office 365 provisioning from the production AD, but at that time, there was not enough time or a plan to merge students who have an on premise email account and also have an Office 365 email account into one account. Having the separate AD forest that syncs to Office 365 was a solution that allowed USC to continue to have two separate email accounts for a student who is also an employee, until such time that could be re-designed, which is what is desired now.

QUESTION 2: On Page 15 of the RFP (Section 3 in the SOW), You mention a schema extension for AD. Are these custom schema extensions, or adaptations of EDUPerson? Also, will any of these custom attributes be essential for the provisioning logic of email in O365?

ANSWER: These are custom schema extensions. Yes, some of them are necessary for the logic for Provisioning Office 365.

QUESTION 3: On page 16 of the RFP (Section 3 Scope of Work), it states "USC would like to change the existing architecture of the provisioning process and servers to reduce the current complexity, and provision Office 365 directly from the production Active Directory". This suggests that the provisioning/deprovisioning of student accounts will be in scope of this project. Is the intermediary FIM environment applying any business logic to the data from the Production USC AD directory before it is provisioned to O365, and if so, what? This could change the scope for the project, as it would require modifications to the sync rules currently used in DIRSync for student provisioning.

ANSWER: Yes, the intermediary FIM environment is looking at Business logic to determine which AD accounts get provisioned to Office 365, i.e. current active students and active employees. The UPN used is based on student campus, or employee on premise email address. Some accounts are not getting provisioned now, but will need to be when we have Exchange email hosted in Office 365.

QUESTION 4: How are you currently handling licensing in O365? PowerShell scripts?

ANSWER: Yes, PowerShell scripts running on the DirSync server. We have the licensing for O365.

QUESTION 5: We understand that on page 18, you indicate “Student workers will not have two separate email accounts, but may have multiple email addresses”. However, does this only apply to “Student Workers” (such as work-studies), or does this also apply to Employees who are also students? Depending on how you define Student Worker could change the approach. How do you plan to handle cases where a user is both a Student and an Employee? Multiple vs single mailbox and multiple vs. single AD account?

ANSWER: This applies to any person who is classified as a student and an employee of any sort. This could include a full time student who is working 10 hours a week, or a full time employee who is taking one class. We have a custom USC attribute that flags these types of accounts. They currently have a single Active Directory account, and have a student email account in Office 365, and may have an on premise Exchange email account. We will keep the single AD account, and want to merge the email accounts into just one email account in Office 365, with potentially several email addresses.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR C:

QUESTION 1: What version of DirSync is currently being utilized?

ANSWER: Windows Azure AD Sync - Version 1.0.6467.10

QUESTION 2: What version of FIM is currently being utilized?

ANSWER: 2010 R2

QUESTION 3: How much available bandwidth is available between Exchange 2010 and the internet?

ANSWER: Roughly 1Gbps without other application contention.

QUESTION 4: Do you allow Outlook Anywhere external to your network. i.e. is Outlook Anywhere being blocked by your external firewall?

ANSWER: Outlook Anywhere is allowed externally.

QUESTION 5: Is Exchange 2010 currently federated with any other messaging systems?

ANSWER: No other Federation is associated with Exchange 2010.

QUESTION 6: The RFP states that one of the objectives is to "Automatically provision employee, student, retiree, etc. and correct email addresses. In this instance are you referring specifically to provisioning Office 365 accounts or is there other provisioning work that needs to take place?"

ANSWER: This provisioning is for Office 365 accounts and associated licensing, and lifecycles of the accounts.

QUESTION 7: Is the student/Sync Domain used for any authentication other than for the administration of the domain?

ANSWER: No other authentication other than administration or FIM and Dirsync authentications are done on the Office 365 Sync Domain.

QUESTION 8: Based on the diagrams provided, it is assumed students have AD user objects in both the production domain and the Office 365 Sync Domain. Is this correct? If so, are all attributes populated in the Office 365 Sync domain? If not, which ones ARE populated?

ANSWER: This is correct, students and employees have accounts in both AD domains. None of the USC specific custom attributes are populated in the Office 365 Sync Domain; only attributes necessary to create the Office 365 account, such as DisplayName, GivenName, sn, sAMAccountName, mail and proxyAddresses.

QUESTION 9: Do you wish to segment the Global Address list so that students are displayed separately from everyone else?

ANSWER: Yes, the desire is to have at least three GALs, one with everyone, one students only, and one employees only.

QUESTION 10: Are there mobile devices currently connecting to Exchange 2010 that need to be taken into account? If so, are there specific types of devices allowed?

ANSWER: Mobile devices are allowed to sync to Exchange 2010 via ActiveSync. There are no restrictions on allowed devices.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR D:

QUESTION 1: Is USC open to using third party tools for AD consolidation and/or email migration?

ANSWER: USC is open to using third party tools, depending on cost, and procurement.

QUESTION 2: Is USC licensed for Exchange Online Advanced Threat Protection?

ANSWER: No.

QUESTION 3: Does USC intend to use Advanced Threat Protection for the entire faculty / staff and student population?

ANSWER: The intention would be to cover all Office 365 email accounts.

QUESTION 4: Where is TLS required for SMTP? For hybrid? Between O365 and external, trusted partners?

ANSWER: TLS needs to be available in all scenarios.

QUESTION 5: Office 365 Message Encryption (OME) requires Azure Rights Management. Does USC have Azure RMS licensing? It is no cost but needed in the tenant.

ANSWER: No, USC does not have the Azure Rights Management yet.

QUESTION 6: At a high level, what is FIM doing between the two domains?

ANSWER: As an overview, FIM looks for new users and changes to a subset of users in the Production AD, and acts on those changes. Only preferred Active students and employees currently get provisioned to Office 365 (not resource accounts or Retirees). The UPN used is based on a student's campus, or an employee's current on premise email address. If a student changes campus, additional email addresses get created in the Office 365 account. If an employee becomes a student, the UPN changes, and an email account gets licensed and created.

QUESTION 7: How many students are also employees (i.e. student employees)?

ANSWER: USC has around 14,000 student employees, but only around 5000 have fac/staff email accounts on premise.

QUESTION 8: Is ADFS already implemented and used? Is there any objection to using Azure AD Connect with password sync rather than ADFS?

ANSWER: ADFS is not already in use. It is a desire of the USC Security Office to implement ADFS.

QUESTION 9: What is USC's expectation for a "test hybrid" environment? A complete test environment would require test implementations of Exchange and AD, and a test Office 365 tenant. Otherwise, testing would touch the production environment.

ANSWER: USC's expectation of a test environment includes a test Exchange, AD, and Office 365 systems. USC is currently putting this in place.

QUESTION 10: Is Duo used for MFA with all Office 365 logins? Or is this limited to only Admin logins or off-network logins?

ANSWER: Duo is not currently being used with Office 365.

QUESTION 11: To clarify the current AD setup, please confirm that the following is correct:

- New students and employees (faculty / staff) get created in “USC Office 365 Sync Active Directory – yy” only. So all of these accounts will need to be consolidated into “USC Production Active Directory – xx”.

ANSWER: All accounts are in the production AD. Only the student and employee accounts that get provisioned to Office 365 are in the Office 365 Sync AD.

QUESTION 12: Is 50 users a large enough sample for the pilot migration? We would typically recommend a pilot with 10% of the total users?

ANSWER: USC would be open to increase the number of users in the Pilot email migration.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR E:

QUESTION 1: Are mobile devices allowed to connect and if so;

- a. What types?
- b. University owned or BYOD or both?
- c. Is there a MDM Policy or Active Sync policy being enforced?

ANSWER: Yes, any type. Both University owned and BYOB. There is a Default ActiveSync Policy, with one or two restrictions.

QUESTION 2: What applications or devices are dependent on Exchange?

ANSWER: Email is dependent on Exchange. There may be various print / scanner devices configured to route through Exchange.

QUESTION 3: Is there a Unified Message Integration with Exchange?

ANSWER: No.

QUESTION 4: Are there any legacy attributes (Exchange 2003, MS Mail, etc) remaining in Active Directory?

ANSWER: Probably so. The current Exchange 2010 was upgraded from Exchange 2003.

QUESTION 5: Is the University's UserPrincipalName domain routable?

ANSWER: The default UPN is not routable.

QUESTION 6: Are there any Read-Only Domain Controllers within Active Directory?

ANSWER: No.

QUESTION 7: Is there a healthy replication topology between domain controllers?

ANSWER: Yes.

QUESTION 8: Is ADFS currently being used today? If not, does the USC have or is willing to purchase a load balancer to support an ADFS environment?

ANSWER: ADFS is not currently being used. USC already owns and uses an F5 BigIP load balancer.

QUESTION 9: Active Directory General Information

- a. Is the customer's UserPrincipalName domain routable?
- b. Are there any Read-Only Domain Controllers within Active Directory?
- c. Is there a healthy replication topology between domain controllers?
- d. Why is the organization choosing to implement ADFS vs. Directory Synchronization?

ANSWER:

- a. No
- b. No
- c. Yes
- d. USC's Security Team desires ADFS.

QUESTION 10: Infrastructure

- a. Does the organization have a documented network diagram?
- b. What type of Internet Connectivity does the organization have?
- c. What is the bandwidth on the organization's Internet connection?
- d. Does the organization have any Load Balancers on the network?
- e. What is the make and model of the organization's primary firewall?
- f. Is the organization utilizing a split-DNS infrastructure?

ANSWER:

a. Does the organization have a documented network diagram? **Answer:** Yes.

- b. What type of Internet Connectivity does the organization have? **Answer:** 1 2Gbps Metro Ethernet connection to Century Link, 1 1Gbps Metro Ethernet connection to Spirit Communications, and 1 10Gbps Metro Ethernet connection to Internet2.
- c. What is the bandwidth on the organization's Internet connection? **Answer:** 10Gbps to Internet2 member institutions, 3Gbps to commodity Internet. Typically on any given day, Internet utilization reaches a maximum of 6Gbps utilization.
- d. Does the organization have any Load Balancers on the network? **Answer:** Yes. Two F5 BigIP 11050 application load balancers in HA Active/Passive configuration.
- e. What is the make and model of the organization's primary firewall? **Answer:** 2 Cisco ASA Service Modules in HA Active/Passive configuration.
- f. Is the organization utilizing a split-DNS infrastructure? **Answer:** Yes.

QUESTION 11: End-User Information

- a. What is the primary workstation operating system
- b. What version of Microsoft Office is being run in the organization?
- c. What type of mobile devices are being used in the organization?
- d. Are the devices BYOD or Company Provided?
- e. Is Outlook being used?
- f. Is Global Address Segmentation implemented?
- g. Is there a Mobile Device Policy / ActiveSync Policy being enforced?

ANSWER:

- a. What is the primary workstation operating system **Answer:** Primarily it is Windows 7, but there are still some Windows XP, and Windows 10, and Mac and Linux as well.
- b. What version of Microsoft Office is being run in the organization? **Answer:** Office 2010 through Office 2016, but primarily Office 2013.
- c. What type of mobile devices are being used in the organization? **Answer:** All types.
- d. Are the devices BYOD or Company Provided? **Answer:** Both.
- e. Is Outlook being used? **Answer:** Yes.
- f. Is Global Address Segmentation implemented? **Answer:** We do not believe so.
- g. Is there a Mobile Device Policy / ActiveSync Policy being enforced? **Answer:** There is a Default ActiveSync Policy, with one or two restrictions.

QUESTION 12: General Information

- a. Exchange Version
- b. Number of Active User Mailboxes
- c. Number of Non-Active User Mailboxes (ie Former Employees)
- d. Number of Resource Mailboxes
- e. Number of Shared Mailboxes
- f. Number of Public Folders
- g. Dependent Applications and/or Devices? (MF printers/Voicemail to Email/Etc)

ANSWER:

- a. Exchange Version **Answer:** Exchange 2010 SP3 RU12
- b. Number of Active User Mailboxes **Answer:** Approx. 20,000
- c. Number of Non-Active User Mailboxes (ie Former Employees) **Answer:** Approx. 10,000
- d. Number of Resource Mailboxes **Answer:** 124.
- e. Number of Shared Mailboxes **Answer:** None.

- f. Number of Public Folders **Answer:** None.
- g. Dependent Applications and/or Devices? (MF printers/Voicemail to Email/Etc) **Answer:** There are MF printers that relay email to Exchange.

QUESTION 13: Hub Transport Information

- a. SPAM Filtering Enabled?
- b. Is there a solution in place for Malware / Virus detection?
- c. Archiving Enabled?
- d. Journaling Enabled?
- e. In-Place / Litigation Hold Enabled?
- f. Is the organization using any email encryption solution?
- g. Are there any custom Email Address Policies (outside of the "Default Policy")
- h. Are there multiple SMTP domains?
- i. Valid SAN / Wildcard Certificate?
- j. Has the default message size limit been modified?

ANSWER:

- a. SPAM Filtering Enabled? **Answer:** SPAM filtering is not enabled on the HUB Transport servers.
- b. Is there a solution in place for Malware / Virus detection? **Answer:** Yes.
- c. Archiving Enabled? **Answer:** Nothing other than .pst files.
- d. Journaling Enabled? **Answer:** No.
- e. In-Place / Litigation Hold Enabled? **Answer:** No.
- f. Is the organization using any email encryption solution? **Answer:** No.
- g. Are there any custom Email Address Policies (outside of the "Default Policy") **Answer:** Yes.
- h. Are there multiple SMTP domains? **Answer:** Yes.
- i. Valid SAN / Wildcard Certificate? **Answer:** Yes.
- j. Has the default message size limit been modified? **Answer:** Yes.

QUESTION 14: Client Access Information

- a. Is an Mobile Device Management Solution being used?
- b. Is a BlackBerry Enterprise Server being used?
- c. Is Active Sync being used?
- d. Is Outlook Web Access enabled?
- e. Is Outlook being used?
- f. Is Global Address Segmentation implemented?
- g. Is there a Mobile Device Policy / ActiveSync Policy being enforced?

ANSWER:

- a. Is an Mobile Device Management Solution being used? **Answer:** No.
- b. Is a BlackBerry Enterprise Server being used? **Answer:** No.
- c. Is Active Sync being used? **Answer:** Yes.
- d. Is Outlook Web Access enabled? **Answer:** Yes.
- e. Is Outlook being used? **Answer:** Yes.
- f. Is Global Address Segmentation implemented? **Answer:** No.
- g. Is there a Mobile Device Policy / ActiveSync Policy being enforced? **Answer:** There is a Default ActiveSync Policy, with one or two restrictions.

QUESTION 15: Mailbox Server

- a. Are Database Availability Groups being used?
- b. Are there custom RBAC permissions configured?
- c. Is there an Unified Messaging Integration with Exchange?

ANSWER:

- a. Are Database Availability Groups being used? **Answer:** Yes.
- b. Are there custom RBAC permissions configured? **Answer:** Yes.
- c. Is there an Unified Messaging Integration with Exchange? **Answer:** No.

QUESTION 16: Exchange Environmental

- a. Are there any Legacy Attributes (Exchange 2003, MS Mail, etc) remaining in Active Directory?
- b. Are the Exchange Server(s) running the latest Operating System Updates?
- c. Are the Exchange Server(s) running the latest Exchange Service Pack and or Rollups?
- d. Is Circular Logging disabled on the mailbox databases?

ANSWER:

- a. Are there any Legacy Attributes (Exchange 2003, MS Mail, etc) remaining in Active Directory? **Answer:** Probably so. The current Exchange 2010 was upgraded from Exchange 2003.
- b. Are the Exchange Server(s) running the latest Operating System Updates? **Answer:** Yes.
- c. Are the Exchange Server(s) running the latest Exchange Service Pack and or Rollups? **Answer:** Yes.
- d. Is Circular Logging disabled on the mailbox databases? **Answer:** Yes.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR F:

QUESTION 1:

(RFP Language) One section of the RFP states “41,000 students with approximately 8,000 faculty and staff. The University wants to migrate its email accounts from an on premise Exchange 2010 (SP3) email system for all faculty/staff (employees)”.

Another states “The University of South Carolina (USC) currently has an on premise Exchange 2010 (SP3) email system for all faculty and staff (employees). There are approximately thirty thousand (30,000) provisioned mailboxes, although not all of them are being used.

(Question) The first paragraph lists migrating 8,000 mailboxes into an existing O365 tenant. The second mentions 30,000 provisioned mailboxes.

Please provide the exact number of on-premises mailboxes that need to be migrated to O365. Please provide the exact number of identities that need to be merged/joined.

For the total number of mailboxes to be provisioned, please provide the number of mailboxes that fall within the following size categories:

| |
|--------------------------|
| 0-100 MB (Small) |
| 101- 500 MB (Regular) |
| 501- 4.25 GB (Large) |
| 2-4.25 GB (X Large) |

ANSWER: There are approximately 30,000 on premise mailboxes that need to be migrated to the USC Office 365 tenant. There are approximately 5000 of these on premise mailboxes that belong to students who also have email in Office 365. These 5000 mailboxes need to be merged.

QUESTION 2:

(RFP Language) “In September, 2013, the student email system was migrated from Live@edu to Office 365. To provide existing functionality, a second “student email only” dedicated Active Directory forest was set up. This new Active Directory is synced from the production Active Directory using Microsoft Forefront Identity Manager (FIM), which is then synced via DirSync to the existing Office 365 tenant”.

(Question) Are any accounts crested directly in Student forest?

Does a “human” potentially have 2 Active directory accounts, 1 in Students and 1 in Production AD?

ANSWER: Students and Employees that have Office 365 accounts have an AD account in both forests. The account in the “Students” Forest is only used to sync to Office 365. The account is not authenticated against.

QUESTION 3:

(RFP Language) “Custom code and scripts exist on the FIM server which ensures that the correct subset of users get correctly provisioned and licensed in Office 365”.

(Question) Can you describe the “Custom code, e.g. Powershell or possibly graph, etc.

ANSWER: This is FIM extensions, and some PowerShell.

QUESTION 4:

(RFP Language) “Starting in June, 2015, due to USC Security requirements to provide a secure file sharing mechanism, employee accounts are now being provisioned to the same Office 365 Tenant for use with OneDrive for Business. All Office 365 accounts are licensed for OneDrive for Business, Office ProPlus, and Office OnLine. The employee accounts are not licensed for Office 365 Exchange email”.

(Question) Are there any accounts that are not at least sync’d to O365, facility perhaps?

Does employee mean facility and staff

ANSWER: Yes, Retirees and Resources are not synced to Office 365 yet. Yes, employee means faculty or staff.

QUESTION 5:

(RFP Language) “Part of the process would involve configuring a test system in a Hybrid configuration to verify steps and functionality prior to configuring the production environment.

(Question) Does this mean we will be standing up a test lab to a test tenant? If so to what extent?

ANSWER: USC is currently setting up a test system with a test Exchange, AD, and Office 365 tenant.

QUESTION 6:

(RFP Language) USC needs to plan for and understand changes in Distribution Lists, Address Lists, Contacts, etc. to be able to communicate changes to the customers.

(Question) Where do distribution lists live today, on premise if so which forest or directly in O365?

ANSWER: Distribution Lists are only in the on premise Exchange email system, so in the production AD.

QUESTION 7:

(RFP Language) Modifications to the current Office 365 account provisioning will be needed to accomplish desired changes in account provisioning, to accommodate account transitions and updates, and changes to email addresses.

(Question) Does this provisioning code reside in FIM today?

Is FIM portal in use?

Can you describe provisioning cases and deprovisioning cases?

Are you expecting custom O365 attributes set such as Mailbox size, Active Sync policies, etc.?

ANSWER: Yes. As an overview, FIM looks for new users and changes to a subset of users in the Production AD, and acts on those changes. Only preferred Active students and employees currently get provisioned to Office 365 (not resource accounts or Retirees). The UPN used is based on a student's campus, or an employee's current on premise email address. If a student changes campus, additional email addresses get created in the Office 365 account. If an employee becomes a student, the UPN changes, and an email account gets licensed and created.

Are you expecting custom O365 attributes set such as Mailbox size, Active Sync policies, etc.? **Answer:** Not sure. USC needs more information about this to answer.

QUESTION 8:

(RFP Language) Automatically provision employee, student, retiree, affiliate, and resource email accounts, and add correct email address depending on role. Student workers will not have two separate email accounts, but may have multiple email addresses.

(Question) Are you looking for a custom web interface to users provisioning to achieve the "and add correct email address depending on role" goal?

ANSWER: No custom web interface. Email addresses should be added automatically based on specific USC attributes like Home department, or ID status.

QUESTION 9:

(RFP Language) Proposed Solution and Project Plan – Provide a project plan, with design, configuration and implementation phases that include processes and documentation of the following categories: Items 1-7 and 8g and 8h in the Requirements

(Question) As the response is being provided hard copy, please confirm the project plan can be represented within the response that defines the phases of work and the order in which the major activities will take place.

ANSWER: This is fine.

QUESTION 10:

(RFP Language) Questions must be received by February 23rd.

(Question) Given that question most likely won't be answered until the week of the 29th and hard copy responses are requested, will the University grant a 2 week extension?

If not, will the University change the requirement to make electronic submission acceptable?

ANSWER: After careful consideration, the University has decided to extend the Deadline for Receipt of Bids to 3:00 PM on March 7, 2016.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR G:

QUESTION 1: Do you know the school's current bandwidth?

ANSWER: 10Gbps to Internet2 member institutions, 3Gbps to commodity Internet. Typically on any given day, Internet utilization reaches a maximum of 6Gbps utilization.

QUESTION 2: Do you know if USC has FIM - Microsoft Forefront Identity Manager?

ANSWER: Yes.

QUESTION 3: What level of licensing do you want to propose in the response?

ANSWER: USC is not requesting licensing in this bid. USC will procure any necessary licensing required to migrate email to Office 365.

QUESTION 4: When will USC provide the Q&A document?

ANSWER: The questions received from interested vendors and the answers supplied by the University are included in this amendment.

THE FOLLOWING CLAUSE HAS BEEN ADDED TO SECTION VII. TERMS AND CONDITIONS – B. SPECIAL OF THE SOLICITATION:

INDEMNIFICATION - INTELLECTUAL PROPERTY (JAN 2006): (a) Without limitation and notwithstanding any provision in this agreement, Contractor shall, upon receipt of notification, defend and indemnify the State, its instrumentalities, agencies, departments, boards, political subdivisions and all their respective officers, agents and employees against all actions, proceedings or claims of any nature (and all damages, settlement payments, attorneys' fees (including inside counsel), costs, expenses, losses or liabilities attributable thereto) by any third party asserting or involving an IP right related to an acquired item. State shall allow Contractor to defend such claim so long as the defense is diligently and capably prosecuted. State shall allow Contractor to settle such claim so long as (i) all

settlement payments are made by Contractor, and (ii) the settlement imposes no non-monetary obligation upon State. State shall reasonably cooperate with Contractor's defense of such claim. (b) In the event an injunction or order shall be obtained against State's use of any acquired item, or if in Contractor's opinion, the acquired item is likely to become the subject of a claim of infringement or violation of an IP right, Contractor shall, without in any way limiting the foregoing, and at its expense, either: (1) procure for State the right to continue to use, or have used, the acquired item, or (2) replace or modify the acquired item so that it becomes non-infringing but only if the modification or replacement does not adversely affect the specifications for the acquired item or its use by State. If neither (1) nor (2), above, is practical, State may require that Contractor remove the acquired item from State, refund to State any charges paid by State therefor, and take all steps necessary to have State released from any further liability. (c) Contractor's obligations under this paragraph do not apply to a claim to the extent (i) that the claim is caused by Contractor's compliance with specifications furnished by the State unless Contractor knew its compliance with the State's specifications would infringe an IP right, or (ii) that the claim is caused by Contractor's compliance with specifications furnished by the State if the State knowingly relied on a third party's IP right to develop the specifications provided to Contractor and failed to identify such product to Contractor. (d) As used in this paragraph, these terms are defined as follows: "IP right(s)" means a patent, copyright, trademark, trade secret, or any other proprietary right. "Acquired item(s)" means the rights, goods, or services furnished under this agreement. "Specification(s)" means a detailed, exact statement of particulars such as a statement prescribing materials, dimensions, and quality of work. (e) Contractor's obligations under this clause shall survive the termination, cancellation, rejection, or expiration of this Agreement. [07-7B103-1]