



M365 Migration RFP – Q & A Document – March 23rd, 2021

Active Directory

Q. Do you currently use Active Directory for User Authorization and Authentication?

A. Azure AD

Q. If so, what functional level are you currently at?

A. No on prem AD

Exchange Online

Q. How many Resource Mailboxes need to be migrated?

A. 135

Q. How many Shared Mailboxes need to be migrated?

A. Request clarity on what you consider a shared mailbox

Q. How many Distribution Groups need to be migrated?

A. Unsure as we have many personal groups that have been setup in addition to formal Mercy Corps groups

Q. How many mobile devices need to access Office 365?

A. All users (5800)

Q. How many Public Folders need to be migrated? How much total data do they comprise?

A. We don't have on prem servers/public folders

Q. Do you currently use a 3rd party Email Archive Solution?

A. We don't have a 3rd party solution, but are using Google Vault for E Discovery for Gmail

Q. If yes, do you plan on continuing to use the solution as your Email Archive?

A. Yes, but it will only retain E Discovery information pre-migration

Q. If yes, do you want Office 365 configured to Journal email back to your solution?

A. No

Q. Microsoft Defender for Office 365 is a great solution for protecting your Office 365 environment from phishing, malicious links, malicious attachments, etc. Are you interested in that being a part of the solution we propose?

A. Yes, but we will not be using it initially. We need to understand more. We would like to take advantage of any spam, malware tools, etc... that come w/ Exchange Online

Q. We will propose BitTitan's Migration Wizard tool for migrating you from GSuite to Office 365. Are you familiar with this tool?

A. Other vendors have mentioned this tool to us, but we have not used it. Are there licensing fees associated with its use?

SharePoint Online

Q. How much Google Shared Data will need to be moved to SharePoint in Phase 2 of the project?

- A. We are reconsidering our approach to Phase 2 and are not certain we will migrate all data.**

OneDrive for Business

Q. How much Google My Drive data will need to be moved to OneDrive for Business in Phase 2 of the project?

- A. A. We are reconsidering our approach to Phase 2 and are not certain we will migrate all data.**

Q. To inform our staffing plan, can you share which Mercy Corp personnel will be available to support the project, and their percentage of time allocated to the project?

- A. 100% - Senior Project Manager
100% - BSA/SharePoint Admin,
90% - Director - Global Infrastructure and Support
40% - IT Admins
75% - Help Desk
100% - M365 Admin
90% - Enterprise Architect
50% - Digital Librarian**

Q. Do you have any internal org change personnel who will be supporting the O365 migration? Are you looking to the contractor to provide org change/adoption services?

- A. Yes, we would like the vendor to help support this**

Q. How will the MC help desk be structured to support the new O365 platform?

A. All HQ IT and Field IT Admins will be collaborating with the Help Desk

Q. When speaking of training, what is determined as the "Network of Support"

For Technical team members, End users or both?

Is there assumed Train the Trainer, or direct training with end users?

What level of support is expected from the supplier (Level 1, 2 or 3)?

A. We'll be utilizing MS Learning Pathways and trainers for both Admins and users, but are interested in learning what your training capabilities are and if you support multiple languages.

Q. How much of an "off-line" solution will be required/assumed for areas where there may be poor connectivity?

A. Is this question about offline migration or continued access to the MS environment?

Q. Have you determined from your MS rep if you are eligible for any other programs that you would qualify for that would help subsidized the implementation?

A. End Customer Investment Funds (ECIF) program and MS FastTrack

Q. Which other applications or tools from the Microsoft Suite do you plan to implement longer term, beyond email, SharePoint and Teams?

A. Intune, Teams for Rooms VC

Q. What other strategic solutions are you wanting to implement that will sit on this platform after it is rolled out?

A. We eventually want to automate creation of Programs in SharePoint based on

a standardized SharePoint architecture

Q. Are you open to using an agile or incremental roll out approach? For example, are you open to rolling out O365 to region A before region B?

A. For mail/calendaring no.

Q. Do you envision that certain geographic regions will be adopting O365 before others?

A. No, if you're just referring to the Office suite of tools (Word, Excel, PowerPoint)

Q. What are the biggest adoption issues you are most concerns about, based on previous technology implementation projects?

A. Providing enough information and preparation for the end users so they do not take it upon themselves to create unsupportable workarounds

Q. Do you prefer specific pricing format, such as T&M versus fixed fee or fixed capacity?

A. We're interested in fixed fee, but would like clarity on what fixed capacity means

Q. Do you have a budget cap that you need to stay under?

A. Kindly, we do not disclose budgets or caps.