RFP #850-19P
SharePoint Migration

Addendum 001
Issued March 29, 2019

1. Can we have an overview of CMC existing SharePoint 2013 farm architecture?

   1x SQL 2012 backend, 2x web frontend, 1x application server, 1x Workflow server, 1x OWA server; all running Windows 2012 R2.

2. CMC – Current SharePoint 2013 Farm is virtualized or on hardware?

   Virtualized on VMware ESX.

3. Does CMC have full access (permissions) to all the hardware/software resources?

   Yes.

4. Does CMC need to deploy new SharePoint 2016 Farm on exiting farm or completely new infrastructure?

   A new SharePoint 2016 Farm would be deployed on new VMs that CMC will create as needed.

5. Is CMC open for SharePoint online (Office 365) oriented solution?

   Yes. CMC has existing SharePoint Online entitlement as part of an Office 365 for Education package. Full SharePoint Online may be preferred with a Hybrid design as acceptable. However, we would want to make this decision based on needs of the College determined during Discovery Phase.

6. Will CMC take care of all hardware procurement if the solution is virtual server based? Or If it is SharePoint online, will CMC take care of Office 365 licenses?

   Yes. VMware and Office 365 licensing is already purchased and deployed.

7. What version of SharePoint 2013 is installed / upgraded to current farm?

   SharePoint Enterprise Server 2013 SP1 with February 2019 CU.

8. What authentication mode is being used - NTLM or Claims or FBA?

Claims via Active Directory Federation Services.

9. The current SharePoint 2013 environment is public facing / Internet site, we mean?

Intranet by licensing. The environment is accessible via the Internet using Microsoft Web Application Proxies and all access requires authentication.

10. What is the total number of users accessing the SharePoint at CMC on daily average basis?

While we have over 160K user profiles, there is usually only several hundred accessing it per day.

11. Does CMC use complex workflows? If yes, total how many and do you use any third-party tools for workflow design and implementation?

CMC currently uses 20+ Bamboo Solutions and 30+ Nintex workflows.

12. Are you open to use Third-party tools like Sharegate or Metalogix for migration activity? If yes, will you purchase the license for the same?

If migration tools save time and money, CMC will entertain those options. CMC can purchase these tools or licenses if necessary, but the desire to use any tools that incur costs for CMC should be included in the proposal. Also note that CMC is not looking to simply migrate all existing content to a new platform, instead, restructure to fit our current needs and the new platform.

13. Is there an incumbent vendor or someone that CMC has used in the past for SharePoint services?

CMC did utilize the services of a contractor for creation of mobile friendly landing pages for Basecamp.

14. Does CMC have any solutions that need BDS, taxonomy, Managed metadata services?

While we do utilize taxonomy and managed metadata services, we are not aware of any solutions that require them.

15. Does CMC provide all current infrastructure documents and server as par of deep dive for analysis and planning.

Yes, CMC can provide current infrastructure details prior to or as part of the deep dive. See question #1 for a brief overview.

16. Does CMC has any team who will assist us in Discovery phase of project implementation, if yes who are they (their designations)? Is there an Executive Sponsor?

CMC has a Basecamp Governance Committee and is willing to commit resources to an effective discovery. The executive sponsor is the College Leadership Team.

17. Does CMC project need to be taken care from Onsite or it can be Outsourced?

While actual work can happen remotely, meetings with CMC should be conducted between 8 AM and 5 PM US Mountain Time. Outsourcing or subcontracting of services is allowed, but that should be specified in the proposal and the company under contract is required to have at least one representative attend all meetings physically or virtually.

18. Is there VPN or remote option available to access CMC server, if you allow remote work?

VPN connectivity via Cisco AnyConnect is available. Server access via Remote Desktop Services Gateway is also available. Remote work is allowed.

19. Is there any project deadline/date till when CMC is expecting to complete the project?

Fall 2019.

20. What version of SharePoint 2013 is Basecamp currently using – Foundations or Enterprise?

SharePoint Enterprise Server 2013 SP1 with February 2019 CU.

21. Are there any current SharePoint analytics on Basecamp – are usage reports available to us to review?

SharePoint usage reports and Google analytics are available.

22. How many sites currently exist in Basecamp? How many subsites? How many pages?

Site collections: 1
Sites: 291
Pages: 451
Images: 1461
Documents: 3136

23. How long since the last site refresh for Basecamp?

The latest OS and SharePoint updates were installed at the beginning of March 2019.

24. When was the last site branding update for Basecamp?

There has not been any branding update since its rollout, but there were a couple pages created and specifically tailored for mobile-friendly landing pages within the last year.

25. Will there be a CMC project manager or a CMC Subject Matter Expert available to us to work with during the project?

Yes, CMC will provide a primary contact and appropriate technical subject matter experts.

26. As Basecamp is used by both staff and students, will members from each group be interviewed to identify requirements of the new SharePoint environment? If yes, if there is a conflict between requirements of one group vs. another, who will make the final decision?

Yes, discovery will include employees and students. However, final decision lies with Basecamp Governance Committee.

27. Does Colorado Mountain Collage intend to maintain a SharePoint hybrid environment for migration purposes to ease the migration disruption?

Yes, if this is helpful to the migration effort and minimizes down time.

28. How much content will be migrated (GB size)?

Content DB: 21.5 GB
MySites DB: 19.4 GB

29. Does Colorado Mountain Collage have assigned and responsible content owners of the current site collections?

Yes.

30. Does Colorado Mountain Collage intend to utilize Modern Experience for SharePoint sites? Will this conversion be expected as part of this scope?

Yes to both.

31. Is there any integration currently in place between on-prem and O365-based SharePoint instances?

No. SharePoint Online is minimally configured already.

32. How is SharePoint Authentication provided today – internally and externally?

SharePoint authenticates users via WS-Fed using Active Directory Federation Services.

33. What are critical use cases for SharePoint? Are there any SLAs / OLAs?

Internal Communication

Document Management
Critical use cases are team collaboration, workflows, targeted announcements, and access to various links.
SLA is unofficially 15 minute down time between 7 AM and 10 PM unless prearranged for maintenance, with 1 hour data loss considered acceptable.
OLA is unofficially that updates be installed once per month.

34. Are there any known issues with SharePoint at this time?

Yes. The UPA broke on the app server a year ago and had to be moved to the secondary web front-end, but works fine there. Some old, unused plugins have remnants remaining. Otherwise it's mostly frustrations caused by a vendor framework overlay, which will not be migrated.

35. Is SharePoint Governance development or restructuring in scope? If yes, how will this work item be distributed percentage-wise?

Mostly restructuring, but if the discovery phase reveals critical information related to student/employee data there may be some development; so probably 90% restructure, 10% development.

36. We don't have a physical presence in CO. Are you looking for a local vendor in Colorado or are you open to an outside firm to provide the necessary services?

CMC is open to vendors outside of Colorado, however, meetings with CMC should be conducted between 8 AM and 5 PM US Mountain Time.

37. Do you require all the work to be done onsite or can some of the work be done remotely? If you are open for remote, can some of the team be based outside the US (India, Eastern Europe etc.) to give you a total overall lower cost structure?

CMC is open to some work being done remotely and out of the U.S. However, we would want that disclosed in the proposal for review of whether or not the plan is appropriate.

38. Can we charge for travel expenses separately (we are open to providing a cap on travel expenses, and only actual travel expenses will be billed)?

We would like to see anticipated travel expenses quoted separately. All travel reimbursements must be in conformance with CMC Purchasing Policies & Procedures.

38. Are there any business critical processes that live on Basecamp?

Yes. Critical use cases are team collaboration, workflows, targeted announcements, and access to various links.

39. Have you been through an upgrade/migration in the past with Basecamp?

No.

40. Will CMC be cleaning up the content before migration (delete\archive old content) or should we assume that this in scope?

Yes, CMC will do this internally.

41. What kind of analysis report is CMC expecting?

CMC would like to see proposals from vendors that describe the most appropriate analysis report for this Project.

42. What is the total budget of this project?

CMC will discuss budget considerations with the short listed groups.

42. Is there a project management approach that CMC prefers? For example, waterfall or agile?

CMC would like to see proposals from vendors that describe their approach and why it would work best for this project. IT is familiar with Agile and uses a flavor of SCRUM internally.

43. Who will own migration / remediation of SharePoint customization – i.e Custom Actions for Workflows?

Frameworks and any needed custom development would be the responsibility of the vendor. Ultimate responsibility for migrating workflows will be the responsibility of the workflow owner at CMC.

44. How many possible vendors does CMC intend to allow into the short list for further evaluation?

This determination will be made upon receipt and review of the proposals.

45. Do you have a specific format in which the pricing information should be provided? If so, can you specify the format and the details that you need?

Per the RFP, please provide your bid broken out by Phase, including Scope and Deliverables for each Phase.

46. Are you expecting a fixed price proposal or a T&M proposal? If you are expecting a fixed price proposal, can we provide a fixed price for Phase 1? Since we do not know the entire scope of the migration (e.g. content size, nature of the content, number of workflows, tools used for applications etc.), can we suggest a fixed price for Phase 1 (Deep Dive Discovery) and approach for Phase 2 and Phase 3? We can provide a fixed price for Phase 2 and Phase 3 at the end of Phase 1, once the scope is fully understood.

We would like a fixed price proposal for each Phase. While CMC understands that the discovery phase will greatly play into total project, please pair a set of deliverables with a "not to exceed," specify billable hours for out of scope work.

47. Can you describe how your students are interacting or using Basecamp?

- Are they contributing content to Basecamp?
- Are they submitting coursework to Basecamp?
- Are they consuming news & events on Basecamp?
- Do they have individually secured areas on Basecamp?

Students mainly use Basecamp as a launching point (links to other sites), announcements, and classifieds. There is some basic information (which can be found elsewhere) related to their current enrollment and there is information for people onboarding as students. They do not submit coursework here and they do not have personal secured areas. We would like to use the Discovery phase to also determine what students are utilizing.

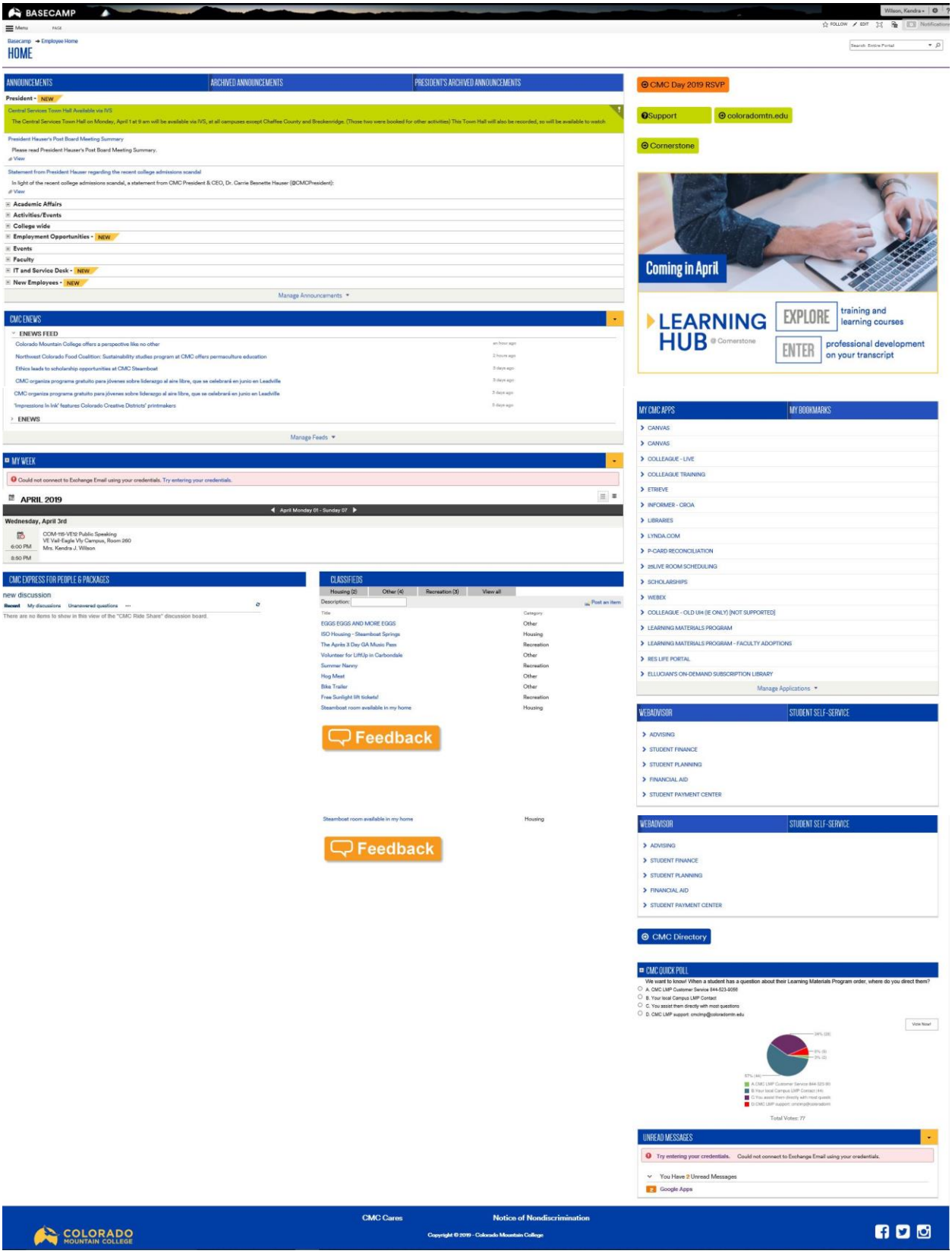
48. Would it be possible to get a screenshot of the current design?

Yes.

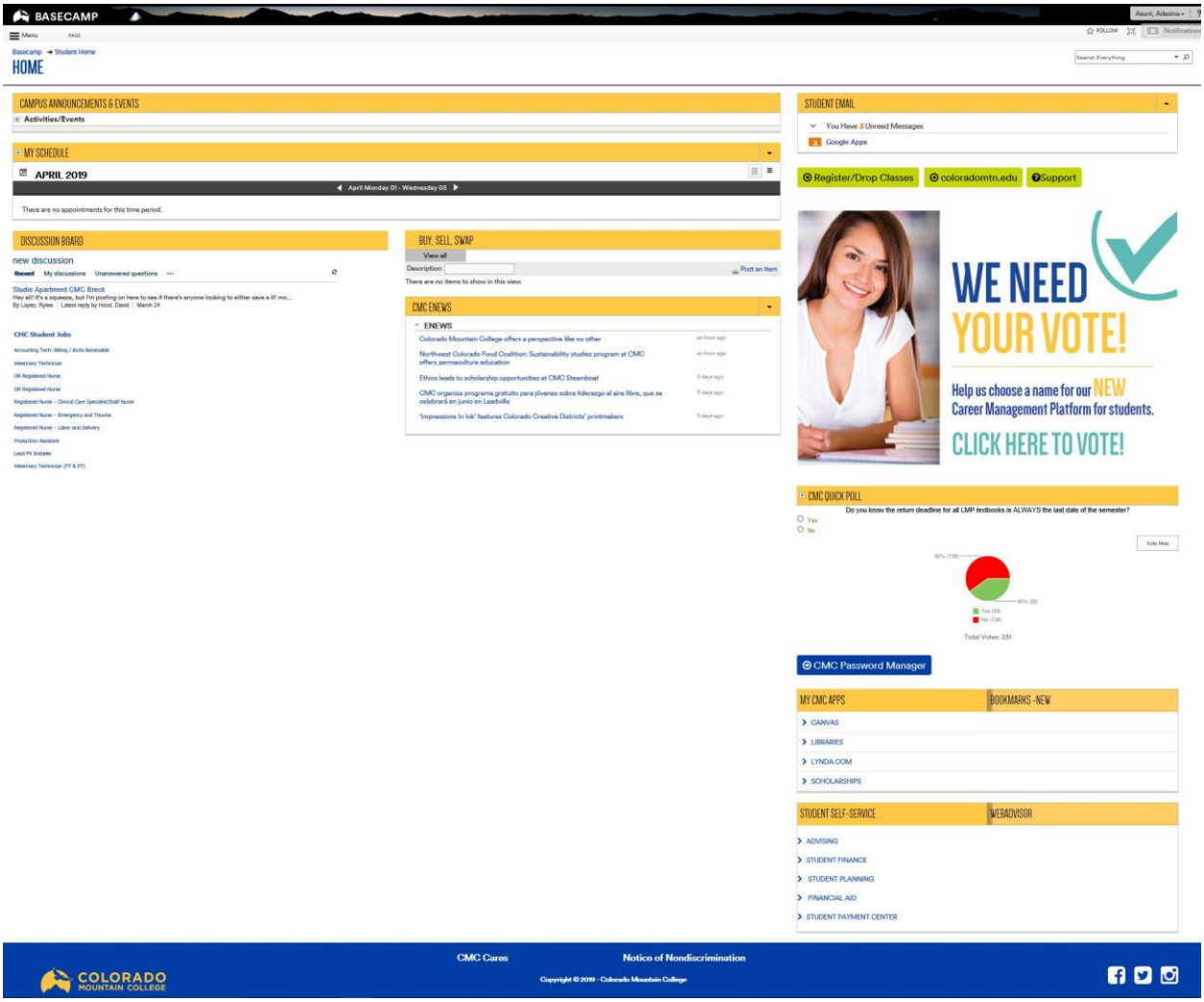
49. In the Discovery phase, how many groups of people will we be talking to?

We anticipate discussions with Governance, Students, Faculty and Staff, but please tell us what will be the most effective.

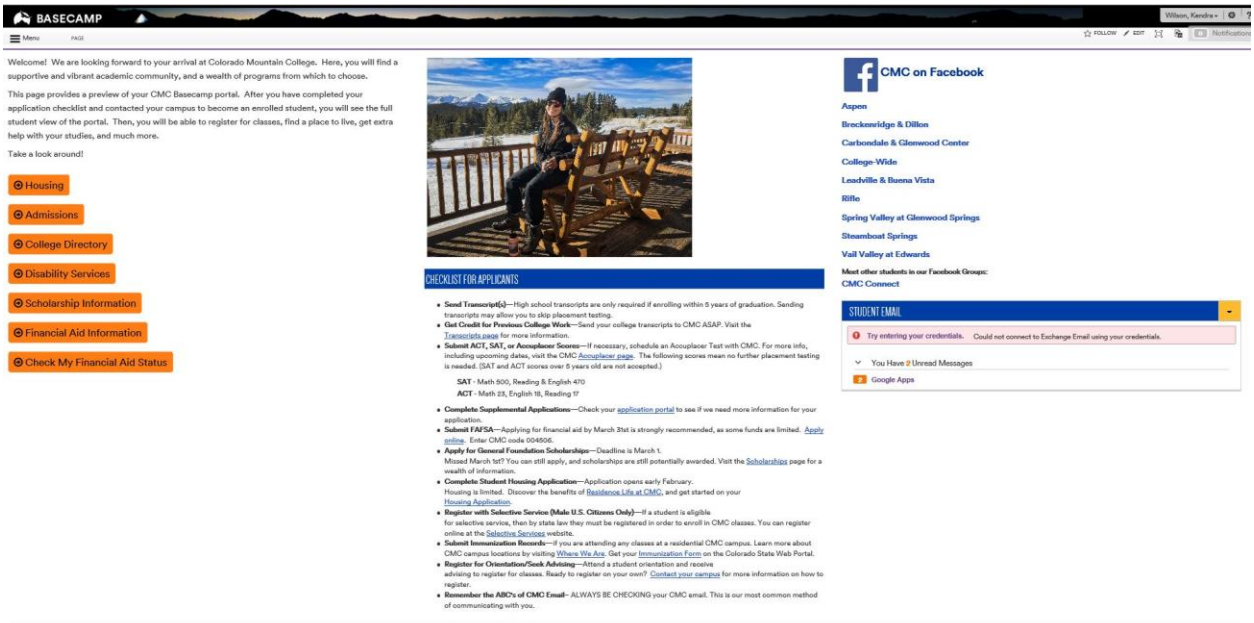
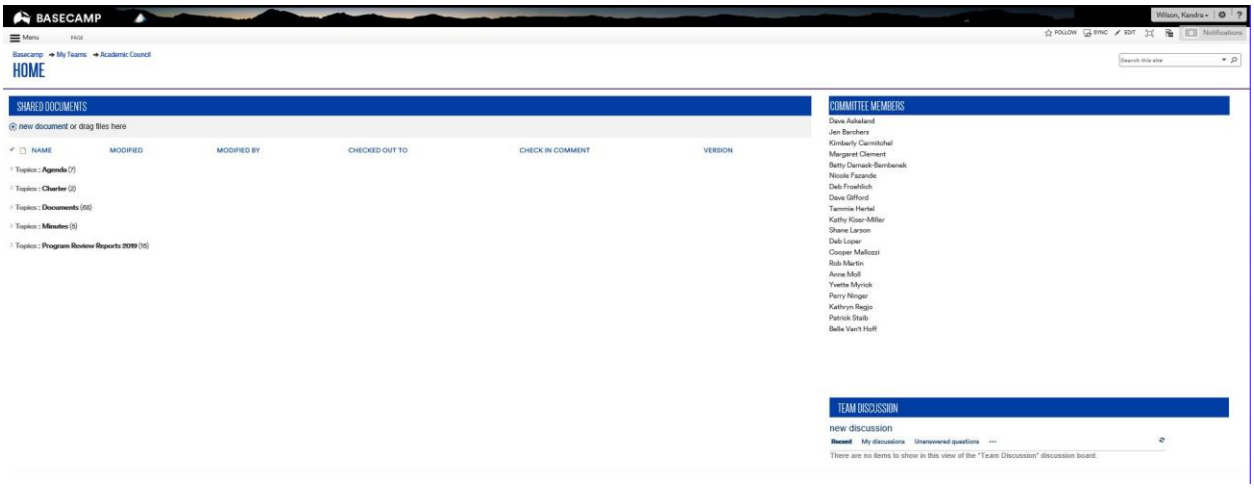
Employee Homepage:



Student Homepage:



Applicant Homepage:



Team Site Example: