



Addendum #3

Date: January 28, 2020

RFP #: DPL-CL-2006

RFP Description: Microsoft SharePoint Implementation Services for Detroit Public Library

Due Date: February 11, 2020 @ 2:00 p.m.

Return To: DETROIT PUBLIC LIBRARY
Purchasing Department
5201 Woodward Avenue
Detroit, MI 48202

Please see the following responses to all questions submitted in response to the above-indicated Request for Proposal:

Question: Do you have a general timeline for when you want this solution in place?

Response: By the end of second quarter of 2020

Question: Do you have a desired launch date in mind for the release of the intranet?

Response: No

Questions: For clarity –

1. Page 3 of the RFP provides an overview statement to “.... delivering intranet and collaboration and collaboration capabilities deployed on Microsoft SharePoint 2016.”

Response: DPL believes that a fully developed SharePoint platform will greatly enhance the efficiency of staff.

2. Page 7 indicates that O365 is delivered “only from the cloud” and “.. is not fully optimized..”

Response: DPL’s intention is to have our SharePoint instance fully configure and deployed.



3. Page 10 indicates "... SharePoint in the cloud" and requests "... integration with Office 365" information

Response: DPL desires to have a fully configured SharePoint within its Microsoft Office365 platform.

4. Page 11 requests specifications for hardware and software

Not applicable since this is for SharePoint Online

5. Taken as a whole, these statements imply that the desired solution is to be premise.

No on premise installation

Question: Has the Library made a decision on the environment to be used? Is it the library's intention to deliver an intranet with SharePoint 2016 (on premise or hosted) or to use SharePoint online in O365; or a hybrid?

Not applicable only SharePoint online

Question: Is the Library looking for a partner to recommend the best solution based on requirements?

No

Question: Do you operate in a single O365 Tenant?

Yes

Question: Is One Drive implemented from O365 or is it the on-premise solution?

Yes, and not on-premise solution

Question: What is your network bandwidth?

10Gb

For the next five questions, DPL No longer intend to integrate our business operation as part of this project.



Question: Are all of your business processes that leverage or intersect with the intranet documented?

No

Question: Page 7 of the RFP mentions workflow as an area desired to be leveraged, the scope does not specifically call out workflows as in scope but implies it may be.

Not Applicable

Question: Is workflow in scope for this release of the intranet?

Not Applicable

If so, are all workflows documented with actions triggers and conditions and how many?

Not Applicable

Are there any workflows that require 3rd party integration?

Not Applicable

Question: Page 7 of the RFP mentions document versioning, collaboration etc.; do you intend for the intranet solution to be your formal document management solution? Or are you just desiring to leverage these features?

Response: Leverage of features

Question: Do retention policies need to be enforced in this intranet?

Response: Yes

Question: Do data classifications need to be enforced in this intranet?

Response: Yes



Question: The RFP indicates a desire for an IT assessment, could you share details on the scope of that desired assessment?

Staff?
Systems?
Processes?
Other?

Response: *DPL will want prospective vendor to be able to assess staff, systems and processes in view of support and maintenance of the proposed solution of SharePoint Online.*

Question: Does DPL share any IT services with other organizations?

Response: *No*

Question: Does DPL receive IT services from any other city, county or state entity?

Response: *Yes*

Question: Does the intranet need to integrate with any 3rd party solutions?

Response: *Not at this time*

Question: Do you have a single domain you intend to use for this intranet?

Response: *Yes*

Question: Do you have SP trained staff to help with SharePoint specific support post launch?

Response: *Yes*

Question: Do you have a desired training strategy you intend to leverage?

Train the trainer?
Partner delivered training for all users?
Etc.?

Response: *Yes, Train the trainers*



Question: Based on the familiarity of staff with O365 and SharePoint, how much solution training do you anticipate being needed to support the desired adoption level?

Administrator training?
End user training?
Other?

Response: *Both Administrator training and End user training*

Question: Do you require the ability to support electronic signatures from the intranet?

Response: *Not at this time*

Question: Could you share more information on what “self service” actions you envision for users?

Response: *Not applicable*

Question: How many unique departments will be represented in the intranet?

Response: *About seven (7)*

Question: Is there a requirement to share or collaborate with users outside of library staff? (i.e. external users outside of your domain)

Response: *No*

Question: Will the site be only Intranet or on the public Internet?

Response: *Intranet*

a. If it is just Intranet, how many users will be using it? Are these users in AD?

Response: *Less than 500 AD*

b. Will there be any external users accessing it?

Response: *No*



- c. If it will be only Intranet with no anonymous access allowed, is SharePoint Online an option? Or would you like to have the site specifically on SharePoint 2016? If not SP-Online, please elaborate why this option does not work for DPL.

Response: While Intranet with no anonymous access may be the initial goal, DPL option is SharePoint Online with the right security considerations.

Question: In the Project Background section, it is mentioned that “there was an attempt to configure the existing SharePoint instance by DPL staff.” Was it on O365 or using SharePoint 2016? Did the staff encounter any issues? If yes, please explain.

Response: The SharePoint instance was within the Microsoft Office365 platform that is being utilized. It is the intention of DPL to have a SharePoint platform that embraces the branding of the organization while maintaining productive organization work procedures.

Question: Please explain your current network architecture.

Response: Not Applicable

Question: Is the existing AD integrated with Azure AD?

Response: Yes

Question: Is the AD fully in Azure or is it mixed?

Response: Yes, but it will need to be fully integrated

Question: For Office 365, what are the Cloud applications that are in use now?

Response: Microsoft office (Word, Excel, PowerPoint, OneNote, OneDrive)

Question: What are the other planned applications, if any?

Response: None, for now

Question: In implementation plan item 4, please explain how DPL intends to use SharePoint in the cloud environment? Will that be SharePoint Online or does the new implementation need to be in the cloud?

Response: Yes, SharePoint Online



Question: What OS versions are the user workstations on?

Response: Windows 10

Question: What Internet Browsers are in use?

Response: Firefox, Edge, Chrome

Question: The RFP mentions 100 documents.

a. Is this the full extent of the content?

Response: No

b. What is the growth expectation?

Response: Unknown

c. Is there any other content to be included?

Response: Yes, but to be decided during discovery

Question: Is branding required for the new site? If yes, please provide details.

Response: DPL has an established branding guideline that will be provided to winning bidder.

Question: How many department sites need to be created?

Response: To be determined

Question: Would you like the vendor to provide end-user training or will a 'train-the trainer' approach be sufficient?

Response: Train the trainer

Question: Please confirm the number of end-users or number of 'trainers' to be trained.

Response: About 70



Question: Is there a dial-in number for the pre-proposal conference on January 23, 2020? If yes, *please provide dial in information.*

Response: *This Information was provided in Addendum #1 issued on January 21, 2020.*

<https://global.gotomeeting.com/join/131877765>

*You can also dial in using your phone.
United States: +1 (571) 317-3122*

Access Code: 131-877-765

Question: If selected, can staff interviews be conducted using video conferencing?

Response: Yes

Question: What is the preferred project management methodology?

Response: *DPL operating procedures allows for best results with Agile. However, DPL recognizes that different vendors may have greater advantage on other methodologies.*

Question: On behalf of DPL, will there be a project manager or a Subject Matter Expert available to us to work with during the project?

Response: *DPL has a subject matter expert but should not be relied on as the project manager. It is the expectation that the vendor will provide a project manager for this project.*

Question: Will there be an organizational change resource available or shall we provide one?

Response: Yes

Question: What is the projected budget for this project?

Response: *DPL does not disclose such information for projects.*

Question: Can project resources work remotely during the project?

Response: Yes



Question: Is there a USA-based resource requirement? May team members/resources be located outside of the continental USA?

Response: *Yes, as long as it does not affect or conflict with operation hours and values of the DPL.*

Question: Has a steering committee been assigned for this project? If not, will one be assigned in advance or shall this be built into the project plan?

Response: *Yes, there is an existing committee for this project.*

Question: You state in the Introduction that you want to deploy an Intranet solution using SharePoint 2016. That is an On Premises term and did DPL mean SharePoint Online as this is the only place this is referenced other than in the technical section regarding server size.

Response: *For the purpose of this RFP- intranet only refers to SharePoint Online. **No** on premise instance*

Question: If you do want to deploy an on premises farm:

Response: *Please see response above for the next 3 questions. **No** on premise instance.*

1. Ascendum would highly recommend implementing a SharePoint 2019 farm as this release of SharePoint coincides better with Office 365 Modern experience.
2. Is there a reason why DPL would not want to implement this platform?
3. Is there a reason why DPL would not want to utilize SharePoint Online for their Intranet?

Question: Is Azure ADFS implemented?

Response: *No*

Question: Has DPL upgraded all laptops and desktops to Windows 10?

Response: *Yes*



Question: What Microsoft Office 365 license is deployed? Are they all G5? All G3? A mixture?

Response: *What we have is School 3.*

Question: You mention all documents are stored in a network share drive. Can you expound on that? For example:

a. Is there a file share with appropriate security for each Branch?

Response: Yes, but we expect this to be further explored

b. For HR, do they have a separate, more locked down file share?

Response: Yes, but will require to be more secure.

c. How many AD groups are set up and used to manage access to these file shares?

Response: Thirty-five (35) but need to be explored at discovery.

Question: In Scope of Services, you mention several solutions to be implemented:

a. In "Provide options for creating requisitions", can you give me a couple of examples of requisitions?

Response: Request is no longer applicable to the project.

b. In "Provide options for creating internal Help Desk orders", what system is in place today? Are you looking at SharePoint simply integrating with this?

Response: Request is no longer applicable to the project.

Question: On page 11 in the Technical area, a couple of questions:

a. Typically when building out a farm, we create a Dev/Stage farm and a production farm. Is this something DPL would want?

Response: Yes

b. What are DPL's back up and recovery tools in place today?

Response: Not applicable



c. What type of network monitoring tools are in place today?

Response: Not applicable

d. What is DPL's need for disaster recovery?

Response: Not applicable

e. Who would we work with to build out the farm and what is the turnover time for creating:

Response: DPL will make available the required resources and IT staff for the project as needed.

- i. VM's
- ii. Service accounts
- iii. Changes to ports and firewalls
- iv. Installation and configuration of 3rd party tools needed (SQL Server for example);

Question: Ref # (Section IV Scope of Work)

- Provide options for creating requisitions

Question: Please clarify: "provide options for creating requisitions". Does this phrase pertain to the librarians who make material selections? Does it account for various formats and quantities?

Response: Not applicable to the RFP anymore
DPL No longer intend to integrate our business operation as part of this project.

Question: Provide options for creating internal help desk orders

Response: Not applicable to the RFP anymore
DPL No longer intend to integrate our business operation as part of this project.



Question: Please clarify: “provide options for creating internal help desk orders”. Does this pertain to employee ability to create a digital help desk ticket? How do you handle IT department orders now?

Response: *Not applicable to the RFP anymore*
DPL No longer intend to integrate our business operation as part of this project.

Question: Provide central repository for DPL policies and procedures - Is this repository for internal policies and procedures? Is there any expectation to include public-facing policies and procedures like the ones on your website? How do you handle drafts of public-facing policies? Do they reside on your shared drive?

Align with DPL’s strategic directions for effective communication platform and to be innovative?

Response: *No plans for public facing policies*

Question: Is there a document that outlines your strategic directions for effective communication? If so, could you share it?

Response: *Yes, it will be provided during discovery.*

Question: Explain the conversion plan and process for the migration of DPL documents. The DPL estimates 100 documents to be converted for the project.

What type of documents need to be converted and what is the expected output type?

Response: *Documents are in mainly Word, Excel, PPT, and PDF formats and can remain in the native formats as outputs.*

Question: It is not clear from your RFP document whether you want the Intranet on SharePoint Online (which typically is available through O365 subscription) or you want the Intranet to be created on a SharePoint 2016 on-prem license that is set up on a private cloud. Can you please clarify.

Response: *DPL only has Online instance of Microsoft Office365 and **NO** on-premise.*

Question: If you are thinking of using SP 2016 On-prem on a private cloud, are you open to implementing the same on SharePoint Online using your O365 subscription?

Response: *No*



Question: If you are open for O365 based Intranet, what is your subscription with Microsoft (e.g. E1, E3, E5, G3 etc.)

Response: *Yes, School 3*

Question: If proposed intranet site needs to be in DPL on-prem on a private cloud, what is your private cloud environment (e.g. Microsoft Azure, AWS, or other third-party cloud services).

Response: *Not Applicable*

Question: If private cloud, who will be responsible for setting up the SharePoint Server Farm installations and other configurations?

Response: *Existing Microsoft Office365 cloud and vendor will assist in setup*

Question: Will the intranet site be accessed from mobile devices?

Response: *Yes*

Question: Other than the 100 documents, is there any other content that need to be migrated?

Response: *Yes, it will be determined during discovery.*

Question: What is the source of the existing content? Are there any versions maintained in existing source?

Response: *Network drive, OneDrive and GroupShares no versioning at the moment.*

Question: Are there any Security constrains with respective department, branch and user level?

Response: *Yes*

Question: Does DPL allow windows authentication using Active directory?

Response: *Yes*

Question: Will any of the content be shared externally?

Response: *No*



Question: Apart from collaboration and Content management, is DPL looking for other SharePoint features (like survey, Announcements etc.) in intranet site?

Response: Yes

Question: How many departments do you have that will have departmental level sites or pages?

Response: About seven (7)

Question: Do you have a site navigation structure for the new Intranet already defined or would that be part of the design work?

Response: This is a part of design work.

Question: How do you plan to accommodate the branches? Would they have their own sub-site with their own branding and navigational structure, or would each branch be similar in layout and structure?

Response: DPL desires to be consistent with what we already have at the main website per layout and structure

Question: How many workflow applications in total would the system have? Can you list the type of apps and their complexity? Should these apps be within the scope of the fixed price quote or can we exclude the apps from the fixed quote?

Response: To be determined.

Question: Does the Detroit Public Library ("DPL") expect the entire work to be performed onsite?

Response: No

Question: Would the DPL be open to some (e.g. development, testing) or all the work being done remotely?

Response: Yes

Question: Would the DPL be open to some (e.g. development, testing) or all the work being done outside the U.S. (offshore, e.g. India)?

Response: Yes, we are open within reason to safeguard intellectual property.



Question: Does the DPL give preference to vendors local to your area for award of contract?

Response: *No, not at this time.*

Question: Does the DPL have an incumbent vendor? If yes, would the incumbent be given preference for award of contract?

Response: *Yes, but no preference will be given.*

Question: What is the budget for this project?

Response: *DPL does not wish to disclose the budget for this project.*

Question: Is the migration from File server to newly built intranet is part of scope? Please share details of the existing file server?

Response: *Yes, this part of the scope. Local file servers as well as files from individual/group OneDrive*

Question: What type of licenses DPL currently have for O365?

Response: *School 3*

Question: How many departments currently DPL has?

Response: *About thirty-five (35)*

Question: How many department pages would you like to have?

Response: *About seven (7)*

Question: How many individual sites are anticipated?

Response: *About seven (7)*

Question: What kind of workflow automations are you looking for?

Response: *To be determined.*



Question: Can some part of the work be performed offsite?

Response: Yes

Question: Are you also open for offshore-onsite model?

Response: Yes, within reason.

Question: Has the DPL done any first level requirement assessment for Intranet? If yes, please provide the relevant document.

Response: No

Question: Who would be key users for this intranet?

Response: DPL Staff

Question: What is the size of the documents that are to be migrated to new platform?

Response: To be determined.

Question: We assume that DPL will provide design and branding related guidelines. Please confirm.

Response: Yes

Question: We assume that content creation/migration will be done by DPL staff. Please confirm.

Response: Yes

Question: Is there any defined format for pricing?

Response: Please refer to Page 12 of the RFP.



Question: Are you also looking for maintenance and support services? If yes, please share more details.

Response: *DPL wants to see as part of this proposal all maintenance and support service Options.*

Question: We assume the word "Staffing requirement" herein is referring to details of vendor's proposed team. Please confirm.

Response: *Yes, that is correct.*

Question: Who would be key personnel/skills will be provided by DPL? Ex – SharePoint Admin, Developer

Response: *DPL has a subject matter expert with limited role on this project. It is expected that the vendor provide a project manager.*

Question: Is there any targeted go-live date for the project?

Response: *None at the moment, but projections are for the end of second quarter of 2020.*

Question: How many resources need to be trained on the completion of project? Can these training sessions be done offsite leveraging collaboration tools like TEAMS, Skype, Webex etc.

Response: *Yes, training can be done with the train the trainer model. Projected number is about seventy (70).*

Question: Are you also using other O365 stack like TEAMS, Skype etc.?

Response: *We have those available but not deployed, configured and or utilized.*

Question: Requesting to provide a week extension to submit the RFP responses in order to better serve with best of our IT professional services.

Response: *A one-week extension was granted (refer to Addendum #2).*



Question: Are there any custom-applications that DPL have planned to implement as part of this project?

Response: *No, not at this time.*

Question: What is the project start date?

Response: *To be determined.*

Question: Are you anticipating vendors travels outside the DPL location (Woodward Avenue) for trainings? If yes, please share the details for location and session count?

Response: *No, all training will happen at the Woodward Avenue location.*

Question: What type of web parts would you like to see as part of intranet?

Response: *To be determined.*

All other instructions and provisions of the RFP remain unchanged.

This addendum shall be acknowledged and included with your proposal. Please be advised that failure to acknowledge this addendum may result in rejection of your proposal.

Acknowledgement

Date