

## Questions and Answers for RFP 016-HH10

### Question 1:

What is the expectation from the M-DCPS for the messaging features that are available for their end-user communities? Will a teacher need access to mail, calendar, journal, contacts, notes, etc? Will a student need to have the same features available (mail, calendar, journal, contacts, notes, etc)? Are there different requirements based on the different categories of end-users?

#### Answer:

Teachers currently are provided with a full Microsoft Exchange account and all of the integrated features on the MDCPS network. Students should be provided with all features that are part of a standard product offering and should include all of the examples. All students will be considered equal in the offering.

### Question 2:

Will the messaging solution interface with the current M-DCPS Dade Microsoft Sharepoint Portal or is the school district looking to have a new portal developed to access the messaging environment?

#### Answer:

The District has an established Student Portal and any new product will be delivered via the Student Portal and presented either with the frame or as a separate frame.

### Question 3:

Will M-DCPS provide the Microsoft licensing for the messaging solution?

#### Answer:

Any licensing base incurred as part of the hosted solution.

### Question 4:

What are the archiving requirements?

#### Answer:

Archiving, not a requirement, can be outlined as part of the proposal.

### Question 5:

What is the size limit requirement per mailbox?

#### Answer:

The District is not requesting limits for mailbox quotas and will evaluate all responses.

### Question 6:

Does M-DCPS expect to access the messaging solution via a dedicated circuit, or will secure access via the internet suffice?

#### Answer:

MDCPS will relay on the existing internet access.

Question 7:

What is the requirement for retention of off-site backup tapes?

Answer:

Off-site archiving if outlined as part of the proposal will be reviewed.

Question 8:

Does M-DCPS currently have an Exchange environment that would need to be migrated to the new messaging environment as part of this project? If so, what are the number and size of mailboxes?

Answer:

Students have an AD presence for portal access; however, these accounts are not mailed enabled. If the existing AD can be leverage, then a migration will be necessary. If not, this will be considered a completely new start up system.

Question 9:

Is there a requirement for wireless users (i.e. Blackberry, Goodlink, Activesync)? If so, how many?

Answer:

Wireless is not being offered to students.

Question 10:

Will a helpdesk to helpdesk support model suffice or does the M-DCPS require Level 1 support? If the preference is helpdesk to helpdesk, then who will provide the Level 1 support to M-DCPS?

Answer:

A helpdesk to helpdesk is the preferable model. MDCPS staff is expected to provide direct user support.

Question 11:

Who will manage the Active Directory for this solution?

Answer:

The Active Directory for MDCPS is managed by District staff; a file with the daily maintenance of objects will be presented to the awarded partner.

Question 12:

Can M-DCPS provide a description of their AD environment?

Answer:

The Active Directory currently used for authentication is comprised of three domain controllers.

Question 13:

What is the anticipated timeframe for providing email access to all participants?

Answer

End of Q1 on a scheduled basis.

Question 14:

Does M-DCPS have a standard ROI template they wish vendors to use?

Answer:

The District would view the template provided as part of the submitted package.

Question 15:

Would M-DCPS make public a list of all the parties that RFP NO. 022-HH10 was mailed to?

Answer:

Bell South  
7300 N.W. 19<sup>th</sup> Street, Suite 700  
Miami, FL 33126  
Attn: Elenna Cordal

ePALS Classroom Exchange,  
Inc.  
70 Sound View Drive  
Easton, CT 006612  
Attn: Tim DisScipio

Everyone.Net, Inc.  
2635 North First Street, Suite  
128  
San Jose, CA 95134-2041

Gaggle.Net, Inc.  
P.O. Box 1361  
Bloomington, IL 61702  
Attn: Michael Kessler

Hayes  
2473 Care Drive, Suite 201  
Tallahassee, FL 32308  
Attn: Karen H. Martinoff

Icontact  
2635 Meridian Parkway  
Durham, NC 27713  
Attn: Chuck Hester

Infacta, N.A.  
1313 E. Maple Street  
Bellingham, WA 98225

Liveperson  
462 7<sup>th</sup> Avenue, 3<sup>rd</sup> Floor  
New York, NY 10018

March Response  
Park City Plaza  
10 Middle Street  
Bridgeport, CT 06604

The Planet  
1333 Stemmons Freeway, Suite  
110  
Dallas, TX 75207

Question 15:

The first item is Item 20 – on page 6 of the RFP, and subsequently, Item 21 – also on page 6. Both Items refer to “notification lists”. I would appreciate clarification as to what type of “notification” this is referring to. Is it in regards to notification of usage, abuse, etc.?

Answer:

Notification lists are groups of mail enabled users that can be self managed and used for general communications.