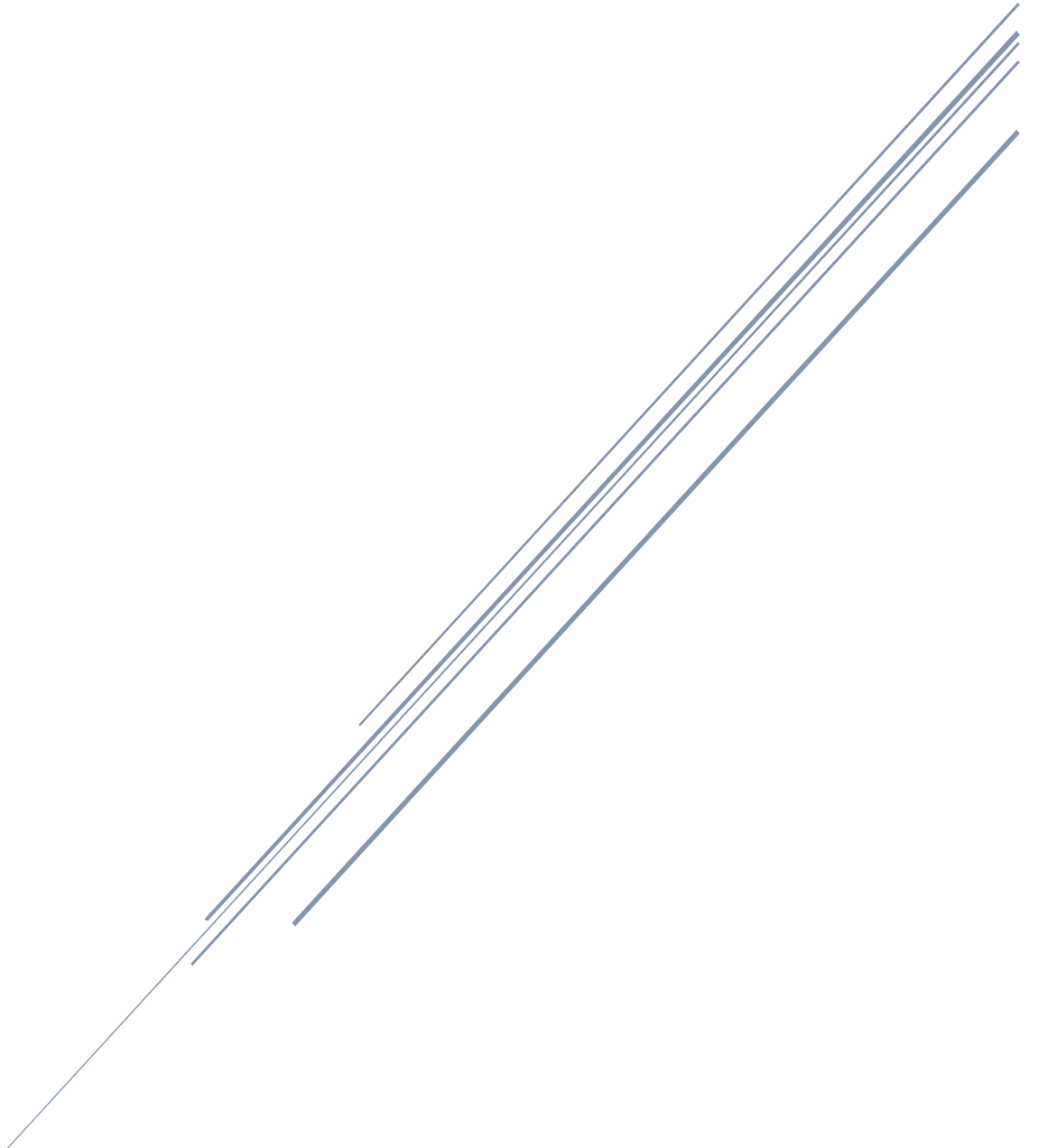


Office 365 Hybrid Migration

Request for Proposal



Sharjah Chamber of Commerce & Industry

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Statement of Confidentiality

All information presented in this document or shared with the addressee, as part of the proposing process is considered strictly confidential. As such, the addressee should not disclose this document or any attachments in whole, or in part to any third party without the prior written consent of Sharjah Chamber of Commerce & Industry.

The addressee also acknowledges that information shared here within is the intellectual property of Sharjah Chamber of Commerce & Industry and is subject to a disclosure agreement as recognized by the copyright and intellectual property protection regulations.

1. Introduction

This document represents the Request for Proposal (RFP), for Sharjah Chamber of Commerce & Industry (SCCI) detailed technical document and solution plan, which will provide a thorough and clearly defined plan for a seamless migration to Office 365 including project documentation and end-user steps to use office 356 mail and apps.

2. About Sharjah Chamber of Commerce & Industry (SCCI)

Sharjah Chamber of Commerce & Industry- (SCCI) was established in order to effectively and vitally participate in the organization of economic life and the prosperity of its trade, industry and professions sectors on all levels and in cooperation with the concerned establishments and bodies and local departments. The chamber is keen to include in its membership all the companies and establishments practicing economic activity in the emirate whether it is trade, industries or professions. It follows the economic and civilization development witnessed by United Arab Emirates a matter that naturally requires change on the different services and activities of the chamber.

3. Sharjah Chamber of Commerce & Industry (SCCI) Requirements

3.1 Scope of Work

Office 365 Readiness Assessment, Onsite Discovery, and Planning

- Review of current systems to document existing environment.
- Identify potential challenges to migrate and provide resolution plan.
- Provide thorough understanding of Office 365 capabilities and features in comparison to existing environment
- Complete Active Directory Readiness Analysis
- Recommend a solid communications and training plan for SCCI users based on best practices
- Networking and Naming Services Planning
- Determine required tasks for configuring network and DNS
- User Identity and Account Provisioning Planning
- Exchange Online Planning
- Develop migration strategy

- Identify mailbox size and item counts that will be migrated to Office 365
- The entire project will be divided into two phases where 300 mailboxes will migrate to Office 365 initially, and later the rest will follow
- Determine mail-enabled applications and plan for configuration (Mail Relay Server for applications)
- Conduct bandwidth assessment to calculate migration velocity for mailbox data

Preparing Environment for an Office 365 Deployment

- Customization of Legal (litigation) Hold Policy
- Customization of Retention Policy and Tagging
- Assist with Domain Verification and Office 365 Registration
- Add and verify OIC domain name with Office 365
- Create DNS records to configure OIC domain name for use with Office 365 services
- Verify existing configured a on-premises AD for directory synchronization (Upgrade if needed)
- Verify existing configured Active Directory Federation Services
- Exchange Online Service Configuration
- Configure email coexistence with existing server and Exchange Online (hybrid)
- Mailbox quotas and archival/retention policies
- Verify, recommend, configure the changes required for Anti-spam and malware protection
- Recommend best practices for deploying Office 365 in the Enterprise to End User Workstations
- Advice on GPO Deployment and Scripting

Migration and Cutover

- Verify assigned licenses to users
- Migrate and synchronize mailbox data to Exchange Online
- Update DNS to point to Office 365
- Perform Post-Migration Service Testing of Office 365 functionality.
- Migration of 300 mailboxes initially and shared mailboxes to O365.

- Existing Archive restoration to respective mailbox to get the advantage of 100GB mailbox
- Resource calendar migration also needs to be included into the scope
- Exchange and O365 administration

4. Current Exchange Servers Infrastructure:

- Active directory 2019
- Exchange version is Exchange Server 2019
- 3 Exchange 2019 Servers – Multi-roles installed
- There is one DAG Configured
- Proofpoint Email ATP is used for mail routing
- Exchange Web Services are published via windows clustering
- After confirmation from SCCI IT, decommission Exchange 2019 Servers

5. Post Deployment Support and Office 365 Administration Training

- Webinar with IT Staff on Office 365 Admin Best Practices
- Administering O365 Services
- Managing DirSync
- Common Troubleshooting Steps and Practices
- Popular Power Shell Command lets for Office 365
- Have resources on-site and able to augment SCCI support staff on the week after the migration is completed
- Recommend companywide guidance to use Office 365 for the staff
- Administering Microsoft System Center
- 90 Days of Post Deployment Support

6. MANDATORY REQUIREMENTS

- The vendor will provide and execute the Office 365 migration plan
- All archive and mobile users and data will have to be included in this migration

- The migration will have to be seamless to the business, with a cutover happening on a designated weekend
- The vendor will require a thoughtful and detailed plan around communication and training
- The vendor will provide dedicated on-site resource for period of 12 months, who will be responsible for complete deployment, Migration of users and archive data (like archiver or pst files) along with BAU support.
- The vendor will provide detailed end user documentation, with screen shots and easy to read instructions, covering how to use Outlook and Office 365, web-based training

7. SCCI environment is as follows and accurate as of {23-May-2022}:

- Total storage (TB): 3TB
- Total licenses (mailboxes) in use: 700
- Total amount of Mobile users: 700
- Types of mobile devices: IOS & Android
- The type of windows environment is Windows 2019 with Exchange 2019
- The mix of laptops vs. desktops

8. Proposal Guidelines

8.1 Proposal Content

This RFP seeks a response in the form of a proposal from short-listed vendors who will be capable and willing to carry the scope of work detailed in the previous section.

The RFP covers the bill of items and the scope of services to be provided by the vendors. Vendors are also requested to state all conditions on the use of the proposal. We will take reasonable steps to honor these conditions regardless of whether the proposal is accepted or not. The vendor responses should be structured as follows:

8.1.1 Executive Summary

This section should introduce the company submitting the proposal. If additional third-party systems have been considered, This section should contain a summary of the proposed system vendor's proposal written for non-technical and technical. The summary may be included in the

covering letter, but should contain:

- Overall solution including systems and support level, implementation services and methodologies
- How the system is fit to cater to requirements of SCCI.
- What relevant experience can the vendor leverage for timely and effective implementation?
- Summary of costs and investments.

8.1.2 Vendor Profile

This section should provide a profile of the vendor organization and any partners. The following should also be included:

- Legal documents to prove that the vendor is an authorized representative / reseller of the proposed software components.
- Evidence that shows that the vendor is an established partner of major software product vendors (if the solution proposed uses the software products).
- Certifications and capabilities in areas of software process management, quality assurance.

8.1.3 Proposed Solution / System

This section should contain a detailed description of the proposed software solution(s). The following should also be included:

- An overview of the solution components, their brief descriptions and their contribution to the overall solution to achieve SCCI's objectives.
- The proposed solution architecture: if the proposed solution consists of more than one software product from the same or different vendors, the integration architecture and approach also needs to be mentioned
- Benefits of the proposed system and solution that SCCI would achieve

8.1.4 Documentations

Vendor should specify the type of documentation which will be handed over to SCCI for example but not limited to User Manuals, Admin manuals, technical setup documents, installation guides etc.