April 30, 2014

To: All Potential Bidders
From: Ken Discher, Issuing Officer
RE: **RFP1214005011 – State of Iowa E-mail & Productivity Application Services**

Amendment One

Please amend the subject RFP to include answers to the following timely received questions.
This Amendment shall supersede, modify and/or change all requirements to the contrary in the RFP and associated documents.

Question 1. (Q1.) P.27 Section 4.2.7.1 a) Could you provide an estimate for how many Blackberry devices you have? b) What version are they?

Answer 1. (A1.) a) Approximately 460 devices. Please see answer to Q4 below.
b) Approximately 200 devices attached to BES 10 Server and 260 devices attached to BES 5.0.3 Server.

Q2. P.27 Section 4.2.10.2 Can we assume that each independent agency will have all of the data centralized for this mass migration? Including personal PST files...

A2. No. Agencies managed by the Department of Administrative Services (see Section 1.4 Background Information, Table 1) have all data centralized on Microsoft Exchange and Symantec Enterprise Vault for mass migration. Some agencies managing their own e-mail (see Section 1.4 Background Information, Table 2) still make use of PSTs. Others have moved data to their own dedicated Symantec Enterprise Vault installations. A full count of PST files in these agencies is not available, but we estimate between 1,500 to 2,000 PST files would need to be migrated into the proposed solution by the vendor.

Q3. P.28 Section 4.2.11.1 Vendor Competency Would the State consider commercial references of 10K+ users? We understand Federal, State and Local are acceptable and would really hope you would consider commercial references as well to allow more bidders to respond to the effort? e.g. Could we use a Federal 10K+ user reference and a Commercial 10K+ user reference and remain compliant?

A3. No. The State of Iowa will not consider proposals from vendors without the minimum experience described in Section 4.2.11.1 Vendor Competency.

Q4. P. 10 Section 1.4 Background   Are the 470 BlackBerry Devices version 10 or will they be upgraded to V10 that supports ActiveSync? If not, is there a plan to replace with non-BlackBerry devices?

A4. a) See answer A1
b) The State requires bidders to migrate all Blackberry devices attached to the Version 10 Blackberry Enterprise Server. Older devices connected to Version 5.0.3 Blackberry Enterprise Server will be removed from service

by the State of Iowa as part of routine life cycle replacements. Vendors are not required to migrate these devices to the proposed solution.

Q5. P. 10 Section 1.4 Background   What is the State's retention policy (e.g. 5 years, differs by agency)?

A5. Retention policies vary by agency and can range from six months to 3 years to indefinite retention schedules based on unique agency considerations in law, regulation, or practice.

Q6. P. 10 Section 1.4 Background   In sizing the data that should be migrated, the State specifies there is currently 60Tb of data. Based on the State's retention policy, would you estimate that only 50% of that data is within the retention policy, and the rest can be purged provided it is not on any legal holds?

A6. The State has no plans to purge data as part of this initiative. Vendors are required to deliver a proposal that includes migration of all 60 TB data to the proposed solution.

Q7. P. 27 Section 4.2.10.3 Migration The current requirement for migration from Symantec Vault states that 60TB of data is to be moved from the Symantec Vault archive to the new archival solution. Given the amount of data and the complexity involved in this scale of migration, we believe this approach introduces a significant amount of risk and potential cost to the State. Would the State consider alternative approaches from the wholesale migration of 60TB of data to the new archival solution, such as the migration of data only within the retention policy, data that is on legal hold, or maintaining a subset of data in the Symantec solution?

A7. Vendors are required to deliver a proposal that includes migration of all 60 TB data to the proposed solution.

Q8. P. 30 Section 4.2.23.6 Productivity Applications Is editing these file types on your listed mobile devices sufficient, or would real-time collaboration/co-editing be included in this requirement?

A8.   Editing is sufficient.

Q9. P. 32 Section 4.3.5.2 E-Discovery   Does the State already own the Symantec Discovery Accelerator application?

A9.   Yes.

Q10. P. 32 Section 4.3.6 Technical Solution Administration   •Capability to process attachments up to 80 Mb in size between mailboxes within the solution, or offer an alternative that meets this requirement. Please clarify that this requirement is referring to users within the State's systems and not with external users.

A10. Correct. The requirement is for attachments to be e-mailed between users of the solution.

Q11. Is DAS looking for a MDM solution that will replace their current MDM solutions? Or are they looking for an email solution that will work with their current MDM solutions?

A11. **The State will make a determination on whether to keep or replace its current MDM solution based on the capabilities of the winning proposal to support the State of Iowa Enterprise Mobile Device Security Standard described at http://das.ite.iowa.gov/standards/documents/20130827_Mobile_Device.pdf.**

Q12. Is DAS looking for a separate solution for their BYOD users vs. their institutional owned devices?

A12. **No**

Q13. Are the LDAP scripts pulling user, group, and contacts data from the Exchange Organizations in other forests and creating contact objects in the primary forest?

A13. **LDAP scripts pull information from other email systems (Exchange, Lotus notes, Groupwise) and create mail enabled user objects in the primary forest.**