Solicitation Information
January 10, 2013

RFP # 7459235

TITLE: State of Rhode Island Hosted Email, Communications, and Collaboration Services

Submission Deadline: **Thursday, February 14, 2013 at 10:00 AM (EST)**

Questions concerning this solicitation must be received by the Division of Purchases at
rfp.questions@purchasing.ri.gov no later than Monday, January 28, 2013**.** Questions should be submitted
in a *Microsoft Word* attachment. Please reference the RFP# in the subject of all correspondence.
Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the
responsibility of all interested parties to monitor the website and download this information.

SURETY REQUIRED: **NO**

BOND REQUIRED: **NO**

Daniel W. Majcher, Esq.
Assistant Director, Special Projects

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov.

<u>**NOTE TO VENDORS:**</u>

Offers received without the completed three-page RIVP Generated Bidder Certification Form attached
may result in disqualification. This form is available at www.purchasing.ri.gov.

<u>THIS PAGE IS NOT A BIDDER CERTIFICATION FORM</u>

Table of Contents

1.0 INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Division of Information Technology is soliciting proposals from qualified firms for Hosted Email, Communications, and Collaboration services for the Department of Administration's Division of Information Technology (DoIT), in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at: *http://www.purchasing.ri.gov*

The State's intent is that this procurement will result in a Statewide Master Purchase Agreement for Hosted Email, Communications, and Collaboration services with the Department of Administration's Division of Information Technology (DoIT) as the Contract manager for use by the State Executive Branch and Branch agencies as well as Cities, Towns and other agencies should they desire to utilize such services.

Email services have been identified as an opportunity to realize cost savings and add additional service capabilities for State employees. Email services are changing rapidly to an ecosystem of communication options and rich collaboration and sharing environments. Email services in a hosted environment have changed with industry requirements to offer a more robust collaborative tool than was possible in previous years.

A government client only public cloud hosted email system offers substantial opportunities for cost savings and for making new services available to State employees that can enhance productivity. Ability to enhance security features including compliance with Federal standards such as FISMA, HIPAA, CJIS, etc., consistent global application of security patches, and reduced risk of email intrusion. The ability to add features to the State email environment and make rapid changes and updates to email and related applications is a large benefit. These are services that appear to be opportunities to effectively use cloud providers. This offers the potential for greater security and accessibility than the State can now provide, and at potentially lower cost.

Responses to this RFP for Email, Communication, and Collaboration Solutions will include:

- **Messaging**: Includes e-mail/calendaring/resource scheduling, voice mail, and related messaging capabilities;

- **Conferencing**: Includes audio, video, and Web conferencing, and integrated desktop conferencing solutions;

- **Instant Messaging**/**Presence**: Includes Instant Messaging (IM), presence, and rich presence aggregation (the ability to aggregate and publish presence and location information from multiple sources); and

- **Applications**: Includes applications that have integrated communication functions; including office collaboration suites (e.g. word processing, spreadsheets, etc.), notification, and integration with mobile device platforms in a consolidated communications enabled environment.

This is a Request for Proposals, not an Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.

4. Proposals are considered to be irrevocable for a period of not less one hundred eighty (180) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov .

9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.

10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.

11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP. It is the responsibility of all potential offerors to monitor the website and be familiar with any changes issued as part of an addendum.

12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090 or Raymond.lambert@hr.ri.gov .

13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).

14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website at www.mbe.ri.gov or contact charles.newton@doa.ri.gov .

1.1 Background and History

The State of Rhode Island has historically operated a premise based hybrid Novell GroupWise and Microsoft Exchange email solution for approximately 15 years. This solution is currently deployed across State Executive branch agencies in approximately 8 GroupWise systems with 22 GroupWise post offices and 7 Exchange systems with

approximately 7,000 total licensed users. Email services have been targeted as a mission critical service that has potential for increased efficiency and cost savings for the State. Looking at a new approach for email services is driven by:

- The need to address new agency requirements for email and related services.
- Complexity and costs of the current State premise implementation, and the need to upgrade to leverage new technologies.
- Dissatisfaction with the current premise solution and technology obsolescence.
- Integration difficulty with mobile devices.
- Ongoing infrastructure cost (Servers, SAN, Data Center, Licensing)
- Difficulty maintaining the email archive and providing reliable access to archived messages in compliance with the Public Records requests, and ongoing litigation and e-discovery requirements.
- Need of many agencies for a more robust and standard email system that also integrates with new messaging services.
- Greater ability for instant messaging and calendaring that can be shared internally and with external business partners and citizens.
- The need for collaboration tools that enhance the abilities of employees to share document development and communication in a secure environment.

This government client only public cloud hosting approach is consistent with a cloud services model that is consistent with the requirements of the State, and directly supports the Governor's objectives to increase efficiency and effectiveness of IT services.

1.2 Purpose

The State is seeking a replacement for its existing premise hosted GroupWise and Exchange Email, Contact, and Calendaring and Scheduling environment. It is the desire of the State to migrate to an external government only public cloud hosted environment. It is the intent of the State to reduce costs and add additional services and capabilities that are best delivered in an externally hosted public multi-tenant single email platform environment. The State wants new capabilities for State employees that can be added with a feature rich and innovative e-mail, communication, and collaboration environment.

1.3 Transition Plan to Proposed Solution Provider

This solicitation addresses both the procurement of a new Email Communication and Collaboration Environment, and migration and transition from the existing infrastructure to the successful Respondent solution. Migration requirements are comprehensive. The project implementation plan must reflect timeliness, with minimum disruption to the business and related processes, and it must thoroughly address any and all application related issues defined associated with email and calendaring. Detailed requirements for this plan are described in section 4.0.3.

1.4 Architectural Premises

Architecturally it is the desire of the State to implement email, communication and collaboration services in a government clients only public cloud hosted environment to optimize scalability and leverage cloud resources.

The architecture must provide for the ability to implement a hybrid solution which affords the State the opportunity to host a percentage of the user population on premise and the remaining percentage of users in the government clients only public cloud hosted environment. For the purposes of this solicitation it should be assumed a 80% Cloud and 20% On Premise.

State will supply the hardware required for the On-Premise portion of the solution based on specification supplied by the Respondent.

The State will assume responsibility for on-premise administration after completion of the migration. Licensing, Implementation, and migration services for both the public cloud and on-premise is the responsibility of the Respondent.

Migration to the new solution must be planned in a way which provides for the co-existence with the current contact addressing and email systems.

Fundamental to any hosted email, communication, and collaboration proposal must be the availability of well-documented Application Programming Interfaces (APIs) for use with existing and future applications that utilize Respondent services.

The hosted email communication and collaboration implementation must take into account and add value and capability to existing infrastructure and must not have a significant architectural impact on existing deployed architectures.

The diversity of the State architecture and the multiple demands for different types of services favors solutions that have a great deal of flexibility and can be quickly deployed leveraging existing State data and application environments.

The State uses Microsoft Active Directory as its master directory infrastructure and expects to be able to integrate the vendor solution with that directory. The Vendor solution must leverage only the Enterprise Active Directory structure (the remaining current active directory structures should not be used for authentication once migrated.)

There are a number of agencies whom will remain on Novell Netware and are not planned to be migrated to Active Directory during this migration but require the services outlined in this RFP.

Current State Information is supplied within APPENDIX A.

1.5 Definitions

E-discovery is the collection, preparation, review and production of electronic documents in litigation discovery. This includes e-mail, attachments, and other data stored on a computer, network, backup or other storage media. E-discovery includes metadata.

Email record is email that is work-function related; has administrative, legal, fiscal, or historic value; and include the text/content of the message and all of the accompanying contextual information that the e-mail system tracks, such as who sent it (their full name plus e-mail address), when it was sent, who received it, when it was opened, any distribution lists used, etc. Metadata and attachments are just as necessary to the record as is the text.

Access to Public Records - CHAPTER 38-2, is the State's open records law. It's describes the public's right to access to public records and the individual's right to dignity and privacy are both recognized to be principles of the utmost importance in a free society. The purpose of this chapter is to facilitate public access to public records. It is also the intent of this chapter to protect from disclosure information about particular individuals maintained in the files of public bodies when disclosure would constitute an unwarranted invasion of personal privacy. See the chapter at:
http://webserver.rilin.state.ri.us/Statutes/TITLE38/38-2/INDEX.HTM

Retention: Diversity of content and purpose of electronic mail messages and associated documents means that no single retention period can adequately accommodate the different business, legal and other requirements of all documents. Consult appropriate records retention schedule (General Records Schedule or agency specific schedule) to identify matching record series and determine applicable retention period.) See www.sos.ri.gov/archives/guidelines

Ability to referred to in sections 4.0 and 5.0 shall mean that the functionality must be inherent to the solution and no additional fees or licensing is required to utilize.

Standard Mobile Devices: Apple iOS devices, Android Devices, Blackberry Devices, and Microsoft Windows Mobile devices.

2.0 ORGANIZATION OF RFP RESPONSES

These guidelines *must* be followed when preparing a response.

2.1 Responses

One of the objectives of this RFP is to make proposal preparation easy and efficient, while giving Respondents ample opportunity to highlight their proposals. The evaluation process must also be manageable and effective. When a Respondent submits a proposal, it shall be considered a complete plan for accomplishing the tasks described in this RFP and any supplemental tasks the Respondent has identified as necessary to successfully complete the obligations outlined in this RFP.

The proposal shall describe in detail the Respondent's ability and availability of services to meet the goals and objectives of this RFP as stated in Sections 3.0 through 6.0 Proposals shall:

• Include a transmittal letter to confirm that the Respondent shall comply with the requirements, provisions, terms, and conditions specified in this RFP.

• Include the signed Offer Form with the complete name, address, and e-mail of the Respondent's firm and the name, mailing address, telephone number, and FAX number of the person the State should contact regarding the Respondent's proposal.

• If subcontractors will be used, a statement from each subcontractor must be appended to the transmittal letter, signed by an individual authorized to legally bind the subcontractor, and State:

    a.   The general scope of work to be performed by the subcontractor; and,
    b.   The subcontractor's willingness to perform the work indicated.

• Confirm that the Respondent will comply with all of the provisions in this RFP.

    a. Provide all of the information requested in this RFP in the order specified; and,
    b. Have a Table of Contents adequately identifying the contents of each section and page numbers of major subsections. The proposal shall be organized into sections, following the exact format using all titles, subtitles, and numbering, with tabs separating each section described below. Each section must be addressed individually and pages must be numbered. **(Note Part 6: Pricing must be delivered in a separate sealed response to the bid for Division of Purchasing evaluation and scoring):**

      (1)   Executive Summary
      (2)   Required Business Qualifications (Section 3)
      (3)   Technical Requirements (Section 4-4.0.2)
      (4)   Project Plan (Section 4.0.3)
      (5)   References, Experience, and Resumes (Section 5)
      (6)   Pricing (Section 6)
      (7)   Exceptions
      (8)   Support Materials

Proposals must be submitted on the most favorable terms available to the State from both a price and technical standpoint. ***Respondents should not assume that they will be given an opportunity to improve or otherwise revise their proposals.*** Respondents must also agree to comply with all local, State, and federal statutes, regulations, and executive orders applicable to this procurement and any resulting agreement.

2.1.1 Respondent Review of RFP

Each Respondent will be presumed to have fully and carefully read and understood this RFP in all aspects, and to be thoroughly knowledgeable regarding its content. The failure or omission of any Respondent to answer all questions and meet the requirements of this RFP may result in disqualification. Omissions or oversights shall in no way relieve the Respondent from any obligations with respect to its proposal or the agreement. It is also the obligation of each Respondent to ensure that its proposal complies both in form and substance with the requirements of this RFP. The State reserves the right, at its sole and exclusive discretion, to reject any proposal that does not conform to those requirements.

2.2 Economy of Presentation

Proposals shall not contain promotional materials. Proposals shall only address the requirements of this RFP. All questions posed by the RFP shall be answered concisely and clearly. Failure to comply with this requirement may result in summary disqualification of the proposal.

2.3 Term of Contract

The initial term of the contract will be five (5) years. At the State's sole discretion, the State may extend this contract with the successful Respondent for three (3) two-year extensions. Therefore, there is the potential that this award may result in a ten year contract.

2.4 Evaluation Criteria

2.4.1 Requirements—Mandatory and Desired Requirements

Sections 3.0 through 6.0 describe the requirements of this RFP. The individual requirements are designated "(M)" for mandatory or "(D)" for desired requirements.

The requirements designated as (M) are considered mandatory by the State, and the awarded Respondent shall be obligated to comply with the mandatory requirements. For each requirement designated as (M) Respondents must indicate with "Supported" and a description or explanation, or "Not Supported." Limitations or alternative means that meet the requirement may be described. While Respondents may provide an explanation of any of its entries of "Not Supported," the entry of a "Not Supported" response may result in the rejection of the proposal. Respondents are free to propose revisions to the mandatory requirements up to the date set for the Deadline to Submit Written Questions in Section 8.9. Unless otherwise revised by an addendum, mandatory requirements, as set forth in the RFP, are firm. The State at its own discretion may modify any mandatory requirements, should they be deemed, unsupportable by one or more Respondents.

The items designated as (D) are considered by the State to be desirable requirements. Respondents are invited to include no cost enhancements to these desirable requirements in their proposals by providing a description of the enhancement. The description must be accompanied by an explanation of how the enhanced approach will satisfy the desirable requirements and how the enhancements will benefit the State, Agency Partners, and the public. To respond to the (D) items, the Respondent *must* include an attachment listing the section number of the (D) requirement, the text of the (D) requirement as stated in the RFP, the explanation of the Respondent's approach to meet the desirable requirements, and the benefits of any proposed enhancements. Any proposed enhancement shall be in addition to the desirable requirements and shall not be deemed to relieve the Respondent of the opportunity of providing the desirable requirements as originally described.

Respondents shall provide a response for each of the requirements in sections 3.0 to 5.0, in the order given, using the same numbering scheme. At the end of each section, Respondents are encouraged to describe additional services or resources that would exceed the basic requirement and further enhance the services that could be offered to State users. Exceptions, if any, should be noted in a separate section.

The winning proposal will be evaluated on technical capability, completeness of solution, past performance, and price. All evaluation factors other than cost or price, when combined, are worth 70% of the total score. Cost or price comprises the remaining 30% of the possible score. Respondents are encouraged to provide an Executive Summary of their responses to Sections 3.0 through 5.0 for ease in evaluating responses.

2.4.1.1 Phase One

Proposals will first be checked to make sure that they meet the required business qualifications detailed in Section 3.0. Respondents must affirm compliance with all Phase One requirements. Exceptions, if any, should be noted.

2.4.1.2 Phase Two

The Mandatory and Desirable Technical Requirements, Project Management and Implementation, and References and Experience sections, will be evaluated separately from the final Cost Proposal. The State will evaluate each response item in Sections 4.0 through 5.0 and assign a numerical value that indicates the degree to which the State believes that the response meets or exceeds the requirement. The sum of the values derived from this calculation will be used to determine the total point score to rank the proposals. Offerors who score below fifty (50) points on the technical section will be dropped from consideration and will not have their cost proposal considered.

2.4.1.3 Phase Three

Only Offerors achieving a threshold score of fifty (50) technical points out of a maximum seventy (70) will have their cost proposal opened and considered. Each respondent is required to submit a completed Pricing Worksheet (see Appendix B – Pricing Worksheet).   The State scores Sections 6.0.1.1 using the following cost formula:

Cost Element	Weight	Available Points Out of 30
Bundle #3 Pricing (1-8)	65%	19.5
Fixed Implementation Costs (11)	20%	6
On Premise Licensing (9)	15%	4.5

The points assigned to each Respondent's cost proposal will be based on the lowest proposal price per cost element. The Respondent with the lowest proposed price per cost element will receive 100% of the price points for that element. All other Respondents will receive a portion of the total cost points based on what percentage higher their proposed price is than the lowest proposed price.

Formula for determining score for Pricing section:

((Low Unit Cost Bundle #3 Average of Years 1 - Year 5)/Vendor Bid) * (65%*30 Points)

+   (Low Fixed Implementation Bid / Vendor Bid) x (20%*30 Points)   +

((Low On Premise Licensing of Years 1 - Year 5)/Vendor Bid) * (15% * 30 Points)

= Total out of a maximum of 30 Points

The State reserves the right to invite some, any or all Respondents to make a formal presentation to the State regarding their specific proposal. The State, at its sole discretion, may award the contract without a formal presentation from any Respondent(s).The Scoring Evaluation components and values are detailed in the Scoring Evaluation Worksheet that follows:

The Review Committee will be commissioned to evaluate and score all proposals that are complete and minimally responsive using the criteria described. The evaluation of any item may incorporate input from sources other than the Offeror's response and supplementary materials submitted by the Offeror. Those other sources could include assessments made by evaluators based on findings recorded from reference checks (including but not limited to those supplied by the Offeror), prior experience with or knowledge of Offeror's work, responses to follow-up questions posed by the State and/or oral presentations, demonstrations and interviews. The State may elect to use any or all of these evaluation tools.

The State may contact any, all or some of the Offerors with questions and clarifications at any point during the process and at its own discretion. Prior to the opening of cost proposals, the review team may adjust the technical score of any Offeror after receiving clarification.

The Review Committee will present written findings, including results of all evaluations, to the State Purchasing Agent or designee, who will make the final selection for this solicitation on behalf of the Division of Taxation. When a final decision is made and a contract awarded, a notice will be posted on the Rhode Island Division of Purchasing web site.

Because the evaluation takes into consideration both the technical and cost components in a value based approach, the lowest costing Offeror may not necessarily be awarded the contract.

Notwithstanding anything above, the Division of Purchases reserves the right to unilaterally: 1) accept or reject any, or all, bids, proposals, and/or award on cost alone; 2) cancel the solicitation; 3) waive any technicality in order to act in the best interest of the State; and 4) to conduct additional negotiations as necessary in the interests of the State.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not be considered further. The State, at its sole option, may elect to require presentation(s) by Offerors in consideration for the award as described. An award will not be made to a contractor who in the sole opinion of the State is neither qualified nor equipped to undertake and complete the required work within the specified time.

The State reserves the right to determine priority among services offered and may not contract for all services indicated here in an initial contract.

The State may, at it sole discretion, request certifications or affirmations, as appropriate.

The Review Committee will provide an evaluation memo to the Division of Purchases outlining the selection process, providing the scores and issuing a recommendation. The Division of Purchases will review and then tentatively select a Respondent(s) who will be required to finalize a contract and meet any other requirements stated herein and/or required by law. Once all requirements are satisfied, the Division of Purchases, in its sole judgment, will issue a Purchase Agreement to the selected Offeror. Only once a Purchase Agreement is issued, shall the selected Respondent(s) proceed with the work stated herein.. One a Purchase Agreement is issued, the Division of Purchases will post on its website notice that an award was issued.

2.4.2 Review Criteria

		Possible Points	Score
4.0	**Responsibilities and Scope of Work**	**45**	
4.0.1	General Requirements	5	
4.0.2	Technical Requirements	25	
4.0.3	Project and Implementation Plan	15	
5.0	**References, Experience & Financials**	**25**	
5.0.1	Experience	15	
5.0.2	References	5	
5.0.3	Financials	5	
6.0	**Cost Summary**	**30**	
	Total Evaluation Points	**100**	

Only Offerors achieving a threshold score of fifty (50) technical points out of a maximum seventy (70) will have their cost proposal opened and considered

2.5 Intent to Award

It is the intent of the State to make a single award under the terms of this RFP. However, based on the proposals presented, the State reserves the right to issue multiple awards in the best interests of the State.

2.6 Pricing

Requirements for cost proposals are detailed in a Section 6 of this RFP.

3.0 REQUIRED BUSINESS QUALIFICATIONS

All Respondents must organize their responses so the level of compliance with Section 3.0 is clearly identified. Failure to do so may disqualify a Respondent's proposal from later evaluation phases. All of these requirements must be met to proceed to Phase 2 evaluation. Qualifications are acceptable only as clarifications to otherwise compliant statements.

3.1 General Business Requirements

(M) Respondents *must* indicate their acceptance of the State of Rhode Island Standard Terms and Conditions attached to this RFP. Any exceptions to these terms and conditions must be noted. Significant exceptions may constitute grounds for rejecting Respondent proposals. Negotiation of exceptions will take place after a conditional award to the Respondent.

The State reserves the right to require additional terms and conditions when entering into individual engagements with Respondent(s).

1. *Warranties*
    a. **Errors or Defects in the Solution**: In case of any error or defect in the Solution arising from Company's acts or omissions, Company shall promptly cause such error or defect to be corrected at no additional cost to STATE OF RHODE ISLAND. Company shall be responsible for the cost of repairing any damage it causes during its performance of any related installation services. STATE OF RHODE ISLAND reserves the right to withhold any payments until the repair is made, in an amount equal to the damage incurred.
    b. **Work Product**: Company warrants and represents that it has the right to transfer ownership to STATE OF RHODE ISLAND of Company's work product performed hereunder, and that such work product hereunder shall

not infringe any other party's proprietary property rights, tangible or intangible or other interests.

c. Additionally, your company represents and warrants that for the full duration of any resulting contract, all services provided under any resulting Agreement(s) perform in the manner and functionality as described.

2. ***Indemnification*** Your company shall defend, indemnify, and hold harmless STATE OF RHODE ISLAND and each of its employees, partners, affiliates, subsidiaries, and member firms, and shall pay, as incurred, all damages, costs, fees, and expenses (including reasonable attorney's fees, and lost executive time) arising out of the performance or non-performance or alleged breach of any resulting contract, including without limitation, any claims, actions, suits, or other proceedings:

   a. Alleging facts which, if true, would cause your company to be in breach of the section entitled Infringement;

   b. Relating to a breach by your company of any of its other representations, warranties, agreements, or covenants under any resulting contract; or

   c. Relating to any act or failure to act by any company personnel while on the premises of STATE OF RHODE ISLAND.

   d. STATE OF RHODE ISLAND shall provide to your company notice of any such action within a reasonable time upon receipt of knowledge of the same. In connection with any claim made by a third party, your company shall bear the expenses of defending such claim (regardless of whether the allegations supporting such claim are finally determined to be true) and, at its option, may assume the defense of any such action and all negotiations for its settlement or compromise (it being understood that your company shall not enter any settlement without the consent of STATE OF RHODE ISLAND), provided, further, however, that if your company does not, within ten (10) days of receiving such notice from STATE OF RHODE ISLAND, select counsel to defend such claim or action, and such counsel shall be rated AV in the Martindale and Hubbell Law Directory, then STATE OF RHODE ISLAND may through counsel of its choice, select counsel to defend. Each party shall keep the other party fully informed about all material information regarding any claim covered under this section. During the pendency of any claim against your company or STATE OF RHODE ISLAND, STATE OF RHODE ISLAND may withhold payment of any sums otherwise required to be paid hereunder.

3. ***Confidentiality***

   a. **Definition.** Confidential Information shall mean the proprietary and confidential information of either party, which shall include, without limiting the generality of the foregoing, this RFP, any and all data collected, any

resulting contract from this RFP, and all other information, know how, marketing and development plan, techniques and materials, State of Rhode Island names, State Of Rhode Island employee names and other information related to State Of Rhode Island personnel, State of Rhode Islands, price lists, State Of Rhode Island service plans, guidelines and financial information, and methodologies and tools, which are not generally known to the public. Notwithstanding the foregoing, no information shall be deemed to be Confidential Information if the receiving party can demonstrate that such information:

    i.   Is disclosed to the receiving party by a third party without the imposition of any obligation of confidentiality

    ii.   Becomes known to the general public without fault of the receiving party;

    iii.   Is developed by any employee or partner of the receiving party under any resulting contract who had no access to any information disclosed to such party under any resulting contract; or

    iv.   Was previously known by the receiving party.

4. ***Nonperformance*** In the event of any resulting contract, your company will be bound by the following terms relative to nonperformance:

    a. Your company shall correct all nonperformance upon verbal notification by State Of Rhode Island.

    b. If your company is not responsive to the verbal notification, State Of Rhode Island shall correct the nonperformance by using another company, or by any means it deems necessary and reasonable.

    c. In the event of nonperformance of your company's response time obligations as committed to, State Of Rhode Island shall, at its option, take any one of the following actions:

        i.   Obtain a one hundred percent (100%) credit against charges relative to said incidence of nonperformance;

        ii.   retain another company to remedy the nonperformance; and

        iii.   Terminate the contract for failure to meet response time obligations on three (3) consecutive occasions or two (2) or more times in any given month.

    d. In any event of nonperformance, State Of Rhode Island may terminate the contract upon written notification to your company.

    e. Your company shall be considered in default of any resulting contract as aforementioned, or if there is any evidence of negligence regarding any

aspect of the execution of the work to be performed. Your company shall be considered in default if any provision of this RFP or any resulting contract is not satisfied.

f. In the event of termination for default, STATE OF RHODE ISLAND shall have against your company all remedies provided by law and equity.

5. **Right Of Termination** In the event of any contract resulting from this RFP, STATE OF RHODE ISLAND reserves the right to terminate the resulting contract, rental or lease of equipment, service, maintenance, or support arising from such resulting contract, at any time with or without cause, upon thirty (30) days' written notice, and seek a pro rata reimbursement for unperformed future services.

6. **Assignment** Your Company shall not delegate or assign, in whole or in part, any resulting contract, whether voluntary, involuntary, or by operation of law, without the prior written consent of STATE OF RHODE ISLAND.

    a. Upon STATE OF RHODE ISLAND'S consent to the foregoing, your company warrants that all said successors shall comply with any and all obligations arising under any resulting contract and shall be liable for all non-waived obligations breached by your company. Furthermore, your company warrants that as a condition to any of the foregoing, your company shall covenant with each successor in writing that said successor shall be liable for any and all obligations arising from any resulting contract and for any non-waivable breach committed by your company in the past.

    b. At STATE OF RHODE ISLAND'S option, any such delegation, or assignment made without STATE OF RHODE ISLAND'S written consent shall relieve STATE OF RHODE ISLAND of its obligations arising as a result of a contract between STATE OF RHODE ISLAND and your company.

7. **Right Of Refusal** Your proposal shall be submitted as response to this RFP that sets forth the proposed terms and conditions to be included in any resulting contract. Regardless of the outcome of the evaluation, STATE OF RHODE ISLAND shall not be under any obligation to contract for a Solution from you or any other company who has submitted a proposal.

    a. STATE OF RHODE ISLAND reserves the right to reject any and all proposals that are not in accordance with its goals, interests or in conformity with the instructions found herein. Even if all the requirements are met, STATE OF RHODE ISLAND reserves the right to reject your proposal, or that of any other company who has submitted a proposal.

    b. Proposals shall be evaluated based upon discounted rates, fees, quality of Services solution, responsiveness to the RFP, your company's qualifications, and experience. The company to be selected will, in the sole opinion of STATE OF RHODE ISLAND, best fulfill the requirements of this RFP.

c. STATE OF RHODE ISLAND may, during the course of the evaluation, enter into negotiations with more than one (1) company simultaneously.

d. Please note, no party will be permitted to submit a "re-bid". All responses to this RFP shall be considered final.

8. SECURE PROTECTION AND HANDLING OF DATA

a. **Network Security:** Vendor agrees at all times to maintain network security that - at a minimum - includes: network firewall provisioning, intrusion detection, and regular third party penetration testing. Likewise vendor agrees to maintain network security that conforms to one of the following:

   i. Those standards the State of Rhode Island applies to its own network, as found at http://www.doit.ri.gov/admin/itp/index.php and elsewhere;

   ii. Current standards set forth and maintained by the National Institute of standards and Technology, includes those at: http://checklist.nist.gov/repository/1023.html and http://checklist.nist.gov/repository/;

b. **Data security:** Vendor agrees to protect and maintain the security of the State of Rhode Island data with protection that is at least as good as or better than that maintained by the State of Rhode Island. These security measures include maintaining secure environments that are patched and up to date with all appropriate security updates as designated, for example Microsoft Notification.

c. **Data Transmission:** Vendor agrees that any and all transmission or exchange of system application data with the State of Rhode Island and/or any other parties expressly designated by the State of Rhode Island, shall take place via secure means, e.g. HTTPS or FTPS.

d. **Data Storage:** Vendor agrees that any and all State of Rhode Island data will be stored, processed, and maintained solely on designated target servers and that no State of Rhode Island data at any time will be processed on or transferred to any portable or laptop computing device or any portable storage medium, unless medium is in part of the Vendor's designated backup and recovery process.

e. **Data Encryption:** Vendor agrees to store all State of Rhode Island backup data as part of its designated backup and recovery process in encrypted form, using no less than 128 bit key.

f. **Password Protection.** Vendor agrees that any portable or laptop computer that resides at any State of Rhode Island facility, has access to a State of Rhode Island network, or stores any non-public State of Rhode Island data is equipped with strong and secure password protection.

g. **Data Re-Use:** Vendor agrees that any and all data exchanged shall be used expressly and solely for the purpose enumerated in the Current Agreement. Data shall not be distributed, repurposed or shaped across other applications, environments, or business units of Vendor. Vendor further agrees that no state of Rhode Island data of any kind shall be transmitted, exchanged or otherwise passed to other vendors or interested parties except on a case-by-case basis as specifically agreed to in writing by the State of Rhode Island.

h. **Data Destruction:** The Vendor agrees that upon termination of this Agreement it shall erase, destroy, and render unreadable all State of Rhode Island data from all non-state computer systems and backups, and certify in writing that these actions have been completed within 30 days of the termination of this Agreement or within 7 days of the request of an agent of the State of Rhode Island, whichever shall come first.

9. *NOTIFICATION AND DATA BREACHES*

Vendor agrees to comply with all applicable laws that require the notification of individuals in the event of unauthorized release of personally-identifiable information or other event requiring notification in accordance with .In the event of a data breach of any Vendor's security obligations or other event requiring notification under applicable State of Rhode Island law ,Vendor agrees to assume responsibility for informing all such individuals in accordance with applicable laws and to indemnify, hold harmless and defend the State of Rhode Island against any claims, damages, or other harm related to such Notification Event.

10. *INSURANCE*

The selected vendor awarded the contract will be required to have the following Insurance when selected. **Vendors shall procure at their expense and maintain all insurance required in form and terms acceptable to State for the duration of the contract or as otherwise specified**. Before issuance of a Purchase Order Release, vendors are required to submit certificates of insurances and any required endorsements acceptable to State. Vendor shall provide State with replacement Certificate(s) and endorsements upon expiration, renewal, expiration or cancellation of the policies during the term of the contract, unless a longer period is specified. All certificates and endorsements shall reference Inserting machine RFP.

Commercial General Liability Insurance: Commercial General Liability Insurance covering bodily injury broad form property damage, personal and advertising injury, independent contractors, products completed operations, and contractual coverage. Coverage shall be written on an occurrence basis and shall extend to an agent, independent contractor, temporary worker and a leased worker. A combined single limit of $1,000,000 per occurrence and aggregate is required.

Auto Liability Insurance: Auto Liability Insurance covering all owned, non-owned or hired vehicles. A
combined single limit per occurrence of $1,000,000 will be obtained (if applicable).

Workers Compensation: Workers Compensation coverage in compliance with the workers' compensation laws of the State. Coverage shall include Employers Liability Insurance with minimum limits of $500,000 each accident, $500,000 disease or policy limit, $500,000 each employee (if applicable).

Technology Errors and Omissions Liability Insurance: Coverage to include Errors or Omissions, Product Failure, Security Failure, Professional Liability and Personal Injury. Vendor will obtain Technology Errors and Omissions Liability Insurance with minimum limits of $1,000,000 per occurrence and aggregate. Insured will include any individual who is an agent, independent contractor, leased worker or temporary worker while acting within the scope of his or her contract with the named insured on projects under this RFP. The State will be defended, indemnified and held harmless to the full extent of any coverage actually secured by the Vendor in excess of the minimum requirements set forth above. The duty to indemnify the State under this agreement shall not be limited by the insurance required in this section or in any way limit the Vendor's liability.

The Commercial General Liability Insurance, Auto Liability Insurance and the Technology Errors and Omissions Liability Insurance shall include the State, agencies, officers and employees as Additional Insured but only with respect to the Vendor's activities under the contract.

The insurance required through a policy or endorsement shall include:
A waiver of subrogation waving any right to recovery the insurance company may have against the State, it agencies, officers and employees.

A provision that Vendor's insurance coverage shall be primary as respects any insurance, self- insurance or self-insured retention maintained by the State, its agencies, officers and employees. Any insurance, self insurance or self- insured retention maintained by the State, its agencies, officers and employees shall be in excess of the Vendor's insurance and shall not contribute.

There shall be no cancellation, material change, potential exhaustion of aggregate limits or non-renewal without 30 days written notice from the Vendor or its insurer(s) to the Department of Administration, Division of Information Technology and to the Purchasing Agent. Any failure to comply with the reporting provisions of this clause shall be grounds for immediate termination of this contract.

Insurance coverage required under the contract shall be obtained from insurance companies acceptable to the Purchasing Agent.

The Vendor shall pay all deductibles, self insured retentions and/or self insurance included hereunder.

The Vendor shall disclose to the State the amount of any deductible, self-insured retention and/or self insurance. The State reserves the right to reject any such insurance as not complying based on the amount of the deductible, self-insured retention and/or self-insurance.

The Purchasing Agent reserves the right to consider and accept alternative forms and plans of insurance or to require additional or more extensive coverage for any individual requirement

3.2 Experience

(M) Respondents *must* be able to provide reference installations from a minimum of five government or commercial customers for their Government client only Public Cloud Hosted Email, Communication and Collaboration services offering. Five overall references are required, two from a State and three project specific references for installations similar to the State in size and scope are required. Any proposals from Respondents that cannot meet these requirements will not be considered.   The Respondent should provide specific contact information describing their reference installations, which may be verified.

3.3 Financial Stability

(M) The Respondent vendor *must* provide audited financial statements to the State and should meet a minimum Dun and Bradstreet (D&B) credit rating of 4A2 or better. Please provide the Respondent's D&B Number and the composite credit rating. The State reserves the right to verify this information. If a branch or wholly owned subsidiary is bidding on this RFP, please provide the D&B Number and score for the parent company that will be financially responsible for performance of the agreement. Prime contractors working on behalf of Respondents must submit financial statements that demonstrate financial stability, and adequate working capital, but do not need to meet 4A2 credit rating requirements.

3.4 Availability

(M) The Respondent *must* propose a Government Client Public Cloud Hosted Email, Communication, and Collaboration solution that will deliver availability of 99.9% or greater, inclusive of scheduled downtime required for maintenance and upgrades. Measurement shall be reported on a monthly basis with a cumulative year to date. Extra points will be awarded to respondents that can guarantee 99.99% or greater availability.

3.5 Project Management and Implementation Plan

(M) A Project Management and Implementation plan is required and *must* be submitted in accordance with Section 4.0.3 of the Respondent's proposal. Respondents must define supported services available to the State and how the Respondent will accomplish the overall migration from the existing State services to the proposed Respondent services.

4.0 RESPONSIBILITIES AND SCOPE OF WORK

4.0.1 General Responsibilities

4.0.1.1(M) The Respondent *must* provide the personnel, equipment, tools, test equipment, and expertise to meet the requirements in this RFP.

4.0.1.2 (M) The respondent must provide a test and/or proof of concept environment for evaluation by the State that verifies the respondents ability to meet mandatory requirements in section 4.0. This environment must be available within one week of the commencement of the evaluation process.

4.0.1.3 (M) The Respondent must propose to install, test, provide all products or services, and warranty the services as specified in this RFP.

4.0.1.4 (M) The Respondent *must* abide by, at a minimum, State of Rhode Island IT polices, standards, procedures and best practices as detailed at the Rhode Island Division of Information Technology. http://www.doit.ri.gov/admin/itp/index.php

4.0.1.5 (M) Computer applications and Web sites *must* be accessible to people with disabilities, and *must* comply with State accessibility policy and the Americans with Disability Act.

- Applications acquired or developed must be compliant with the Accessibility and Usability Guidelines referenced in Section 4 of the *State of Rhode Island Web Standards and Guidelines*. See http://www.ri.gov/resource/

- Applications and content delivered through Web browsers must comply with the http://www.ri.gov/resource/

- State has adopted the requirements of Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) which requires State agencies to make their electronic and information technology accessible to people with disabilities. Respondent shall submit a Voluntary Product Accessibility Template ("VPAT") for each product in its proposed solution describing how the product supports (or fails to support) the accessibility features and functions

described in Section 508. Responses to this solicitation will only be considered for further technical evaluation and award after it has been determined that the proposal adequately addresses and supports the requirements of Section 508. In accordance with Section 508 Subpart A §1194.2 (b), Agency will procure the product and services that best meet the accessibility standards of Section 508.
http://www.cdhh.ri.gov/complaints/ada.php

4.0.1.6 (M) All government records utilizing vendor's services must be maintained in compliance with the requirements of the Federal Records Act, 44 USC Chap. 33, the E Government Act of 2002, 44 U.S.C. 101, and the implementing regulations issued by the National Archives and Records Administration (NARA) at 36 CFR 1200 et seq. All government records must be maintained and stored in a manner that: (1) is an accurate representation of the facts to which the record attests; (2) protects against any unauthorized use or alteration of the record; (3) maintains the physical and logical format of the records, and the relationships between the data elements; and (4) enables the transfer of records, including their associated metadata, to new storage media or formats. All government records must be maintained so as to retain their functionality and integrity. Document "integrity" means the documents are complete and unaltered. "Functionality" means the document is kept in a usable format and, if necessary, is compatible with current hardware and software. Respondent is required to demonstrate how it ensures compliance with these requirements for its offered solution.

4.0.1.7 (M) The State has multiple agencies which are a HIPAA "Covered Entity" and Respondent must supply a Business Associate Amendment (BAA) as part of the proposed solution.

4.0.1.8 (M) Provide your capabilities to allow the State of Rhode Island to be CJIS compliant per the FBI security addendum.

4.0.2 Business Technical Requirements

4.0.2.1 Email

The Respondents' email solution shall be fully compatible with the Agency's existing email system. "Fully compatible" means that features regularly used by users shall be available and functional to the same extent when accessed and used via Respondents' Government Client Only Public Cloud services, including but not limited to the following:

4.0.2.1.1 (M) Basic email functionality, including but not limited to email filtering, send, receive, format, and attachment, and the ability to retract email messages within specified respondent system parameters.

4.0.2.1.2 (M) Ability to search all email and attachments.

4.0.2.1.3 (M) Migrate existing data in and out of the proposed solution.

4.0.2.1.4 (M) Ability to create user defined email groups and/or personal folders based on search criteria, and the ability to create system/global groups viewable to users and domains*.*

4.0.2.1.5 (M) Ability to define rules for email handling.

4.0.2.1.6 (M) Ability to retain email (Users will have the ability to maintain a minimum of 1GB in their active mailbox and no limit on the amount of email which can be stored and immediately accessible in an archive.)

4.0.2.1.7 (M) Ability for migrated emails to maintain header information including sender, recipient, date/time, cc, bcc, attachments, etc.

4.0.2.1.8 (M) Ability to send, assign and delegate tasks.

4.0.2.1.9 (M) Ability to access email system from any Internet connection (e.g. dialup, ISDN, and Broadband, including wired and wireless connections).

4.0.2.1.10 (M) Ability to delegate email functionality to another staff member (i.e., proxy assignments, including mail/phone, appointments, reminder notes, tasks, etc.).

4.0.2.1.11 (M) Ability to print stored information locally.

4.0.2.1.12 (M) Ability to define proxy access limitations (e.g., Read Write; Subscribe to Alarms and Appointments, Modify Options, Rules, and Folders), and retract and/or retrieve messages within an established time period within the State email system.

4.0.2.1.13 (M) Ability to drag and drop files and attachments into email messages.

4.0.2.1.14 (M) Ability to copy or replicate information to desktop or local storage.

4.0.2.1.15 (M) Ability to auto save draft email messages.

4.0.2.1.16 (M) Ability to synchronize email and attachments to standard mobile devices.

4.0.2.1.17 (M) Ability to add both personal signatures and notes.

4.0.2.1.18 (M) Ability to schedule or delay the delivery of email messages.

4.0.2.1.19 (M) Spell checking functionality, including automatic spell checking for free form typing.

4.0.2.1.20 (M) Describe what metadata is available and describe the users ability to view metadata for a message type.

4.0.2.1.21 (M) Ability to post reminder notes and tasks.

4.0.2.1.22 (M) (M) Ability to search for, sort or filter emails by date, sender, subject, etc.
4.0.2.1.23 (M) Ability to limit or restrict access to Statewide or mass mailing distribution lists.

4.0.2.1.24 (M) All services must be delivered via secure means (e.g. HTTPS, SSH, TLS, etc.)

4.0.2.1.25 (M) Ability to add folders to organize emails.

4.0.2.1.26 (M) Self-administration and provisioning capabilities.

4.0.2.1.27 (M) Ability to set the priority of a message by the sender.

4.0.2.1.28 (M) Ability to add a "reply requested" tag to an email message, calendar, item or task.

4.0.2.1.30 (M) Ability to provide remote printing to State facilities.

4.0.2.1.31 (M) Ability to set up restricted user accounts that are not visible to other domain users, and to send blind copy care of (bcc) to other recipients.

4.0.2.1.32 (D) Ability to scan or fax from multifunction devices to email on an enterprise level.

4.0.2.1.33 (D) Ability to selectively produce RSS feeds of emails.

4.0.2.1.34 (M) Ability to highlight, color code, or categorize emails.

4.0.2.1.35 (D) Ability to install plug-in for encryption

4.0.2.1.36 (M) Ability to send a single email to all users (i.e. approx..7500 users)

4.0.2.2 Contact Management

4.0.2.2.1 (M) Basic contact management functionality, including but not limited to last name, first name, middle initial, department, title, mobile and other phone numbers, fax number, mailing address, email address, business address, contact log, notes, groups, etc.

4.0.2.2.2 (M) Ability to synchronize contact and contact group information with standard mobile devices.

4.0.2.2.3 (M) Migrate existing data from the State's current email system in an automated function, without requiring individual users to manually export and import contacts and groups.

4.0.2.2.4 (M) Ability to categorize or group contacts, and email contact groups.

4.0.2.2.5 (M) Ability to synchronize contact information with desktop.

4.0.2.2.6 (M) Ability to share contact lists.

4.0.2.2.7 (D) Ability to use contacts to initiate a phone call from a user computer.

4.0.2.3.25 (M) Ability to define proxy access limitations (e.g., Read Write; Subscribe to Contacts, and Modify Options).

4.0.2.3 Calendaring and Scheduling

4.0.2.3.1 (M) Ability of the sender to delete, retract, or modify appointments.

4.0.2.3.2 (M) Ability to implement both per calendar and per event access controls including levels for no access, free/busy only, full details, and edit.

4.0.2.3.3 (M) Migrate existing calendar data.

4.0.2.3.4 (M) Calendaring functionality, including but not limited to appointment, notification, task, event, sharing, and ability to schedule recurring appointments.

4.0.2.3.5 (M) Ability to schedule resources, including but not limited to facilities, conference rooms, and equipment, and restrict visibility to specified resources

4.0.2.3.6 (M) Ability to manage resources by proxy (e.g., delegate calendar management, set "view only" or "edit" rights, etc.) to another staff member.

4.0.2.3.7 (M) Ability to delegate appointments, and view and schedule from "free-busy" information.

4.0.2.3.8 (M) Ability to view multiple calendars at same time (both personal and global).

4.0.2.3.9 (M) Availability of a calendar Application Programming Interface (API).

4.0.2.3.10 (M) Ability to synchronize calendars to Standard Mobile Devices with associated event and attendee data.

4.0.2.3.11 (M) Ability to view or hide appointment details, and full calendar and show non-detailed free-busy schedule as determined by each individual user.

4.0.2.3.12 (M) Ability to print calendars locally in standard formats (such as daily, weekly, monthly, etc.).

4.0.2.3.13 (M) Ability to do busy searches to find available appointment times.

4.0.2.3.14 (M) Ability to edit events that have already been posted by the originating user.

4.0.2.3.15 (M) Ability to set up multi-user calendars so managers can view team schedules.

4.0.2.3.16 (M) Ability to have shared user calendars.

4.0.2.3.17 (M) Ability to import/export calendars.

4.0.2.3.18 (M) Ability to easily add new attendee to or remove an existing attendee from an existing event.

4.0.2.3.19 (M) Ability to send appointment to an external user that will sync with other email/calendar systems.

4.0.2.3.20 (M) Ability to produce public calendars.

4.0.2.3.21 (D) Ability to publish calendars to the Web that use imbed codes and enable live calendar updates.

4.0.2.3.22 (D) Ability to manage priority of event.

4.0.2.3.23 (M) Ability to categorize events.

4.0.2.3.24 (D) Maps integration, automatic display of meeting location based on street address.

4.0.2.3.25 (M) Ability to define proxy access limitations (e.g., Read Write; Subscribe to Alarms and Appointments, and Modify Options).

4.0.2.4 Instant Messaging (IM)

4.0.2.4.1 (M) Internal (limited to State of Rhode Island domains) Instant Messaging.

4.0.2.4.2 (M) Ability for External (cross domain, including non-state domains) Instant Messaging.

4.0.2.4.3 (M) Support for IM user status and availability.

4.0.2.4.4 (M) Ability to use respondent IM solution on desktop and mobile devices.

4.0.2.4.5 (D) Support for Extensible Messaging Protocol Clients (XMPP).

4.0.2.4.6 (D) Audio and video communication with internal and external users.

4.0.2.4.7 (D) Availability of user tracking options such as presence and/or the ability to proxy IM status.

4.0.2.4.8 (D) Support for dragging and dropping files.

4.0.2.4.9 (M) Ability to archive and extract content and metadata associated with IM messages.

4.0.2.4.10 (D) Specify how instant message content is retained and if saving IM content can be designated for non-retention by the State.

4.0.2.4.11 (D) Ability to share screens.

4.0.2.4.12 (D) Ability to create <u>secure</u> static chat rooms.

4.0.2.4.13 (D) Ability for a user to join a chat initiated by a user, or with chat invitations.

4.0.2.4.12 (M) Ability to perform eDiscovery actions on IMs

4.0.2.4.13 (M) Ability to administrate user rights for this functionality

4.0.2.5 Collaboration

4.0.2.5.1 (M) Ability to create and manage folders for the files.

4.0.2.5.2 (M) Ability to collaborate with staff members that are telecommuting or otherwise away from a State facility.

4.0.2.5.3 (M) Ability to share data and files stored within the solution with a Web interface.

4.0.2.5.4 (M) Ability to share a folder of documents.

4.0.2.5.5 (M) Ability to *have multiple staff members work on common files at the same time and* maintain version control (i.e., who, what, when).

4.0.2.5.6 (M) Ability to recover or revert to prior file version.

4.0.2.5.7 (M) Availability of internal collaboration tools.

4.0.2.5.8 (M) Delegation and transfer of ownership of the files.

4.0.2.5.9 (D) Export/Import functionality for all editable file types.

4.0.2.5.10 (D) Ability to create or leverage existing groups of employees. Access defined groups (Agency, division, bureau) or create new groups quickly based on project / task needs.

4.0.2.5.11 (D) Ability to store not only documents and spreadsheets but also other media if needed.

4.0.2.5.12 (D) Ability to make any document or email part of a "To Do" List.

4.0.2.5.13 (D) Integration with external social media services.

4.0.2.6 Office Productivity

Today, the State utilizes Microsoft Office Products, the Office Productivity requirements are defined to be Microsoft Office Suite or equivalent functionality.

4.0.2.6.1 (M) Presentation (PowerPoint or equivalent) tools and ability to: read, open, edit, copy, paste, and display standard office product formats (e.g .doc, .docx, .odt, xls, etc.).

4.0.2.6.2 (M) Word Processing (Word or equivelant).

4.0.2.6.3 (M) Spreadsheet (Excel or equivalent)

4.0.2.6.4 (M) Track all documents / changes by user. Be able to preserve documents by user and date.

4.0.2.6.5 (M) Ability to capture an email as a file and save it and/or allow the email to be attached as a file in another system.

4.0.2.6.6 (M) Ability to migrate historical documents, spreadsheets, presentations and databases.

4.0.2.6.7 (M) Ability to synchronize with apps that need access to Calendar and Address Book.

4.0.2.6.8 (M) Ability to share documents/spreadsheets/presentations internally or externally.

4.0.2.6.9 (D) Ability to edit documents either online or on a device that is not connected to the Internet.

4.0.2.6.10 (D) Functionality for form creation and database, with ability to share created forms to limited groups (Infoview and Access or equivalent).

4.0.2.6.11 (D) Project management capabilities (Project or equivalent).

4.0.2.6.12 (D) Drawing capabilities (Visio or equivalent)

4.0.2.6.13 (M) Equivalent office productivity replacement must have be able to produce files capable of being shared and used by existing Microsoft Office products.

4.0.2.7 Video and Web Conferencing

4.0.2.7.1 (M) Video and Web Conference functionality

4.0.2.7.2 (D) Bandwidth efficiency and controls.

4.0.2.7.3 (D) Ability to archive video sessions.

4.0.2.7.4 (D) One to one internally.

4.0.2.7.5 (D) Multiple locations internally.

4.0.2.7.6 (D) Ability to utilize saved Video files within office productivity tools.

4.0.2.7.7 (D) User tracking Options.

4.0.2.7.8 (D) Office tools accessible to large virtual teams. Tools to include Blogs, Wikis, and social networking tools.

4.0.2.7.9 (D) Remote Desktop Access/Control.

4.0.2.7.10 (D) External video conferences.

4.0.2.7.11 (D) Real-time on screen notation and editing.

4.0.2.8 e-Discovery

4.0.2.8.1 (M) Ability to search based on subject, content, sender and/or recipient, date range, metadata or attachments.

4.0.2.8.2 (M) Ability to place litigation holds on a specified email address.

4.0.2.8.3 (M) Ability to verify authenticity, reliability, and integrity of email messages.

4.0.2.8.4 (M) Ability to capture and preserve/store email message threads, including tracking email by sender and receiver, date, and record series.

4.0.2.8.5 (M) Ability for multiple mailbox search capability.

4.0.2.8.6 (M) Ability to Automated rule capability for archiving specified users.

4.0.2.8.7 (D) Ability to store search results with any metadata.

4.0.2.8.8 (D) Ability to add and delete from search results to create an e-Discovery set.

4.0.2.8.10 (D) Specify the actions required if a government agency requests access to State email.

4.0.2.8.11 (D) Specify any limitations in terms of timeframe for email (in years) if a government agency requests access to State email.

4.0.2.8.12 (D) Clarify the ability to maintain the state's attorney privilege, including the ability to establish protection for documents protected by attorney-client privilege and work product privilege.

4.0.2.8.13 (D) Specify and explain the ability to meet geographic legal requirements for user privacy or disclosure or preservation.

4.0.2.9 Archive, Backup and Disaster Recovery

4.0.2.9.1 (M) Ability to recover and restore email messages/contacts/calendars as well as a user's entire mailbox for all users within 4 business hours. 1 hour - Recovery Point Objective (RPO) and 4 hour - Recovery Time Objective (RTO) minimum.

4.0.2.9.2 (M) Ability to restore archived email data to "live" status.

4.0.2.9.3 (M) Multiple redundant backups of email messages.

4.0.2.9.4 (M) Ability to thoroughly and completely destroy obsolete records and make unrecoverable upon completion of legal retention period.

4.0.2.9.5 (M) Ability to store and retrieve all email data for a State of Rhode Island specified time period before data is automatically processed for long term archiving.

4.0.2.9.6 (M) Centralized message archiving retained forever i.e. Unlimited Archiving.

4.0.2.9.7 (M) Ability to archive data based on content, sender, recipient, dates, and other metadata and attachments.

4.0.2.9.8 (M) Ability to verify authenticity, reliability, and integrity of email records.

4.0.2.9.9 (M) Ability to retrieve or e-Discover archived data based on content, sender, recipient, and/or other metadata and attachments.

4.0.2.9.10 (M) Ability to view, and perform all normal email functions on archive by an email administrator without having to restore. Access to archived messages needs to be available without restoration and using normal email functions

for message threading, search, etc. From a use case perspective this could be nothing more than finding all instances of email messages on a specified topic(s) or from a specified user(s).

4.0.2.9.11 (M) Ability to transfer to the State Archives, complete email records of permanent value, with associated metadata, attachments, and threads, upon completion of legal retention period.

4.0.2.9.12 (M) Ability to apply legal retention periods and disposition by agency per State policy and/or legal requirements.

4.0.2.9.13 (D) Ability to store/manage in record series and apply legal retention periods and disposition to records by agency per State policy or legal requirements.

4.0.2.9.14 (D) Ability to extract archived data to an XML file that contains human-readable elements, attributes, and pointers, while retaining necessary context (sender, recipient, date).

4.0.2.9.15 (D) Ability for users to view email filtered by the state.

4.0.2.10 Solution Administration

4.0.2.10.1 (M) Ability of the state to fully manage identity and user accounts.

4.0.2.10.2 (M) Ability to detect and reject SPAM email at the domain level.

4.0.2.10.3 (M) Ability to provide anti-virus protection, including spyware.

4.0.2.10.4 (M) Ability to integrate with internal applications using email, specifically using secure SMTP, IMAP, SOAP, POP3, etc.

4.0.2.10.5 (M) Ability to migrate all data to a successor solution provider.

4.0.2.10.6 (M) Ability of the state to fully manage all accounts within the network, including, but not limited to addition, deletion, manipulation, suspension, and termination.

4.0.2.10.7 (M) Ability to view all calendars and appointments.

4.0.2.10.8 (M) Ability to manage Mobile Web version of mail, contact, and calendar applications.

4.0.2.10.9 (M) Migrate historical or user archives from the current proprietary format to the proposed solution for implementation.

4.0.2.10.10 (M) Ability to administer the solution in a distributed manner to different governmental entities.

4.0.2.10.11 (M) Perform e-Discovery functions (search, retrieve, manipulate search results, etc.) on all accounts, and multiple mailboxes, within the State's domain.

4.0.2.10.12 (M) Support for SyncML (Open Standard) for mobile device synchronization and/or Over-the-Air (OTA) mobile device synchronization with ability to control Blackberry, iPhone, Android, and other such mobile/smart devices, with at a minimum calendar, contacts, and email functionality (e.g. Blackberry Enterprise Server (BES), ActiveSync, etc.).

4.0.2.10.14 (M) Ability to apply state defined administration polices in managing solution.

4.0.2.10.15 (M) Ability to Manage attachment size.

4.0.2.10.16 (M) Ability to use a variety of domain names used within governmental entities as email extensions, see Appendix A – Current State.

4.0.2.10.17 (D) Ability to self provision safe lists and review and accept filtered messages.

4.0.2.10.18 (M) Setup mail routing.

4.0.2.10.19 (M) Ability to filter email messages at the sub domain or user level.

4.0.2.10.20 (M) Support for Blackberry Synchronization for Email, calendaring, and contacts at a minimum without a BES server.

4.0.2.10.21 (M) Ability to set automatic settings for auto archive, auto delete, etc. at global and agency levels.

4.0.2.10.22 (M) Ability to review restricted email.

4.0.2.10.23 (D) Ability to synchronize email identities with identities that are managed in the State's authentication directory.

4.0.2.10.24 (M) Ability to set email storage limits per user based on maximum storage limits that are set by the governmental entities.

4.0.2.10.25 (M) Ability to Print historical, statistical, and usage reports locally.

4.0.2.10.26 (D) Ability to manage single Global Address Lists (GALs).

4.0.2.10.27 (D) Ability to prioritize delivery and support within the capabilities and limitations of hosted email systems in general.

4.0.2.10.28 (M) Ability to use of "white list", "blacklist", and aliases.

4.0.2.10.29 (M) Ability for end users to "tag", "block", and "filter" incoming emails as spam.

4.0.2.10.30 (M) Ability for different levels of security access to and management of agency data by agency administrative personnel on a "need to know" basis.

4.0.2.10.31 (M) Ability to extract mailbox data from vendor solution

4.0.2.10.32 (M) Ability to move mailbox data from hosted solution to on-premise solution.

4.0.2.10.33 (M) Ability to move mailbox data from on premise solution to hosted solution.

4.0.2.11 Integration

4.0.2.11.1 (M) Application integration for applications that utilize email notifications. Respondents need to define how email notifications can be integrated into applications that require them from an API perspective

4.0.2.11.2 (M) Ability to manage Standard Mobile Devices including security and provisioning for employee and State owned mobile devices.

4.0.2.11.3 (M) Ability to instantly search address lists while addressing emails and appointments.

4.0.2.11.4 (M) Infrastructure devices that utilize email notifications.

4.0.2.11.5 (D) Documented information and availability of email APIs for integration with other services (e.g. contacts, calendaring, and tasks.).

4.0.2.11.6 (D) Support for directory protocols such as S.DS.P, LDAP, X.500, etc.

4.0.2.12 Training

4.0.2.12.1 (M) Availability of Online training documentation, and other contextual help resources for end users.

4.0.2.12.3 (M) Defined processes and curriculum for training the trainer. The State will supply the classrooms.

4.0.2.12.4 (M) Defined training curriculum and training materials for the following roles: Service Desk, System Administrator, End User, Executive, and Power User

4.0.2.12.5 (M) Defined training curriculum and training materials to cover the following topics:

Email
Contact Management
Calendaring
e-Discovery
Instant Messaging
Video and Web Conferencing

4.0.2.12.6 (M) Provide Quick Reference Documents, e.g. Quick Start leave behind reference for the end-user post-migration available in electronic format.

4.0.2.12.6 (M) Provide for 100 User Training accounts during and throughout the Project Migration including 5 instructor accounts.

4.0.2.12.7 (M) Availability of in-person training from the respondent.

4.0.2.13 Communication and Gateway Services

Gateway within Internet message handling services (MHS), is a message transfer agent [1] or mail transfer agent [2](MTA) or mail relay is software that transfers electronic mail messages from one computer to another. Respondents only need to indicate how such services are provided, a Gateway per se is not required, only the services.

4.0.2.13.1 (M) Ability for Gateway (relay) to provide alerts and notification if service is compromised.

4.0.2.13.2 (M) Ability for Gateway (relay) to provide bandwidth guarantee.

4.0.2.13.3 (M) Ability for Gateway (relay) to restrict size and attachments.

4.0.2.13.4 (M) Ability for Gateway (relay) to provide authorization levels.

4.0.2.13.5 (M) Ability for Gateway (relay) services to restrict sending functions by domains, sub domains, users, or IP ranges.

4.0.2.13.6 (M) Ability for Gateway (relay) services to prioritize based on domains, sub domains, users, or IP ranges.

4.0.2.13.7 (D) Ability to translate electronic communication, including conversion of audio voice mail to text.

4.0.2.13.8 (D) Explain the steps needed with enabling converged communication capabilities (for example, integrating presence into email or routing voice mail to email).

4.0.2.13.8 (M) Provide bandwidth requirements and methodology for determining bandwidth required on a per user basis/site basis.   Be specific in relation to requirement for users on a desktop client or web only access basis.

4.0.2.14 Security

4.0.2.14.1 (M) Meets FISMA Certification.

A.   Respondent shall submit documentation demonstrating its compliance with the requirements of ISO 270001, and SAS 70.   Respondent shall submit a detailed system security plan describing how Respondent will manage State data and otherwise satisfy the security requirements of this RFP. Respondent shall describe and document (a) its experience and commitment to government and large enterprise information and security, including examples of past performance, (b) any Respondent programs for government access to Respondent's source code for review, and (c) the existence of programs for the sharing of security information between Respondent and the government. This documentation will be utilized to evaluate the technical capability and risk associated with Respondent's proposed solution.

B. To further document the security capabilities of its data center and proposed services, Respondent may submit with its proposal documentation of its compliance with the Federal Information Security Management Act ("FISMA") security controls in NIST Special Publication 800-53 Revision 3 for Moderate Impact System. Respondent understands that (a) the State is not authorized to grant a FISMA certification or an Authority to Operate ("ATO") for implementation of the proposed solution for State, and (b) an ATO and FISMA certification issued by an agency or department of the U.S. Government may not satisfy all security requirements under this solicitation.   For any FISMA certification or ATO issued by an agency or department of the U.S. Government upon which Respondent relies in this proposal, Respondent shall submit to the State (a) a copy of the Certification and Accreditation package (including but not limited to all attachments, exceptions and conditions) that was submitted to the agency or department of the U.S. Government, (b) the ATO issued by the agency or department of the U.S. Government (including all attachments, exceptions and conditions), and (c) a point of contact at the U.S. Government agency.

4.0.2.14.2 (M) Provide and describe the physical security controls for each Respondent data center and for equipment within the associated data centers.

4.0.2.14.3 (M) Disclose all physical data center locations that will be used for State data to meet external audit requirements.

4.0.2.14.4 (M) Data at Rest must be resident within the United States.

4.0.2.14.5 (M) Ability for the state to perform onsite audits of respondent data center hosting facilities to ensure security compliance. Provision of SAS 70 Type II reports and FISMA certification does not mitigate the need for onsite audits.

4.0.2.14.6 (M) Provide and describe the logical security controls for each Respondent data centers and for equipment within the associated data centers.

4.0.2.14.7 (M) Indicate the methodology and frequency in which you audit your physical and logical security.

4.0.2.14.8 (M) Ability to provide accessibility and security of email records during their entire storage period with the hosted environment.

4.0.2.14.9 (M) Password policy enforcement by groups or domains.

4.0.2.14.10 (M) Provide your background vetting process for employees and contractors.

4.0.2.14.11 (M) Describe any encryption capabilities provided including the support of transport layer security and at rest encryption. AES-256 encryption or better must be used to secure email, calendar and contact data

4.0.2.14.12 (M) Restrict visibility of documents to specific users or groups.

4.0.2.14.13 (M) Provide your standard operating procedures for the creation and administration of user accounts.

4.0.2.14.14 (M) Provide your standard operating procedure for new hire and termination of your employees with regard to physical and logical security.

4.0.2.14.15 (M) Provide your standard operating procedure for allowing authorized customer representatives and/or agents access to the data center facility.

4.0.2.14.16 (M) Provide your standard operating procedure for allowing authorized customer representatives and/or agents remote access to the computing facilities.

4.0.2.14.17 (M) Public Cloud environment is restricted to government entities only.

4.0.2.14.18 (M) Explain any security risks associated with a Public Cloud model and provide potential mitigation strategies.

4.0.2.14.19 (M) Provide and describe spam, virus and Message Transfer Agent capabilities including capabilities for DoS protection, email encryption, dictionary harvest protection, fraud protection, quarantine provisioning, content filtering, inbound email filtering services, and outbound filtering services.

4.0.2.14.20 (M) Provide and describe your vulnerability identification and remediation process.

4.0.2.14.21 (M) Provide and describe your logging process including the types of services and devices logged; the event types logged; and the information fields.

4.0.2.14.22 (D) Compliance with HIPAA Security Rule, 45CFR Par 160 and sub parts A and C of Part 164, including filtering of email records to ensure that HIPAA protected information is not sent through the email system.

4.0.2.14.23 (M) The new deployment will be centrally managed. Local Server and organizational administration will be delegated to SoRI administrators. Resource and recipient administration will be delegated to designated provisioning system and account administrators. System and user administration will be performed by SoRI support team, messaging team, and helpdesk members.

4.0.2.14.24 (M) Administrative functions will have the ability to be delegated appropriately to other teams based on the individual's role.

4.0.2.14.25 (M) Respondent's proposed system must be able to meet and enforce the current State of Rhode Island Password Policy requirements defined as:

- Each employee shall have a unique user identifications (User ID) and password.
- Employees shall assign their own passwords.
- Passwords shall be changed (at least) every 90 days.
- Passwords shall contain a minimum of 8 characters.
- Passwords shall include characters from 3 of the following 4 categories:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Base 10 digits (0 through 9)
    - Non-alphabetic characters (for example, !, $, #, %)
- Complexity requirements are enforced when passwords are changed or created.

- Passwords shall be changed after first assignment or following a password reset.
- Passwords shall be encrypted while stored on the computer.
- Passwords shall be changed as soon as they expire.
- Accounts shall be locked out after three unsuccessful login attempts.
- Passwords shall not be duplicated within the last 15 occurrences (changes).
- Employees shall change passwords when advised of a potential security breach by the Chief Information Security Officer (CISO), CISO's designee or agency information security manager.

4.0.2.15 Performance Measures

Following review of responses to the following requirements, the State will select the most favorable service levels and consequences for not meeting them.

4.0.2.15.1 (M) Ability to guarantee reliability and uptime greater than 99.9%. Additional points will be awarded for 99.99% or greater availability.

4.0.2.15.2 (M) Provide the uptime service and related Service Level Agreement (SLA) criteria.

4.0.2.15.3 (M) Specify and provide the process to be used for the State to call the Respondent for support, who will be providing the support, and describe the basis of availability.

4.0.2.15.4 (M) Describe the consequences if the Respondent fails to meet incident response time and incident fix time. The state reserves the right to negotiate these terms.

4.0.2.15.5 (M) Describe the consequences if uptime availability metrics are not met on a per use and system wide basis.

4.0.2.15.6 (M) Describe the procedures and schedules for any planned downtime.

4.0.2.15.7 (M) Describe the consequences if disaster recovery metrics are not met.

4.0.2.15.8 (M) Describe any known inherent disaster recovery risks and provide potential mitigation strategies.

4.0.2.15.9 (M) Describe any SLAs addressing key application functions such as time for user login.

4.0.2.15.10 (M) Describe the deleted item recovery capabilities and specify the time period for deleted item recovery.

4.0.2.15.11 (M) Describe the procedure for mailbox/message recovery.

4.0.2.15.12 (M) Clarify the default recovery point objective and recovery time objective disaster recovery metrics.

4.0.2.15.13 (M) Describe the responsibility for and time required for adding/deleting/moving user mailboxes.

4.0.2.15.14 (M) Confirm the ability of the user to utilize a 3rd Party MDM technology, Web Access, and the Active Sync protocol for mobile devices.

4.0.2.15.15 (M) Describe any human resources that will be dedicated to the state account, the duties of that individual(s) and provisions for regular communications.

4.0.2.15.16 (M) Provide a sample of performance reports and specify if they are available over the Web and if they are real-time statistics or batch statistics.

4.0.2.15.17 (M) Clarify the responsibility for providing end-user help desk services.

4.0.2.15.18 (D) Describe any options for more aggressive and extensive disaster recovery metrics.

4.0.2.16 Other

4.0.2.16.1 (M) Provide the processes, responsibilities and costs for the cessation of the contract, including any costs and procedures for data migration and cleansing of State data from Respondent data centers.

4.0.2.16.2 (M) Segregation of State data from other data.

4.0.2.16.3 (M) State email and data storage by hosted providers remaining within the continental United States.

4.0.2.16.4 (M) Access to State data and management functions by State staff.

4.0.2.16.5 (M) Specialized deployment support from Respondent or Respondent partners.

4.0.2.16.6 (M) Post deployment support from Respondent or Respondent partners.

4.0.2.16.7 (D) Access to State data and management functions by non-State entities and personnel.

4.0.2.16.8 (D) Ability to utilize local and off-site based office productivity tools.

4.0.2.16.9 (D) Availability of List serve capabilities.

4.0.2.16.10 (M) The offered solution shall not capture, maintain, scan, index, share or use data stored or transmitted by the system for any non-authorized activity or non-government purpose. The offered solution shall not capture, maintain, scan, index, share or use data stored or transmitted by the system for any commercial purpose of Respondent or any third party.

4.0.3 Project Management and Implementation

4.0.3.1 Staffing

4.0.3.1.1 (M) The Respondent shall be responsible for all required costs attributable to its officers and employees, including, but not limited to, worker's compensation premiums and deductibles, unemployment compensation tax withholding contributions, tax withholding contributions, and similar items.

4.0.3.1.2 (M) The Respondent shall have the sole responsibility for the hiring, recruitment, management, training, and firing of the Respondent's employees. The Respondent shall disclose the names and positions of its officers and employees to DOIT. The Respondent shall provide information on employees and officers as requested of any audit activity or report. The Respondent must submit a list of names for all employees who require access to State data and data centers so they can receive and pass a required DoIT background check prior to gaining access to the State's secure resources and facilities.

4.0.3.1.3 (M) The Respondent shall ensure that all employees, consultants, and external staff that work on the implementation project have signed general and specific confidentiality and privacy statements to protect confidential data prior to gaining access to the State's secure resources and facilities.

4.0.3.1.4 (M) Respondents shall describe their procedure for conducting employee background checks, including, but not limited to, drug tests, and financial or criminal history. As warranted by any specific services to be developed under this contract, the Respondent shall agree submit a list of names of employees to undergo employee background checks, as determined by the State, with DOIT as the managing partner. This includes employees with ongoing operational responsibilities, that have access to State data.

4.0.3.1.5 (M) The Respondent shall recruit, hire, retain, and train qualified and sufficient personnel to implement the project plan. DOIT reserves the right, as the

State contracting organization, to recommend staffing additions to reduce migration wait times and improve implementation responsiveness to agencies. All such requests will be made in writing, and shall be within the agreed upon scope of the contract. The Respondent must provide a list of proposed or existing staff to meet the proposed service levels.

4.0.3.1.6 (M) The Respondent shall provide a table similar to the one below defining the key roles and the % of effort (FTE) per role by phase for the project. Respondent shall provide the sufficient knowledgeable and experienced staffing in order to meet the 18 month schedule.

RESPONDENT Team Roles	Discovery	Design	Implementation Planning	Phased Rollout	Transition	% Level of Effort
Project Manager						
Lead Architect						
Lead Migration Engineer						
Migration Engineer 1						
Desktop Architect						
Desktop Administrator						
Exchange Administrator						
GroupWise Administrator						
Directory Administrator (AD\NDS)						
Blackberry Administrator						
Windows Administrator						
Information Security Analyst						
Storage Administrator						
Desktop Engineer						
Logistics Administrator						
Site Coordinator						
Training Administrator						
End User Trainer						
Day 1 Support						

4.0.3.2 Implement Technology Best Practices

4.0.3.2.1 (M) The Respondent shall follow professional practices, including the development of project plans, requirements documentation, design documentation, test data, and test procedures. The Respondent shall describe in their proposals what methodologies and best practices that they adhere to.

4.0.3.3 Interact Effectively with the State

4.0.3.3.1 (M) The Respondent shall work with the DOIT Operations Group, and in cooperation with Agency Partners, to implement the hosted email, communication, and collaboration services project.

4.0.3.3.2 (M) The Respondent shall provide a mutually defined and approved Service Level Agreement (SLA) that addresses both migration and transition deliverables, and ongoing service level expectations.

4.0.3.4 Compliance with all Statutory and Legal Requirements

4.0.3.4.1 (M) The Respondent shall comply with all relevant county, State, and federal statutes, rules, and regulations applicable to assuring privacy and confidentiality.

4.0.3.5 Compliance with DoIT Standards and Policies

4.0.3.5.1 (M) All services shall be performed in accordance with DOIT standards and policies. These standards and policies can be found at: http://www.doit.ri.gov/admin/itp/index.php

The successful Respondent shall work with DoIT on developing any additional standards that the Respondent believes are appropriate to successfully implement Hosted Email, Communication and Collaboration services. The Respondent shall document all systems analysis and programming activities. Copies of all such work shall be available for inspection by DoIT before such programs are implemented.

4.0.3.6 Project Scope Definition

4.0.3.6.1 (M) Define the project scope with primary emphasis on Email, Calendaring, Scheduling, Training, and Application Email Modifications

4.0.3.7 Project Deliverables

4.0.3.7.1 (M) Specify the project deliverables including all of the following:
- Project Management;
- Project Plan based on the following defined milestones:
  - Discovery
  - Design
  - Implementation

- Phase Rollout
- Transition
- Deployment Plan;
- Security Plan;
- Back Up Plan;
- Timeline;
- Help Desk Integration Plan;
- Defined Project Team
- Defined Support Team
- Password Synchronization;
- Infrastructure Domain Creation and Setup;
- Message Security and Discovery;
- Infrastructure Mail Routing;
- Mobile Infrastructure Services;
- User and Global Address List Provisioning and Synchronization;
- Calendar Free/Busy and Scheduling Facility;
- Content Migration Tools;
  - Content Migration – Email, attachments, and archived messages;
  - Content Migration – Calendar;
  - Content Migration – Contacts;
- Office Product or equivalent Rollout to desktops integrated with hybrid Cloud based and on-premise email solution
- Account Deactivation Process;
- Communication and Change Management Process;
- Integration with the State's Change Management Process;
- Training;
- Problem Escalation Process.
- On-going Support (Post Live) and escalation process.

4.0.3.7.2 (M) Respondent is required to maintain a secure and approved State personnel accessible Project collaboration site and wiki tool throughout the entire implementation containing all documentation, tools, and other project artifacts.

4.0.3.8 Implementation Phases And Description

4.0.3.8.1 (M) Specify and define the proposed project timelines for the project. All users must be migrated within 18 months from State's issuance of PO to the successful respondent.   An earlier completion date is desired and respondents are encouraged to present a plan which demonstrates an ability to successfully complete the migration in less time based on previous experience with other similar size or larger state organizations.

Within the 18 months, the project implementation schedule must provide for at a minimum the following major activities:

- Discovery
- Design
- Implementation Planning
- Phased Rollout
    - Agency by Agency (Priority and total number per migration to be determined)
    - Successful Pilot phase per agency
    - Training
        - End User
        - Admin
        - Service Desk
        - Day 1 Support
- Transition Administration and On-Premise Solution support to State

Migrations should be planned in phases by agency and assumes that users will need to be trained before migrating. A suggested rule of thumb for user migration is no more than 240 users per week to be migrated (to accommodate training).

4.0.3.8.2 (M) Specify and define the project initiation phase and related requirements and deliverables

4.0.3.8.3 (M) Specify and define the project design phase and related requirements and deliverables.

4.0.3.8.4 (M) Specify, define and describe the project development phase and related requirements and deliverables.

4.0.3.8.5 (M) Specify, define and describe the project deployment phase and related requirements and deliverables.

4.0.3.8.6 (M) Specify, define and describe reportable project metrics.

4.0.3.8.7 (M) Specify, define and describe the go live support deliverables including on-site support, help desk integration and the overall ongoing support plan.

4.0.3.8.8 (M) Specify, define and describe the phased work plan from pilot through go-live implementation.

4.0.3.8.9 (M) Specify, define and describe the overall training plan for end users, and trainers, and specify training deliverables that will be provided.

4.0.3.8.10 (M) Specify, define and describe the organizational change management plan and specify communication deliverables.

4.0.3.9 Reporting Requirements

4.0.3.9.1 (M) Provide an overall project management plan that specifies tasks, timelines, and resource requirements. A Gantt chart may meet this requirement.

4.0.3.9.2 (M) Describe, define, and where practicable provide examples of progress reports and metric reports that would be delivered to the State.

4.0.3.10 Staff Organizational Structure

4.0.3.10.1 (M) Describe the composition of the team that will support project implementation for the State, and specify lead managers and responsibilities.

4.0.3.10.2 (M) Respondent shall supply 24/7/365 day a year support via dedicated solution experts. Respondent shall prioritize service requests by severity and include in its proposal a description of its various severity levels.

4.0.3.11 Internal Control Procedures

4.0.3.11.1 (M) Describe the process for decision-making and sign-off procedures with State personnel.

4.0.3.11.2 (M) Describe the processes for tracking and monitoring project changes and revision requests from the State, and how such changes will impact costs and timelines.

4.0.3.12 Change Procedures

4.0.3.12.1 (M) Respondent must comply with the State's change procedure:

To ensure the success of our projects, it is critical that DoIT and the Vendor have a clear expectation on the project. DoIT utilizes the following approach for managing changes to the scope of a project.

Process
Any request for Change in service must be in writing; this includes requests for changes in project plans, scope, specifications, schedule, design, requirements, service deliverables, software environment, or any other aspect to the SOW. No tasks should be performed related to schedule change, scope, pricing or contractual obligations until DoIT and the

Rhode Island Department of Administration/Division of Purchases agrees in writing through the issuance of a formal "change order" to the proposed change in a fully executed Request for Change document.

DoIT has overall responsibility for the request for Change process. When a change is needed, DoIT project manager will notify the Vendor project manager who will:
▪ Prepare a preliminary Project Change Request Form
▪ Conduct an impact assessment outlining the
  o Impact on schedule
  o Impact on pricing
  o Impact on implementation
  o Impact on resources
▪ Report the Change Request status in weekly progress report.
▪ Submit Change Request analysis to DoIT project manager.
▪ No work should commence until formal change request is approved.

Review and Approval
If both parties agree to the Change request methodology, then the Vendor shall prepare a Project Change Request Document detailing the change and its justification, containing estimated cost, schedule, resource requirements, technical feasibility and recommended disposition:
▪ Implementation without adjusting current cost or schedule
▪ Implementation with impact to DoIT cost or delivery schedule
▪ Recommendation as a follow up project
▪ Recommendation if the project is technically or economically feasible

Vendor will review the project Change Request Document with DoIT after that review; each party will either accept or reject the change. If DoIT accepts the methodology change, then the vendor will sign the change document proposal which will be submitted to Rhode Island Department of Administration/Division of Purchases for approval. Once the vendor receives the approved formal change order from the Division of Purchases work can begin. The SOW, Project Plan, Timeline and invoicing will be updated in accordance with the approved Project Request Documentation.

4.0.3.13 Help Desk Procedures

4.0.3.13.1 (M) Describe and define the responsibilities of the Respondent to train and integrate help and training services with existing State Help Desk services. The State uses a single Helpdesk platform and services are centralized.

4.0.3.14 Project Delays

4.0.3.14.1 (M) In the event of a project delay, explain the Respondents responsibility for ensuring that sufficient resources will be provided to mitigate delays.

4.0.3.15 Transportability

4.0.3.15.1 (M) In the event of a failure of the project or a later change to a different vendor, describe the process for transporting and migrating out of the respondent's proposed system.

5.0 REFERENCES, EXPERIENCE, AND STAFF RESUMES

5.0.1 Experience

5.0.1.1 (M) The Respondent and/or prime contractor shall have experience in providing and servicing Government public cloud hosted email, communication and collaboration services. These services shall be of approximately the same scope and size, contracting with government entities similar to the State. Describe your company's experience providing similar services as required in this RFP.

5.0.2 References

5.0.2.1 (M) The Respondent and/or prime contractor shall provide at least five references where similar services in scope to the requirements of this RFP have been provided. See section 3.2. References must be for clients with current relationships with the Respondent for Government Public Cloud Hosted Email, Communication, and Collaboration services. Additional references may be submitted, if available. For each reference, the Respondent shall provide the number of users in the environment, a brief description of the project, names of individuals who can be contacted, the position of these individuals, addresses, and current telephone numbers. The Respondent is responsible to assure reference information is current and accurate. At minimum, the State will evaluate the following:

  a. Agency and user Satisfaction
  b. System Availability against defined Service Levels
  c. Management Capabilities (including problem resolution)
  d. Interoperability of current and new solution during transition
  e. Interaction with Respondent staff
  f. Training and Change Management from the Respondent

g. Project Completion within Budgets and Timelines

5.0.3 Financials

5.0.3.1 (M) The prime contractor shall provide evidence of financial stability and capability to fund all costs associated with the project implementation plan. This information will be used in the RFP evaluation process, to ensure completeness and accuracy. (Note: This information is for evaluation purposes only. It will be held in confidence to the extent that the law allows. If the Respondents feels the financials should be kept confidential, the financials should be placed in a separately sealed envelope marked "confidential.") Information required is the latest two years of audited annual financial statements including:

a. Total Revenue
b. Net Income
c. Total Assets
d. Cash Flow
e. Financial Ratio Analysis
f. Notes to Financial Statements

Respondents that are subsidiaries of other companies need to be certain that the financial relationship between the subsidiary and the parent company is adequately explained in the audited statements that are provided. This may be accomplished by providing an audited financial statement for the parent company as well as the subsidiary. Infrastructure vendors are required to meet the financial requirements specified in section 3.3

5.0.3.2 (M) Percentage of Revenue derived from Public Hosted Email Services.

5.0.4 Resumes / Background Checks

5.0.4.1 (M) The Respondent shall provide resumes for each staff member responsible for design, implementation, project management, or other positions relative to the requirements of the RFP. Resumes will include education, experience, license, and/or certifications of each individual. There is no need to provide personal contact information for the Respondent's employees. In the event of a change of a staff member during the contract term, the submission of a new resume is required. Any such change is subject to the prior approval of the State; such approval will not be unreasonably withheld.

5.0.4.1 (M) The State may, at it sole discretion, request certifications or affirmations, as appropriate.

6.0 PRICING

6.0.1.1 (M) Pricing of Vendor Proposals

Pricing information should clearly indicate the costs to provide all of the requirements from Section 3.0 to 4.0 of the RFP.

Respondents may optionally include within the table below (#12) or provide an additional pricing schedule to provide features and services for other desirable capabilities. Where required items are dependent on other optional capabilities, these dependencies should be clearly identified.

It is anticipated that overall implementation will be in the range of up to 7,500 users. Pricing should be based on that range of users. Respondents must clearly delineate non-recurring and optional costs, from ongoing costs. Cost summaries must include all of the items in the following Cost Table for a five year period.

Description	Unit Cost	Year 1	Year 2	Year 3	Year 4	Year 5
1. e-Mail/Calendar/Contacts cost per User						
2. Archiving cost per User						
3. e-Discovery cost per User						
4. BES synchronization cost per User						
5. Mobile synchronization cost per User						
6. Office Productivity Apps cost per User						
7. Audio/Video Conferencing cost per User						
8. Instant Messaging cost per User						
Bundle #1 (1-5) No Office Productivity Apps						
Bundle #2 (1-6) With Office Productivity Apps						
Bundle #3 (1-8) With Office Productivity Apps , A/V & IM						
9. On Premise Licensing						
10. Additional Storage Cost per GB						
11. Implementation Non Recurring Costs						
· Discovery						
· Design						
· Implementation Planning						
· Phased Rollout						
· Transition						
12. Other Optional Cost Items						
· Describe Item and cost basis						
· Describe Item and cost basis						
· Describe Item and cost basis						
		(M) Required Value				
		(M) Required Value used in Scoring				
		Optional Cost Items				
		(M) Do Not Use				

Pricing for this solution must include:

- #1-8, Bundle #1,#2,#3 - Monthly recurring per user pricing necessary to meet the 99.9% SLA requirement
- # 9 - Fees for On-Premise licensing and maintenance to support on-premise use. (Assumes up to 20% of the 7500). Vendor should describe any hardware, operating practices, or configuration requirement the state would need to supply to meet the required 99.9% service level.
- #10 - Monthly recurring per GB storage costs (#10)
- #11 - Fixed Implementation Non-Recurring Fee to fully implement the Hosted Email, Communications, and Collaboration Services implementation and migration within 18 months. (Total fixed price amount should be entered in Item #11 with pricing for subtasks which added up the total just below.)
- #12 - Respondents may optionally provide a separate pricing schedule to provide features and services for other desirable capabilities.

The Fixed Implementation Non-Recurring Fee will be paid under the following milestone based schedule with a 10% hold back per milestone payment:

Phase	Percentage
Discovery	10%
Design	10%
Implementation Planning	10%
Phased Rollout	60%
Transition	10%

Thirty (30) days following the completion and sign off by the State on all of the milestones, the successful Vendor will be paid the 10% hold back fees.

See Appendix B for the Pricing Worksheet to be completed by each respondent.

6.0.1.2 (M) Consulting and Development Service Rates. DoIT may desire to use the Respondent for other related application modifications to support email and calendaring currently implemented within agency applications. Responses to this RFP must include hourly rates by job specialty for use by Agency Partners for these types of coding services and consulting throughout the contract period. The hourly rates should be a fully burdened rate that includes labor, per diem, travel, overhead, and any other costs related to the service. The specific rate (within a range) charged for each proposed contracted service would be the lowest rate shown unless justified in writing and approved by DoIT.

The Review Committee will present written findings, including the results of all evaluations, and recommendation to award to the Division of Purchases, The State Purchasing Agent, or her designee, will make the final award. Upon receipt of final approval, a web posting will indicate that a final selection has been made.

Following the evaluation and assuming at least one vendor's proposal meets the requirements; one vendor will be selected to perform the services requested within this RFP.

7.0 SUPPORTING MATERIALS

The Respondent is encouraged to provide supporting materials, including more detailed descriptions of their solution, which would clarify or enhance the succinct answers provided in response to Sections 3.0 through 6.0.

References to supporting materials in the responses are encouraged; however, supporting materials should be neatly organized and indexed to allow easy location of the specific references.

8.0 CONTACTS AND SUBMISSION INFORMATION AND TIMELINE

8.1 Submission Requirements

Proposals must be received by the posted due date and time. Proposals received after the deadline will be late and ineligible for consideration.

8.2 Method for Submitting a Proposal

Interested Offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the office time clock in the reception area of the Division of Purchases will not be considered.

An original plus six (6) copies of the Technical Proposal with two (2) electronic copies and an original plus six (6) copies of the Cost Proposal in a separate sealed envelope, with two (2) electronic copies, must be either mailed and received prior to the submission deadline or hand-delivered in a sealed package marked **"RFP # 7459235: Hosted E-Mail, Communications & Collaborative Services":**

RI Department of Administration
Division of Purchases, 2nd Floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-reference due date and time will not be

considered. Proposals misdirected to other State locations or those not presented to Division of Purchases by the scheduled due date and time for any reason will be determined to be late and will not be considered. Proposals faxed, or e-mailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

Response contents:

1. A completed and signed *R.I.V.I.P. generated <u>bidder certification</u> cover form* (downloaded from the R.I. Division of Purchases Internet home page at: http://www.purchasing.ri.gov).

2. A Completed and signed W-9 downloaded from the Division of Purchases Internet Home page at www.purchasing.ri.gov

3. A *letter of transmittal* signed by the owner, officer, or authorized agent of the firm or organization, acknowledging and accepting the terms and conditions of this Request, and tendering an offer to the State;

4. A**n original plus six (6) copies of a Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to twenty-five (25) pages (this excludes any appendices). As appropriate, resumes (without an personal information i.e. home addresses, telephone #s, etc.) of key staff that will provide services covered by this request should be provided.

5. **An original plus six (6) copies of a separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.

6. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CDRom, diskette, or flash drive). Microsoft Word / Excel OR PDF format is preferable. Two (2) electronic copies of each the technical proposal and the cost proposal are requested and should be placed respectively in the technical or cost proposal marked "original."

8.3 Questions about the RFP

Questions concerning this solicitation may be e-mailed to the Division of Purchases at rfp.questions@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference the RFP # in the subject of all correspondence. Questions should be submitted in a Microsoft Word attachment. Answer to questions received prior to the deadline, if any,

will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 222-3766 or Lynda.moore@doit.ri.gov.   Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties regarding the RFP will be permitted unless expressly authorized by the Division of Purchases.**

8.4 Discussions with Respondents (Oral Presentation)

An oral presentation by the Respondent to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the Respondent. The State may choose, at its sole discretion, to have one or more of the Respondents provide an oral presentation. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the Respondent's expense.

8.5 Respondent's Response to the Proposed Terms and Conditions

Respondent proposals must either:

(1)   Indicate Respondent acceptance of the State Terms and Conditions exactly as presented in this RFP; or,
(2)   If the Respondent is proposing different terms and conditions, the Respondent proposal must list their proposed wording for the specific Terms and Conditions requested as the Respondent would like them to read.

Respondents must also submit any Respondent agreements that the State may be expected to sign with the contract, so they can be incorporated into contract documents. This includes Software License Agreements, Software Support Agreements, Professional Services Agreements, and any other Respondent agreements that the State may need to sign.

8.6 State's Option to Reject Proposals with Material Terms and Conditions Deviations

If the Respondent's proposed terms and conditions materially deviate from the proposed State and DOIT contract terms and conditions, the State of Rhode Island reserves the right to reject the Respondent's proposal for this reason, and make the contract award to the next highest scoring Respondent's proposal.

8.7 Proprietary Information

All materials submitted become the property of the State of Rhode Island. Materials may be evaluated by anyone designated by the State as part of the proposal evaluation committee. Materials submitted may be returned only at the State's option. In non-legal terms, this means that the Rhode Island State Division of Purchases' will make both the successful and unsuccessful technical proposals (other than the financials if appropriately marked) public after a contract award is issued.

Respondents must execute a Non-Disclosure Agreement (NDA) following award.

8.8 Background Investigation

The Vendor that is hired for this RFP must provide signed copies before issuance of a Purchase Order Release of the BCI Vendor Certification, Non-Disclosure, Confidentiality and Invention Agreement and HIPAA Business Associate Agreement. The form of the BCI Vendor Certification, Non-Disclosure, Confidentiality and Invention Agreement and HIPAA Business Associate Agreement shall be provided as an Exhibit to an Addendum to this RFP. In addition, some State or agency policies may be memorialized in an agreement that must be signed by the required parties.

- The State reserves the right to request and review BCI results.

- The State reserves the right to require drug test(s), at vendor's expense, on individuals prior to beginning work.

- All contractors hired for this RFP agree to adhere to all applicable DOIT IT policies. Such DOIT IT policies may be located at www.doit.ri.gov.

- Vendor shall also perform its services in compliance with all applicable federal, State, applicable agency and local laws, policies, ordinances, orders, procedures and regulations in effect at the time the services are performed.

8.9 Timeline

The timeline that follows is anticipated and may vary depending upon the complexity and time required to evaluate respondent proposals. This timeline may be changed at the sole discretion of the State.

- Final RFP Questions Due: See Page 1

- Respondent Proposals Due: See Page 1

- Anticipated Oral Presentations: To be determined
  (If needed)

- Proposals Scored: 30-60 Days

Scoring Sheet

Rhode Island Hosted Email, Communication, and Collaboration Services
RFP Evaluation Score Sheet RFP# 7459235

Firm Name: _____

Evaluator: _____

Date: _____

		Possible Points	Score
4.0	**Responsibilities and Scope of Work**	**45**	
4.0.3	General Requirements	5	
4.0.4	Technical Requirements	25	
4.0.3	Project and Implementation Plan	15	
5.0	**References, Experience & Financials**	**25**	
5.0.3	Experience	15	
5.0.4	References	5	
5.0.3	Financials	5	
6.0	**Cost Summary**	**30**	
	Total Evaluation Points	**100**	

Only Respondents achieving a threshold score of fifty (50) technical points out of a maximum seventy (70) will have their cost proposal opened and considered

Appendix A

To

**State of Rhode Island
Hosted Email, Communications,
and Collaboration Services
Request for Proposal**

Current State Document

Table of Contents

1   Current Email Flow

The current messaging system is represented in the current state diagram (Figure 1 DOIT Enterprise Messaging (Current State) that follows.   The State of Rhode has a diverse set of mail systems which are all smart hosted to a centralized ProofPoint mail scanner. The mail systems include Exchange 5.5/2000, 2003, 2010 and GroupWise 6.5.7, 8.0,1 and 8.0.2

With respect to Contacts, the State utilizes a centralized addressed book organization by Microsoft ILM system is configured to exchange contacts between email systems for centralized address book.   Illustrated in Section 2 on the next page.
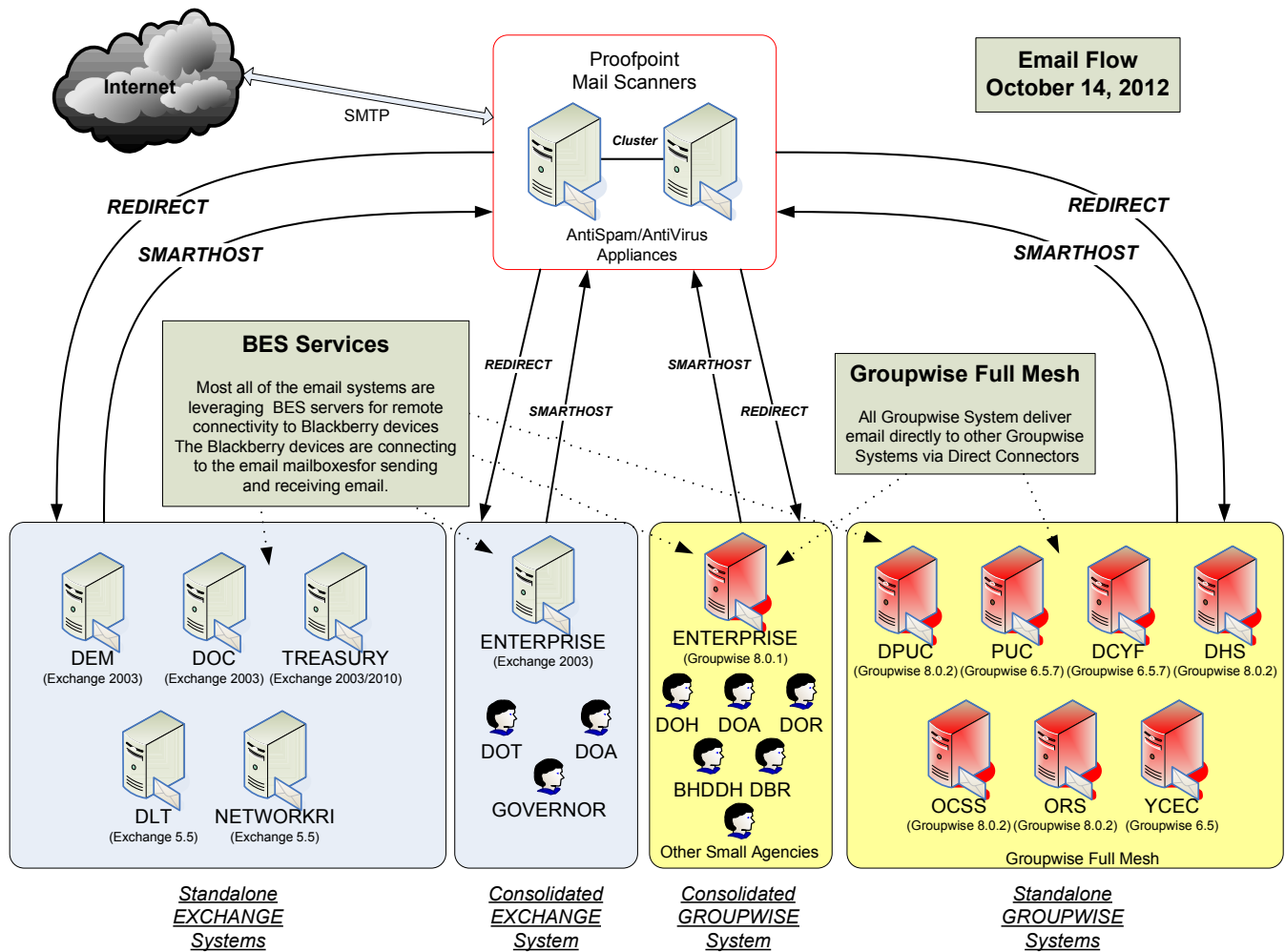

Figure 1 DOIT Enterprise Messaging (Current State)

2   Enterprise Centralized Address Book System

Contact Information (email addresses, location, phone numbers, titles, etc.) is maintained and transferred to the state email utilizing Microsoft's ILM 2007. ILM uses management agents to connect and distribute contact information to the diverse email systems which provides a consolidated common address book for all users. The current configuration of this system is represented in the current state diagram (Figure 1 DOIT Enterprise Messaging (Current State. Coexistence with this solution will be required throughout the migration.

**Global Address List Sync Process
Utilizing ILM Server 2007**

**State of RI
Exchange 2003**

**Treasury
Exchange 2010**

**DLT
Exchange 5.5**

**Network RI
Exchange 5.5**

**DEM
Exchange 2003**

**DOC
Exchange 2003**

Exchange Mail Systems

**ILM 2007
Directory Sync**

**Metaverse Populated
with User Objects and
Contact Information**

ILM Ingests user objects from each mail system through the use of a management agent. This information is collected in the ILM Metaverse, transformed to fit the contact object specifications for each mail system and then replicated to each mail system.

**DPUC
GW 8.0.2**

**RIPUC
GW 6.5**

**DCYF
GW 6.5.7**

**DHS
GW 8.0.2**

**OCSS
GW 6.5**

**ORS
GW 6.5**

**YCEC
GW 6.5**

**DOA
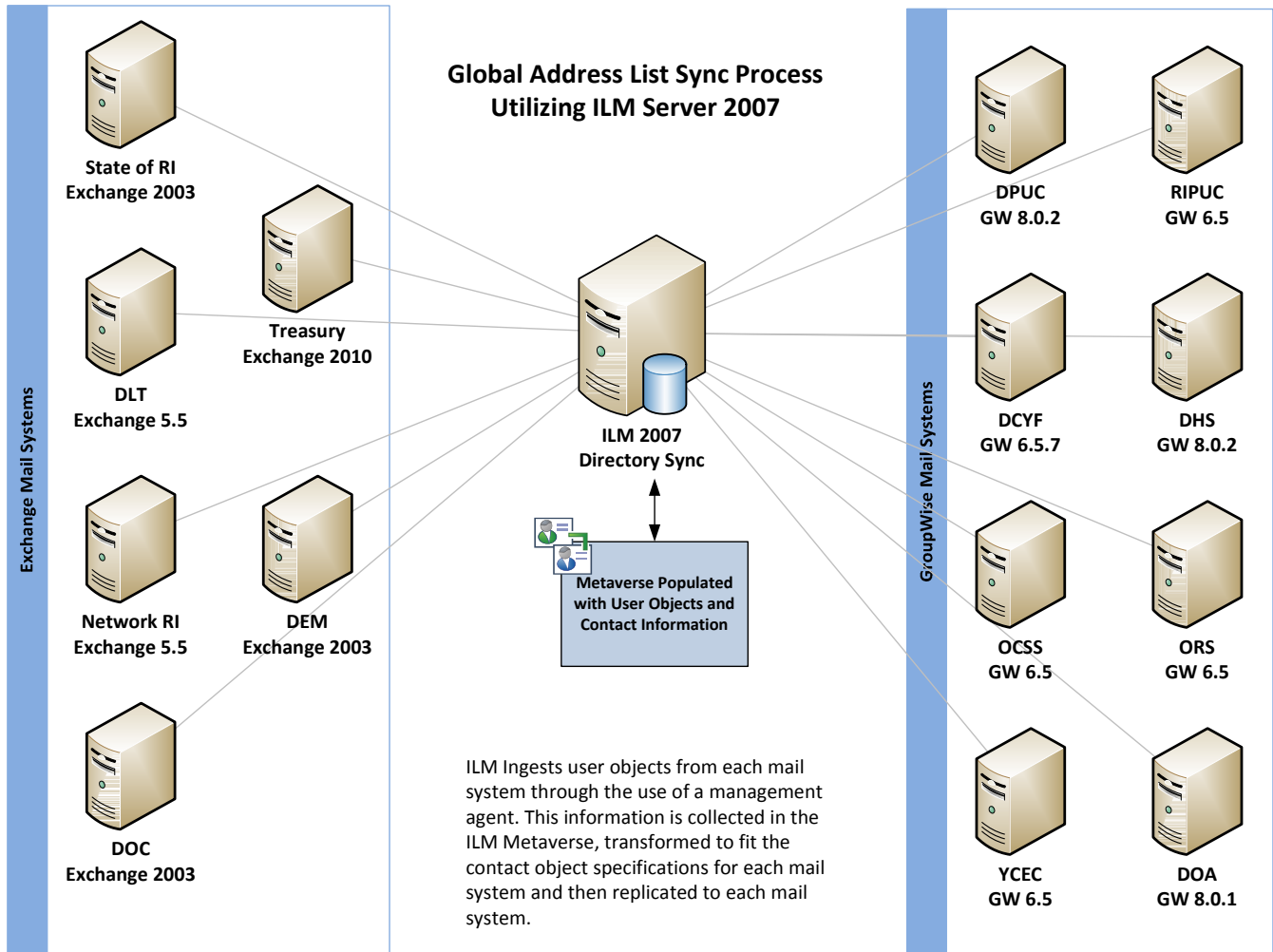GW 8.0.1**

GroupWise Mail Systems

Figure 2 DOIT ILM Enterprise Centralized Address Book System

3   Current Email Authentication

The State of RI email infrastructure is currently decentralized. Within the Enterprise Active Directory, is the framework for a centralized authentication for the State of RI. Some agencies have been migrated to the Enterprise Exchange System while other agencies have been migrated to Active Directory but still rely on Groupwise for the messaging system. The other Exchange systems are truly standalone system with both authentication and email residing within the same Active Directory and Exchange Organization. Unlike the exchange agencies, The State of RI also has a Enterprise Groupwise System. This system is mixed between user's leveraging Novell NDS authentication and external entities. Most of the Groupwise agencies are standalone Novell systems authenticating to the standalone Groupwise System. Some of the agencies may have Active Directory accounts but are not linked to the Groupwise Systems. Figure 3 depicted the diverse decentralized email authentication infrastructure.
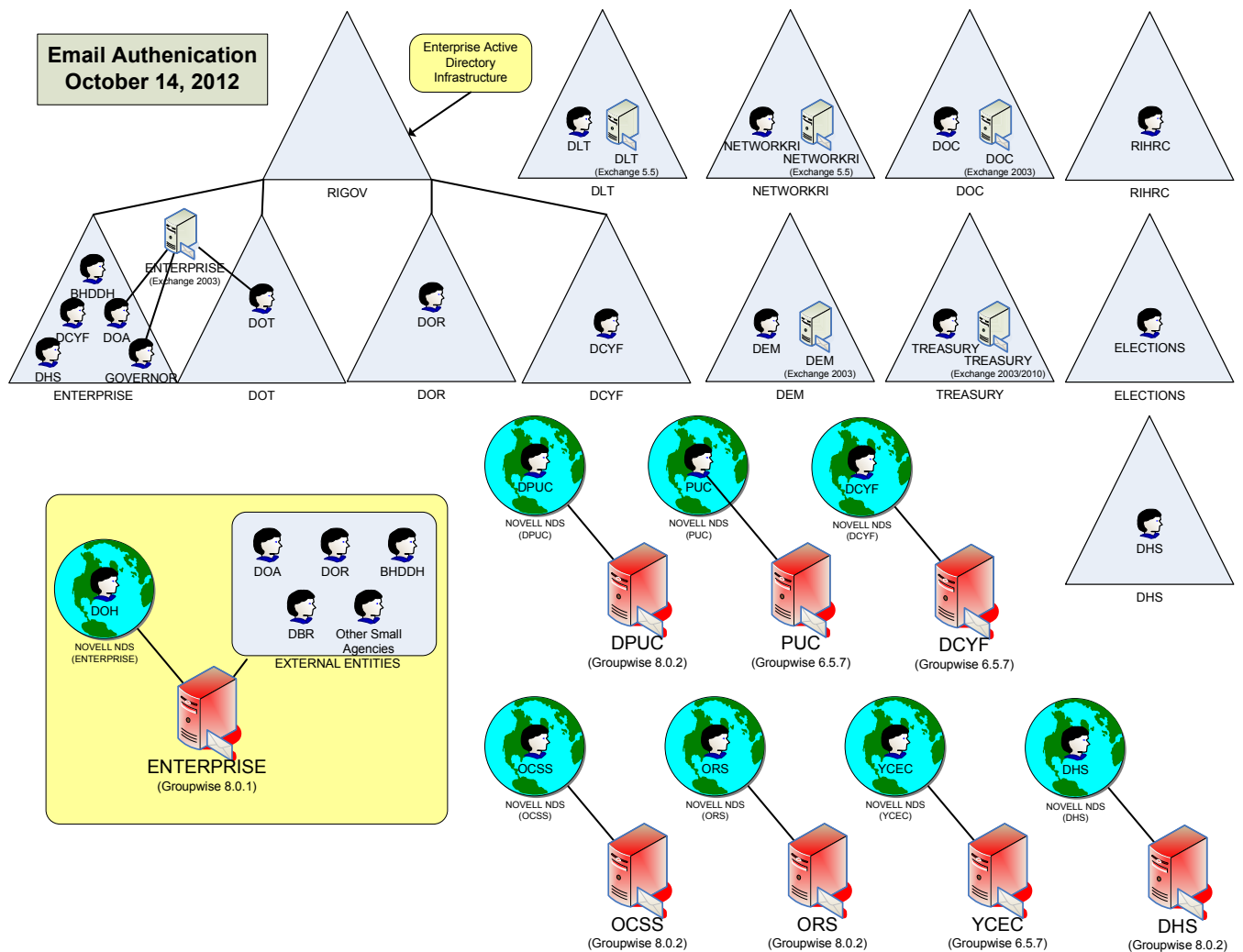

Figure 3 Enterprise Authentication Infrastructure

4   SMTP Domains

The State of RI utilizes many different SMTP email domains both internally and externally. Figure 4 - lists the relationship between mailing system and SMTP domain.

Email System	Department/Agency	SMTP Domains
Enterprise Exchange	Governor's Office	governor.ri.gov
	Health Exchange Office	exchange.ri.gov
	Office of Management and Budget	omb.ri.gov
	Water Resource Board	wrb.ri.gov
	RIGOV	ri.gov
	DOT	dot.ri.gov
TREASURY	General Treasurer	treasury.ri.gov
DOC	DOC	doc.ri.gov
	EMA	ema.ri.gov
DEM	DEM	dem.ri.gov
DLT	DLT	dlt.ri.gov, dlt.state.ri.us
NETWORKRI	NETWORKRI	networkri.org
Enterprise Groupwise	Arts Council	arts.ri.gov
	BHDDH	bhddh.ri.gov
	Board of Elections	elections.ri.gov
	CDHH	cdhh.ri.gov
	Commision on Ethics	ethics.ri.gov
	DBR	dbr.ri.gov
	DEA	dea.ri.gov
	DOA	doa.ri.gov, enterprise.ri.gov
	DOA - Budget Office	budget.ri.gov
	DOA - Bureau of Audits	audits.ri.gov
	DOA - Capitol Police	ricpd.dps.ri.gov
	DOA - Division of Information Technology	doit.ri.gov
	DOA - Division of Purchases	purchasing.ri.gov
	DOA - Energy Office	energy.ri.gov
	DOA - Human Resources	hr.ri.gov
	DOA - Military Police Acedemy	rimpa.dps.ri.gov
	DOA - Office of Digital Excellence	ode.ri.gov
	DOA - Office of Library Services	olis.ri.gov
	DOA - Public Safety Grant Administration	psga.dps.ri.gov
	DOA - Sheriffs's Office	sheriffs.ri.gov
	DOR	dor.ri.gov, revenue.ri.gov
	DOR - Division of Taxation	tax.ri.gov
	DOR - DMV	dmv.ri.gov
	Fire Marshal	fire-marshal.ri.gov, sfm.dps.ri.gov
	Governor's Commission on Disabilities	gcd.ri.gov
	Historical Preservation	preservation.ri.gov
	Human Rights	richr.ri.gov
	OHIC	ohic.ri.gov
	DOH	health.ri.gov, cancercoalition.ri.gov
DCYF	DCYF	dcyf.ri.gov
DHS	DHS	dhs.ri.gov
	OHHS	ohhs.ri.gov
DPUC	DPUC	dpuc.ri.gov, ripuc.org, ripuc.state.ri.us
ORS	ORS	ors.ri.gov
PUC	PUC	puc.state.ri.us

Figure 4 SMTP Domains

5   Email System Data Description

This section is to describe the amount of data by location of each mailing system.

Name of System	Location	Number Mailboxes	Active Mailbox Data Size	Total Archive Data
Enterprise Exchange	One Capitol Hill, Providence RI	1542	250 GB	4.4 TB
Enterprise GroupWise	Two Capitol Hill, Providence RI	2436	764 GB	439 GB
DHS	50 Service Ave, Warwick RI	910	180 GB	N/A
OCSS	Dorrance St, Providence RI	61	18 GB	N/A
ORS	Fountain St, Providence RI	98	72 GB	N/A
DEM	235 Promenade St, Providence RI	574	231 GB	N/A
DCYF	101 Friendship St, Providence RI	463	164 GB	4.8 TB
	530 Wood St, Bristol RI	46	9 GB	N/A
	4808 Tower Hill Rd, Wakefield RI	63	11 GB	N/A
	249 Roosevelt Ave, Pawtucket RI	97	15 GB	N/A
	Pastore Campus, Cranston RI	273	15 GB	N/A
YCEC	Pastore Campus, Cranston RI	47	36 GB	N/A
DLT	Pastore Campus, Cranston RI	625	110 GB	N/A
Networkri	Pastore Campus, Cranston RI	116	43 GB	N/A
DPUC	89 Jefferson Blvd, Warwick RI	39	50 GB	N/A
PUC	89 Jefferson Blvd, Warwick RI	20	40 GB	N/A
Treasury	50 Service Ave, Warwick RI	63	60 GB	N/A

Figure 5 Email System Data Description

6   Bandwidth to Internet POP Description

This section is to describe the amount of bandwidth by location from each mailing system to internet point of presence.

Name of System	Location	Bandwidth to Internet	Available Bandwidth to Internet
Enterprise Exchange	One Capitol Hill, Providence RI	Shared 250MB	POP
Enterprise GroupWise	Two Capitol Hill, Providence RI	Shared 100MB to internet POP	
DHS	50 Service Ave, Warwick RI	Shared 150MB to internet POP	
OCSS	Dorrance St, Providence RI	Shared 3MB to Internet POP	
ORS	Fountain St, Providence RI	Shared 3MB to Internet POP	
DEM	235 Promenade St, Providence RI	Shared 250MB to internet POP	
DCYF	101 Friendship St, Providence RI	Shared 50MB to internet POP	
	530 Wood St, Bristol RI	Shared 1.5MB to internet POP	
	4808 Tower Hill Rd, Wakefield RI	Shared 4.5MB to internet POP	
	249 Roosevelt Ave, Pawtucket RI	Shared 1.5MB to internet POP	
	Pastore Campus, Cranston RI	Shared 150MB to internet POP	
YCEC	Pastore Campus, Cranston RI	Shared 150MB to internet POP	
DLT	Pastore Campus, Cranston RI	Shared 150MB to internet POP	
Networkri	Pastore Campus, Cranston RI	Shared 150MB to internet POP	
DPUC	89 Jefferson Blvd, Warwick RI	Shared 1.5MB to internet POP	
PUC	89 Jefferson Blvd, Warwick RI	Shared 1.5MB to internet POP	
Treasury	50 Service Ave, Warwick RI	Shared 150MB to internet POP	

7   Agency Email – 6970 Users

Agency	Current Platform	Count
DCYF	GroupWise	948
HPHC	GroupWise	17
Sheriffs	GroupWise	17
DEM	Exchange	496
ORS	GroupWise	105
DEA	GroupWise	32
BHDDH	GroupWise	457
Human Rights	GroupWise	15
DOR	GroupWise	208
Governor	Exchange	61
DHS	GroupWise	712
OHHS	GroupWise	149
DLT	Exchange	631
DBR	GroupWise	94
DPUC	GroupWise	35
Ethics	GroupWise	13
DOA	GroupWise	536
GCD	GroupWise	5
PUC	GroupWise	18
DPS	Exchange	11
DOH	GroupWise	567
DMV	GroupWise	177
Elections	GroupWise	12
DOC	Exchange	875
Fire Marshall	GroupWise	32
DOT	Exchange	747

8   Additional Email Environment Details

- Email administration is handled on a distributed basis.

- Email is located within 33 email servers distributed across a number of sites.

- Current method of encrypting email is Proofpoint Version 7.1

- Versions of GroupWise, Outlook, and Exchange 6.5.7, 8.0.1, 8.0.2, Exchange 5.5/2000, Exchange 2003, and Exchange 2010. Outlook 2003 and above.

- Email Anti-Virus Solution in place today Proofpoint 7.1

- Attachment File Size Limitations is currently 50mb.

- No Mailbox Size Limitations

- No Archive Size Limitation

- Total Amount of Archive Mailbox Data is approximately 5.5 Terabytes

- Total Amount of Mailbox Data is approximately 3.16 Terabytes.

- Size of top 5 largest active Mailboxes (not including archive) are 20gb, 11gb, 10gb 6gb, 5gb)

- Average Size of active Mailbox is 1.2gb

- Total Message Volume per day Incoming 84,000 inbound before filtering and 24,000 outbound

- Current Archiving Solution – None (use of personal archives/pst's only)

- Current backup solution for Email is provided in a distributed fashion.

- No Statewide Quota policy in Use Today, however some agencies utilize them.

- No defined Archive Retention Period

- Estimate of total mail to be migrated.
    - Active – approximately 3.16 terabytes
    - Archived – approximately 5.5 terabytes

- Define current Email DR capabilities – Agency specific plans are in place and tested. Assumption should be 50% of agencies have plans and have tested successfully

- There are 13 unique Microsoft Active Directory domains in use today across 9 separate forests.