

Lincoln County, Georgia

November 16, 2018

Office 365 & Antivirus



Invitation for Bid

RFP 18-006

The Lincoln County Board of Commissioners is requesting bids for migration to, and implementation of, the Office 365 hosted environment for its Exchange email system and the full suite of existing Microsoft Office products in use by County employees. Included in this project, we will be upgrading our existing Microsoft server and workstation licenses. This must be completed in accordance with all applicable standards, and other specifications, terms, and conditions as stated in this RFP. The project should provide Lincoln County (hereafter referred to as the County) with a hosted and secure Office 365 solution and Microsoft Volume License Agreement. If accepted, migration should begin in January 2019.

Project Goals

Migrate the County's current server and PC-based Office environment to Microsoft Office 365, including Exchange email and all other Microsoft Office products in use by the County, including but not limited to: Word, Excel, Access, PowerPoint, Publisher and Outlook.

RESPONSE PREPARATION AND GUIDELINES

There will be no bidder meeting or conference call. Any questions should be directed to **Austin Dockery** at the email addresses given below and received by **December 13, 2018 at 10:00 AM**. All companies planning to respond to this RFP should send an email stating those intentions to:

Austin Dockery at adockery@lincolncountyga.com

To be considered for selection, bidders must submit a complete response to this RFP. All proposals must include two hard copies of the complete set of responses, proposals, drawings, and any other documentation. All hard copy proposals must be hand-delivered, and must be submitted in a sealed envelope and brought to:

Lincoln County Courthouse

Commissioners Conference Room

210 Humphrey Street
Lincolnton, Georgia 30817

All Proposals must be hand delivered in the **Conference Room, December 20, 2018, at 2:00 PM**. **Any Proposal not delivered in person at the opening at 2:00 pm will not be accepted. Proposals must be in a sealed envelope clearly marked "Office 365 Migration RFP 18-006"**

All proposals remain the property of Lincoln County. The acceptance of a response to this RFP does not obligate Lincoln County to purchase any system or services.

Bidders must provide a signed statement attesting that all information provided in its response to the County is true and accurate to the best of its knowledge, and must disclose any additional organizations that will provide services in the delivery of this contract.

Bidders must be responsible for providing one point of contact for the entire project.

ADDITIONAL CONSIDERATIONS:

Failure to submit all information requested may result in the county requiring prompt submission of missing information and/or lowering evaluations of the proposal. Proposals that are substantially incomplete or lack information may be rejected by the County.

Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

Proposals should be organized in the order in which the requirements are presented in the RFP. The proposal should contain an index which cross-references the RFP requirements.

Information which Bidders desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration or lower scores if the evaluators are unable to find where the RFP requirement are specifically addressed.

AWARD OF THE CONTRACT:

Lincoln County reserves the right to make a selection based on the Bidders' ability to meet the requirements of this RFP and other related factors, not necessarily the lowest bid. The County may contact Bidders for more information and clarification of a Response prior to, or after the submission deadline. The Bidder awarded this contract must have experience with Microsoft Office 365 migrations and projects of this size. The Bidder awarded this contract will be notified in writing or by email.

Lincoln County Expressly Reserves the right to reject any and all bids.

ASSUMPTIONS

1. All existing Microsoft Office software will be updated to the most current release as part of this project. Bidders should not assume that any existing software will remain unless otherwise noted.
2. The solution must include any servers needed for Office 365 Applications. The County will not be responsible for providing any services or equipment unless specifically stated in the response.

SCOPE OF WORK

Bidders must quote a complete migration to, and implementation of, the Office 365 E3 or higher hosted environment from the County's current server and PC-based environment. Bid must include all equipment (if needed), installation cost, customized programming to meet the County's requirements, testing, complete project coordination and onsite training for all employees as defined by the County at installation meeting. This will include (49) E3 or Business Premium, and (7) E1 or Business Essentials accounts. With the ability to add or remove as needed. And (75) Antivirus/Malware Protection for computers also will need to be able to add and remove as needed.

Bidder should allow for flexible growth in number and capacity of users. Proposals should reflect the details listed below.

- A. The County has emails through 1and1.com. The vendor will work with County staff to migrate emails if needed.
- B. The County currently has a domain lincolncountyga.com that will need to be migrated to Office 365.
- C. Anti-Spam, Antivirus, Email Encryption, Backup, and Unlimited Archiving all need to be included.
- D. Due to archival policies and legal requirements, there are certain mailboxes that need to be migrated to the Office 365 "cloud" immediately, while other mailboxes could be gradually migrated by County IT staff or users over time after vendor implementation is complete.
- E. The County's users must be able to choose to install certain Microsoft Office applications on their local computers or use the Office 365 cloud service, or a combination of both.
- F. The County's users must have the ability to save files locally, on the local network, to OneDrive or to the Office 365 cloud service. Transparency of this process is important.
- G. Anticipated downtime.

INSTALLATION & IMPLEMENTATION PLAN

- A. Describe the implementation strategy and conversion approach for the proposed solution
- B. Provide a time-line for the implementation.
- C. List at least 3 customer references your company has implemented similar to the proposed solution. Include reference contact name, e-mail and phone number for the City to call to discuss the experience
- D. Provide certifications for all staff that will be implementing the project. If a 3rd party organization is required, please identify the organization and 3rd party products or services.

TRAINING PLAN

- A. Describe the training the County will receive before and after install. (Including a meeting showing employees how to use 365 and key features that are helpful)
- B. Provide the cost for additional training if needed.
- C. List who will be providing the training and their certifications on the products

SUPPORT AND MAINTENANCE

- A. Provide documentation on your company's emergency response time and what the recourse is if your company fails to meet the time.