

City of Peoria Novell
GroupWise to Office 365
Migration #20-14

5/7/2014



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Project Title

City of Peoria Novell GroupWise to Office 365 Migration #20-14

Applicant or Firm Name

VIRE Technologies

18W100 22nd St, Suite 105

Oakbrook Terrace, IL 60181

Phone: (630) 442-1817

Fax : (888) 831-0842

Offer Letter

RFP Evaluation Committee

City of Peoria

It is our pleasure to submit this proposal to State of Iowa.

We are responding to the needs outlined in the published RFP for the NOVELL GROUPWISE to OFFICE 365 MIGRATION #20-14. VIRE Technologies is a pure play Microsoft IT firm with extensive experience in managing similar type and size environments. We have extensive experience with working with State and Local Government agencies and we work directly with several Microsoft teams including Cloud team to ensure our customers receive the best experience not only through the migration process but also in the operation phase.

We are proud to have an excellent record of client satisfaction in both the private and public sectors, and we hope that you will give us the opportunity to participate in the team that will bring to fruition the goals established in the City of Peoria's vision for the future.

VIRE Technologies is proud to be recognized as a Minority Business Enterprise by The State of Illinois, Cook County Illinois, and The City of Chicago.

As outlined in the sections below, VIRE Technologies has a proven approach for delivering on these projects. We believe in establishing long-term partnerships with our clients and we realize that our success lies in the success of our customers.

Our high standards, our approach and our commitment to our clients set us apart from the competition. We are committed to the success of this project.

I am personally looking forward to establishing a long and prosperous partnership with the City of Peoria.

Sincerely,

Faisal Mustafa, CEO

VIRE Technologies

18W100 22nd Street, Suite 105, Oakbrook Terrace, IL 60181

Phone: 630-442-1800 | Fax: 888-831-0842

Email: fmustafa@viretechnologies.com



CERTIFICATE OF LIABILITY INSURANCE

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DATE (MM/DD/YYYY)
1/31/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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PRODUCER AMRO INSURANCE & FINANCIAL SVCS 511981 P: (630) 501-1890 F: (855) 255-2676 2021 MIDWEST ROAD SUITE 100C OAK BROOK IL 60523	CONTACT NAME PHONE (AC, No, Ext): (630) 501-1890 FAX (AC, No): (855) 255-2676
	INSURER(S) AFFORDING COVERAGE
INSURED VIRE TECHNOLOGIES 18W100 22ND ST STE 105 OAKBROOK TERRACE IL 60181	INSURER A: Sentinel Ins Co LTD
	INSURER B: Hartford Accident & Indemnity Co
	INSURER C:
	INSURER D:
	INSURER E:

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	COVER BY	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> General Liab		<input checked="" type="checkbox"/>	83 SBA P29276	11/16/2013	11/16/2014	EACH OCCURRENCE : 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) : 1,000,000 MED EXP (Any one person) : 10,000 PERSONAL & ADV INJURY : 2,000,000 GENERAL AGGREGATE : 4,000,000 PRODUCTS - COM/OP AGG : 4,000,000
	GENL AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:						
A	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) : BODILY INJURY (Per person) : BODILY INJURY (Per accident) : PROPERTY DAMAGE (Per accident) :
	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED: <input checked="" type="checkbox"/> RETENTION: 10,000			83 SBA P29276	11/16/2013	11/16/2014	EACH OCCURRENCE : 1,000,000 AGGREGATE : 1,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	83 WEC BN9708	11/16/2013	11/16/2013	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER EL EACH ACCIDENT : 1,000,000 EL DISEASE- EA EMPLOYEE : 1,000,000 EL DISEASE- POLICY LIMIT : 1,000,000
	<input checked="" type="checkbox"/> Technology E&O			83 SBA P29276	11/16/2013	11/16/2014	1,000,000/1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Those usual to the Insured's Operations. Certificate Holder is an Additional Insured per the Business Liability Coverage Form SS0008 attached to this policy.

CERTIFICATE HOLDER Lincoln Property Company, Commercial, I 3075 HIGHLAND PKWY STE 725 DOWNERS GROVE, IL 60515	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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Firm Qualifications

Type of organization, size, professional registration and affiliations.

VIRE Technologies LLC is an IT Solutions and Consulting Firm. We focus on cloud deployment and Microsoft CRM management systems. VIRE Technologies is privately held Mid-size firm with two offices located in the United States. Headquartered in Oakbrook Terrace IL with our second office located in Bellevue Washington. We are a Microsoft partner.

VIRE Technologies is a Certified Microsoft Cloud Deployment Partner. This allows us to access Microsoft Cloud deployment funds that are passed through to the customer.

Names and qualifications of personnel to be assigned to this project.

James Iwinski

Phone: 630-442-1817

Email: jiwinski@viretechnologies.com

Asim Qureshi

Vice President

Phone: 630-442-1800

Email: Asimq@viretechnologies.com

Outline of recent projects completed that are directly related to this project. Consultant is required to demonstrate specific design and project expertise relating to the requirements of the Project Scope.

Cook County: VIRE Technologies designed a private email cloud for Cook County to migrate users from Exchange 2007, GroupWise and other exchange versions to a private consolidated Exchange 2010 environment for 29,000 users. The user data resided in multiple Active Directories so we had to utilize ForeFront Identity Management to consolidate the user information and auto provision mailboxes. The credentials were synchronized with a single Active Directory where Exchange services resided then appropriate mailboxes were created. The end users were given a seamless experience with single sign on capabilities. The project was completed on time and on budget and handed off to the Cook County's support teams for operations.

Cook County Health and Hospital System: Cook County Health and Hospital systems is one of the largest public health systems in the Country. VIRE technologies designed, implemented and migrated cloud email system for Cook County Health and Hospital System. Cook County Health and Hospital System had multiple active Directory domains and forests. VIRE Technologies consolidated the Active Directory and migrated 8,000 users from various e-mail systems including GroupWise, Exchange 2003, Exchange 2007 and other third party hosted email systems to a consolidated email environment. The project was completed on time and on budget and handed off to Cook County Health and Hospital's support teams for operation.

Cook County Sheriff: Cook County Health and Hospital systems is one of the largest law enforcement agencies in the Country. VIRE Technologies implemented private cloud and migrated 7,000 users from

GroupWise and other Exchange platforms to a unified email and collaboration platform. The project was completed on time and under budget and handed off to Cook County Sheriff's team.

Illinois Courts: VIRE Technologies was engaged by the Illinois Courts to consolidate two email systems onto Exchange 2010. The Courts were using an Imail email appliance for external email, and Lotus Notes for internal only email. VIRE designed and implemented a highly available Exchange 2010 environment, along with Active Directory Rights Management Services (AD RMS). AD RMS was used to enable Internal Rights Management in Exchange to protect sensitive internal emails. Once the environment was tested, VIRE migrated email from the two source systems into Exchange 2010.

Cook County Clerk of Circuit Court: VIRE Technologies was engaged with the Cook County Clerk of Circuit Court to migrate them from their GroupWise email system to Exchange 2007. VIRE Technologies provided end to end solution to migrate 4,500 users. VIRE utilized Quest software to establish connectors and migrate user data.

Qualifications of consultants, subcontractors, or joint venture firm, if appropriate.
The resumes of the proposed consultants are included in attachment A. All VIRE consultants are Microsoft certified professionals.

Client references from recent related projects, including name, address and phone number of individual to contact for referral.

Below is the contact for the Cook County private cloud migration.

Name: Michael Wasielewski
Position: Senior Network Analyst
Email: Michael.Wasielewski@cookcountyil.gov
Phone: +1 (312) 603-1390

Below is the contact for the Cook County Hospital cloud migration.

Name: Marlon Burns
Position: Chief Technology Officer
Email: mburns@cookcountyhhs.org
Phone: +1 (312) 864-8163

Below is the contact for the Cook County Sheriff private cloud migration.

Name: Keith Morrison
Position: Chief Information Officer
Email: Keith.Morrison@cookcountyil.gov
Phone: +1 (708) 2270753

Below is the contact for the Illinois Courts

Name: Skip Robertson

Position: Assistant Director, JMIS

Email: srobertson@illinoiscourts.gov

Phone: +1(217)785-3906

Understanding of and Approach to the Project

Summary of approach to be taken.

Project approach

Microsoft Operation Framework

VIRE Technologies will leverage Microsoft® Operations Framework (MOF) to deliver on this engagement.

The guidance in Microsoft® Operations Framework (MOF) encompasses all of the activities and processes involved in managing an IT service: its conception, development, operation, maintenance, and—ultimately—its retirement. MOF organizes these activities and processes into Service Management Functions (SMFs), which are grouped together in phases that mirror the IT service lifecycle. Each SMF is anchored within a lifecycle phase and contains a unique set of goals and outcomes supporting the objectives of that phase. An IT service's readiness to move from one phase to the next is confirmed by management reviews, which ensure that goals are being achieved in an appropriate fashion and that IT's goals are aligned with the goals of the organization.

MOF organizes the project into three Major Phases

- Plan
- Deliver
- Operate

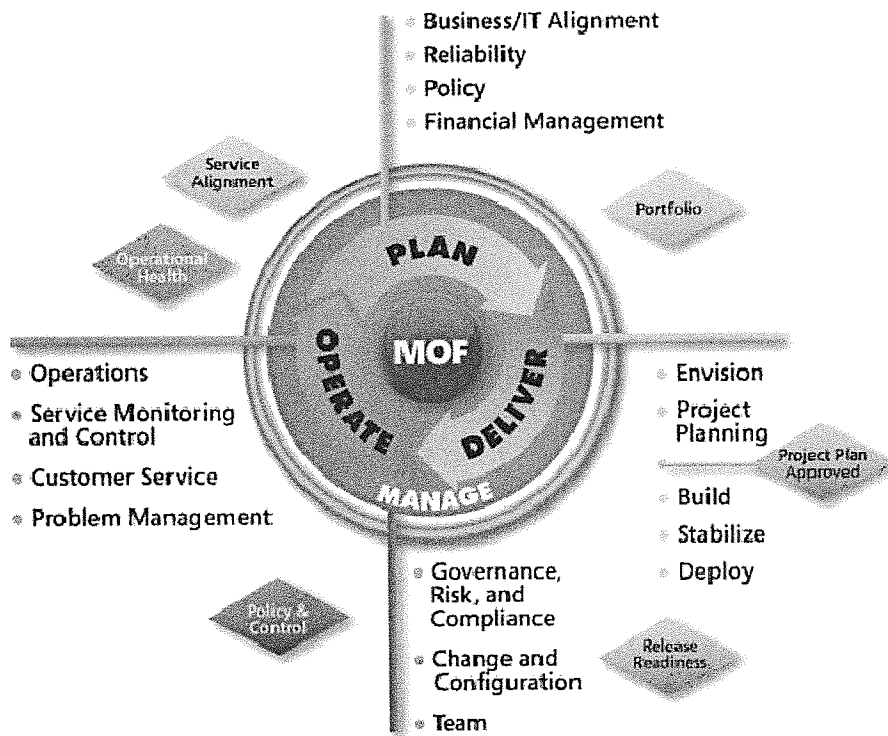


Figure 1: Microsoft Operations Framework

The Plan Phase

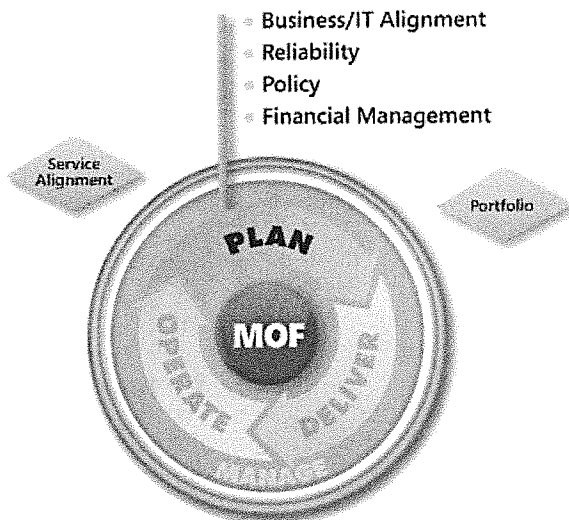


Figure 2: MOF – The Plan Phase

During this phase the business and the IT work together to determine how IT will deliver valuable services to the consumers, which will enable organization to succeed. The major activities of this phase include:

- Understanding the business strategy and requirements and how the current IT services support the business.
- Understanding what reliability means to the organization and how it will be measured and improved, as well as reviewing and taking action to improve the current state where needed.
- Understanding the organization's policy requirements and how they affect the IT strategy.
- Providing the financial structure to support the IT work and drive the right decisions.
- Creating an IT strategy that provides value to the business strategy and making portfolio decisions accordingly.

The goal of the Plan Phase is to make the right decisions about IT strategy and the project portfolio, ensuring that the delivered services have the following attributes and outcomes:

- Are valuable and compelling in terms of business goals
- Are predictable and reliable
- Are cost-effective
- Are in compliance with policies
- Can adapt to the changing needs of the business

The Deliver Phase

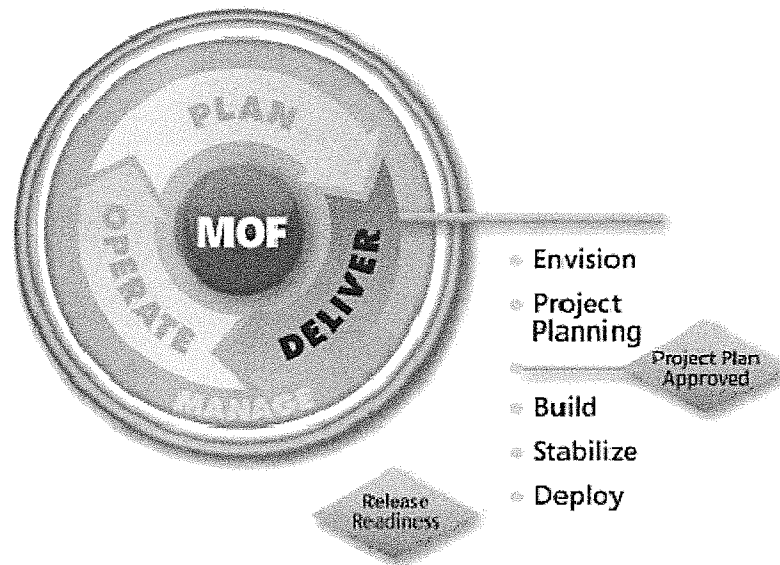


Figure 3: MOF – The deliver Phase

Once you have a solid plan for IT service strategy in place, you can begin to create new or updated IT services. The goal of the Deliver Phase is to help IT professionals work within a project management discipline to build, stabilize, and deploy IT services, applications, and infrastructure improvements in the most efficient way possible.

Think of the IT service lifecycle as a continuum: it begins with the efforts of IT to understand the services that the business needs and ends with those services operating in a production environment. The Deliver Phase, then, is the part of the continuum where changes to the services are planned, designed, built, and deployed.

The primary goals of the Deliver phase are to ensure that IT services, infrastructure projects, or packaged product deployments are envisioned, planned, built, stabilized, and deployed in line with the organization's requirements and the customer's specifications.

Specifically, that means ensuring that the project team:

- Captures the business needs and requirements prior to planning a solution.
- Prepares a functional specification and solution design.
- Develops work plans, cost estimates, and schedules for the deliverables.
- Builds the solution to the customer's specification, so that all features are complete, and the solution is ready for external testing and stabilization.
- Releases the highest-quality solution by performing thorough testing and release-candidate piloting.
- Deploys a stable solution to the production environment and stabilizes the solution in production.
- Prepares the operations and support teams to manage and provide customer service for the solution.

The Operate Phase

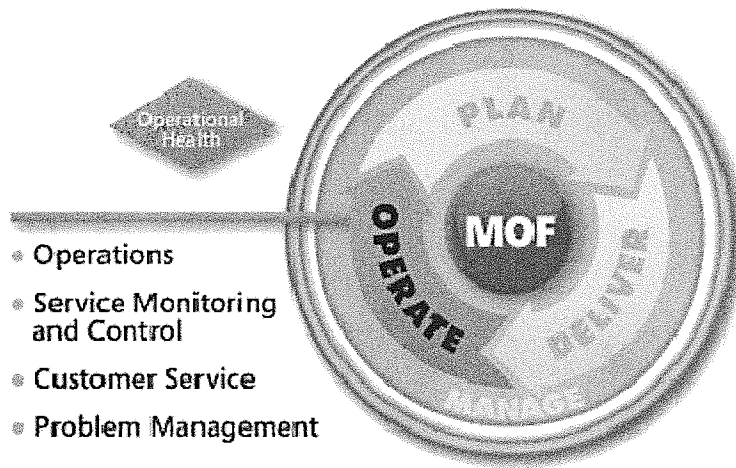


Figure 4: MOF – The Operate Phase

The Operate Phase of the IT service lifecycle represents the culmination of the two phases that precede it. The Operate Phase focuses on what to do after the services are in place.

After an IT service has been successfully deployed, ensuring that it operates to meet business needs and expectations becomes the top priority. This is the focus of the Operate Phase, which depends on four primary endeavors:

- Effective ongoing management of the service
- Proactive and ongoing monitoring of its health
- Effective and readily available help to assist with use of the service
- Restoration of a service to health when things go wrong

The primary goal of the Operate Phase is to ensure that deployed services are operated, maintained, and supported in line with the service level agreement (SLA) targets that have been agreed to by the business and IT.

Specifically, that means ensuring:

- That IT services are available by improving IT staff use and better managing workload
- That IT services are monitored to provide real-time observation of health conditions, and ensuring that team members are trained to handle any problems efficiently and quickly
- That IT services are restored quickly and effectively

The Manage Layer

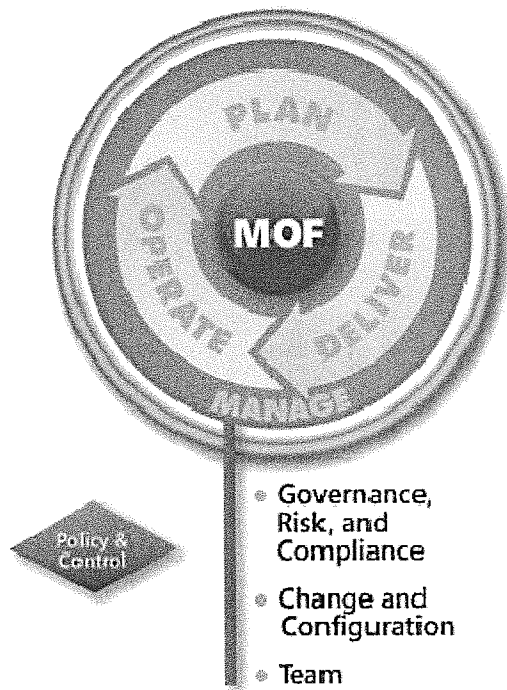


Figure 5: MOF : The Manage Layer

The primary goal of the Manage Layer is to establish an integrated approach to IT service management activities. This approach helps to coordinate processes described throughout the three lifecycle phases: Plan, Deliver, and Operate. This coordination is enhanced through:

- Development of decision making processes.
- Use of risk management and controls as part of all processes.
- Promotion of change and configuration processes that are controlled.
- Division of work so that accountabilities are clear and do not conflict.
- Specific guidance is provided to increase the likelihood that:
 - The investment in IT delivers the expected business value.
 - Investment and resource allocation decisions involve the appropriate people.
 - There is an acceptable level of risk.
 - Controlled and documented processes are used.
 - Accountabilities are communicated and their ownership is apparent.
 - Policies and internal controls are effective and reliable.
- Meeting these goals is most likely to be achieved if IT works toward:
 - Explicit IT governance structures and processes.
 - The IT organization and the business organization sharing a common approach to risk management.
 - Regularly scheduled management reviews of policies and internal controls.

Key Service Deliverables and Acceptance Process

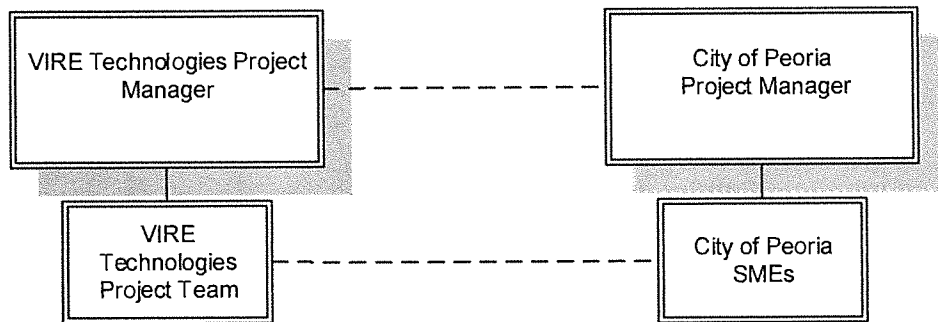
The following is a list of the key project service deliverables that will be delivered within this SOW which must be formally reviewed and accepted. At the beginning of each phase, VIRE Technologies and Customer will jointly define in writing the Acceptance Criteria for each deliverable.

Project Phase	Service Deliverable Name	Service Deliverable Description
Develop	Vision/Scope and Risks Document	An iterative document that defines the vision, high-level requirements, and deployment concept for the FIM, ADFS, and Exchange 2010. The Vision/Scope documents aligns business Vision and captures the end state and desired outcome of the project
Develop	Master Project Plan	A Microsoft Project document to be used as a baseline for the architecture and design of the new services.
Develop	Architecture and Design Document	A document providing the logical and physical design the new environment.
Deploy	End User Guide	A Microsoft Word document containing information for end users on how they are affected by the migration and useful information about Office 365.

Description of the organization and staffing to be used for the project.

Project Organization and Staffing

This section identifies the overall project organization structure, reporting relationships, and key project roles and responsibilities.



Indication of information and participation the proposer will require from City staff.

VIRE Technologies' delivery of services are dependent on the Customer's involvement in various aspects of the services, including the Customer's ability to provide accurate and complete information as needed, the Customer's timely and effective communication and completion of responsibilities identified herein, accuracy and completeness of the assumptions, and timely decisions and approvals by the Customer's management. In addition to any Customer activities identified in this document, the Customer will perform the tasks, furnish the personnel, provide the resources, or undertake the responsibilities specified below:

- Provide a single point of contact (SPOC) to represent the Customer in communications and scheduling associated with this agreement.
- Procurement of any and all hardware, software and licensing.
- Provide, as needed, any knowledge of the current environment and users.
- Access to systems and facilities related to this agreement.
- Furnish VIRE with access to the customer's network to perform work as required by this agreement both for remote access and access while onsite.
- Furnish VIRE with any applicable documentation regarding the facility, support, processes and policies.
- Furnish VIRE with a suitable work area space with desks, chairs, and telephone while on-site.
- Furnish VIRE with any required licenses, tool, software and support information for any third party products required to complete assigned tasks.
- Provide timely response to information or direction as requested by VIRE to resolve issues within the response time and resolution goals based on the priority of the ticket submitted.

Statement of Work

Each proposal must include a detailed statement of work which describes how the proposer intends to accomplish the project scope and meet the project goals as described in the Project Scope section which follows.

Office 365 Authentication and Email

Solution Design

The solution will consist of a single Office 365 for Government tenant. The tenant will contain 400 users with G3 licenses and 280 with G1 + Archiving Licenses. Office 365 for Government is a secure hosting platform, only available to verified government entities.

Microsoft Office 365 is compliant with world-class industry standards, including ISO 27001, SSAE16/SOC 1 Type I and Type II), ISAE 3402, FERPA, EU Model clauses, HIPAA BAA, and FISMA (NIST 800-53). In addition, Microsoft has entered into agreements with six states in the United States to allow their users to be certified CJIS compliant with Office 365.

Directory Synchronization of the City of Peoria's Active Directory environment will be used to provision user accounts in an Azure-based Active Directory used for Office 365. Quest GroupWise Migrator for Exchange will be utilized to migrate all GroupWise data to Office 365.

Solution Pilot

For the Pilot a select group of users will jointly be identified by VIRE Technologies and the City of Peoria. Pilot users should represent a cross-section of the total population. Users from various roles should be selected in order to verify all functionality can be obtained from Office 365. These will be the initial mailboxes migrated to Office 365. The Pilot is used to identify and resolve any potential issues or risks prior to the full migration of users.

Solution Implementation

The initial step in the implementation of the solution will be an evaluation of the existing GroupWise environment. This will be used to ensure data integrity and adequate permissions are established to migrate data to Office 365. Next health of Active Directory would be evaluated, prior to installing Directory Synchronization (DirSync). Synchronization of user objects would follow, which would allow for assignment of Office 365 licenses.

Following user creation, the Quest GroupWise Migrator would be installed. Migrations would be tested, followed by the Pilot group migration. Any remediation would be performed at this time, prior to scheduling the full user migration. Once the migration has been confirmed as fully successful the existing GroupWise environment can be retired.

User Migration and Authentication

User accounts will be managed and maintained in the City of Peoria's Active Directory. The Directory Synchronization tool previously described uses LDAP queries in order to create synced accounts in Office 365.

Directory Sync also has an optional password sync component which can be enabled. This service securely copies users' password hashes to Office 365. This enables same-sign-on, where the user's Active Directory password is identical to their Office 365 password.

Alternatively, Active Directory Federation Services (ADFS) can be deployed if the City of Peoria requires single-sign-on or the enforcement of local logon policies. An ADFS deployment requires the deployment of additional infrastructure in the City of Peoria's environment. Authentication requests from Office 365 would be proxied to the ADFS environment. This means that Office 365 becomes reliant on the City of Peoria's local infrastructure to enable users to sign in. If there is any interruption of service at the local infrastructure, such as an internet outage or AD being unavailable users would not be able to sign into Office 365.

Mailbox Migration

Mailbox migration will be performed utilizing the Quest GroupWise migrator for Exchange. Quest is an industry leader in email migration tools. VIRE Technologies has used Quest tools on many occasions in the past with great success.

The Quest tool is used to establish coexistence with Office 365, and securely migrate all contents of a user's GroupWise mailbox to their Office 365 mailbox. There are reports provided showing successes and failures of migrations.

Archive Migration

Migrations of user archives can also be facilitated using the Quest Migrator Tool. Archives would have to be centrally located in order for the tool to migrate them. Alternatively, a self-service tool can be packaged and distributed to users to allow them to import their Archives into Office 365.

Personal and Shared Calendar Migration

Calendars will be migrated via the GroupWise Migrator tool.

Personal Address Book Migration

Personal Address Books are migrated in the same method as user archives described in the Archive Migration section above.

Mobile Device Migration

All data accessed by mobile devices should be present in the user's GroupWise mailbox. When this information is migrated to Office 365, the user can configure Microsoft ActiveSync on their mobile device to receive Email, Calendar, Contacts, and Tasks.

Spam filtering and Virus Protection Migration

All incoming mail to Office 365 is protected by Exchange Online Protection. This service is maintained by Microsoft using the latest in anti-spam, anti-virus, and content filtering abilities. It supports white-list and black-list capability, along with allowing users to specify safe senders.

SMTP Migration

Any local services or equipment using GroupWise as an SMTP server, will have to be switched to Office 365. These devices will have to support SMTP w/ TLS. If they do not support this capability an SMTP proxy server will be configured to facilitate their ability to send emails.

Archiving and eDiscovery Implementation

Archiving and eDiscovery are enabled on mailboxes immediately following assignment of a valid license. Archiving rules can be configured for the entire organization, or users can be given the ability to create archiving policies.

Office 365 administrators have the ability to perform eDiscovery at any time following license assignment. Additionally, Office 365 administrators can assign eDiscovery roles to other Office 365 users allowing them to conduct eDiscovery operations.

Administrator Training

VIRE will provide classroom training for up to ten City of Peoria Administrators.

Desktop Support Training

VIRE will provide classroom training for up to ten City of Peoria Desktop Support Personnel.

Documentation

VIRE will provide documentation for administrators with environment designs and common administrative tasks.

SharePoint Online

Solution Design

SharePoint online is an implementation of SharePoint 2013 provided to Office 365 subscribers. SharePoint allows for the creation of team sites, blogs, and document libraries allowing users to collaborate in new ways from any location.

SharePoint also provides users with a personal storage location called OneDrive. This is a 25GB personal SharePoint page where users can save their documents and access from multiple devices. With the installation of Office Professional Plus, users can also synchronize this library to a workstation.

VIRE Technologies will coordinate with the City of Peoria in order to create SharePoint sites as needed (1-3 teamsites) and overview their functions and permissions.

Solution Pilot

Sample team sites and document libraries can be created for testing with the Pilot users identified by the City of Peoria. This will allow users to trial the features available and decide which, if any, sites will be required in the full migration.

Solution Implementation

All sites will be configured on SharePoint online. VIRE Technologies will coordinate with City of Peoria personnel to assign permissions as deemed appropriate.

Administrator Training

VIRE Technologies will provide SharePoint administrator training in a classroom setting to up to ten City of Peoria administrators.

Contributor Training

VIRE Technologies will provide a four hour class for up to 50 City of Peoria SharePoint contributors.

Desktop Support Training

VIRE Technologies will provide a one day (8 hours) class for up to 10 City of Peoria desktop support personnel.



Documentation

VIRE Technologies will provide a document for administrators outlining site creation, management, and publishing. Contributors will receive a document outlining basic SharePoint content creation. Desktop Support will be provided with a document outlining troubleshooting on SharePoint.

Lync Implementation

Solution Design

Lync Online is the Microsoft IM and Web Conferencing solution in Office 365. It is based on Lync 2013 and offers users the ability to IM, host and record online meetings, share desktops & programs, and share their location & presence.

Federation can be enabled to allow for Lync communications with other companies using Lync and/or Skype.

Solution Pilot

Lync Online will be enabled for Pilot users to explore the capabilities of Lync.

Solution Implementation

Lync licenses will be assigned to any users identified by the City of Peoria. The Lync Desktop client can be distributed to users who are assigned G3 licenses.

Administrator Training

VIRE Technologies will provide a classroom training session for Lync Administrator training to up to ten Lync Administrators.

Desktop Support Training

VIRE Technologies will provide a one day class (8 hours) for up to 10 City of Peoria desktop support personnel.

Documentation

VIRE will provide documentation for administrators outlining new features and common tasks in Lync Online.

Office 365 End User Training

Exchange Online

VIRE will cover Exchange Online in a classroom session for end users.

SharePoint Online

VIRE will cover SharePoint Online in a classroom session for end users.

Lync Online

VIRE will cover Lync Online in a classroom session for end users.

Documentation

VIRE will provide documentation for end users outlining new features and common tasks in Office 365.

Cost Proposal

Each proposal must be submitted with a completed cost proposal showing project costs as detailed in this section. Proposed project costs must be quoted in accordance to the format in Appendix – A Cost Proposal. The City requires all costs to be broken down in detail. Each of the individual cost components must be included as line items in the cost table. To assist with clarity, proposers may add additional rows to the table in Appendix A.

Cost proposals must be broken down by category as shown in Appendix A and shall include all costs to the City.

Cost proposals must include the total cost of any required software. All software license fees and support and maintenance costs shall be included and specify the licensing model such as per server, per user, per mailbox, etc.

Cost proposals must include the cost of professional services required to implement the proposed solution. These costs may include, but are not limited to: project management, software installation and configuration, migration services, training, and documentation.

Cost proposals must include any required system customization(s) and these customizations must be separately identified as a line item in the Services section of the cost proposal.

Services must be presented as “Not to Exceed Time and Materials” amounts. The City may also request revised pricing offers from such respondents, and make an award and/or conduct negotiations thereafter. The City reserves the right to negotiate a fixed price for the contract.

Cost proposals must include costs for training and must comply with and provide all information requested in the Project Scope section.

Cost proposals must include the costs for documentation. Any required system customization must be documented. Other examples of documentation include administrator guides and user guides.

Proposers are encouraged to provide explanations where needed for clarification. If a cost is based on an assumption made by the Proposer, please explain each assumption in your pricing section.

City of Peoria Novell GroupWise to Office 365 Migration #20-14

It is the City's intent to purchase Office 365 subscriptions on an Enterprise Agreement under an existing reseller agreement. As such, Office 365 software costs should NOT be included in this cost proposal.

Cost Categories	Description	Qty	Units	Cost/Unit	Extended Cost
Professional Services					
Implementation	Design and Implementation of Office 365 Environment, ADFS, DirSync and Quest Migrator and Design Documentation	140	hours	\$145.00	\$20,300.00
Migration	Remote Migration of Mailboxes	120	hours	\$45.00	\$5,400.00
Training	Class Room training for end users	40	hours	\$145.00	\$5,800.00
Project Management	Project Management	60	hours	\$145.00	\$8,700.00
Other: (please itemize)					
<i>Subtotal: Professional Services</i>					\$40,200.00
Software Products					
Licenses (describe licensing model)	Quest Migrator Tool	500	User License	\$13.12	\$6,564.00
Support					
Maintenance					
Other: (please itemize)					
<i>Subtotal: Software Products</i>					
Other					
Itemize any other costs associated with the statement of work					
<i>Subtotal: Other</i>					
Travel Expenses					\$5000.00
TOTAL PROJECT COSTS (Excluding Taxes)					\$51,764.00

Proposed Project Schedule

Proposers are required to submit a proposed project schedule with their responses. The project schedule shall include an indicative timeline for achieving the scope of work described in the next section along with all other work proposers believe necessary to fully achieve the project objectives as outlined in this RFP. Proposers are required to state any assumptions used when creating the proposed project schedule such as City personnel, other resource requirements, etc.

Task Name	Duration	Start	Finish
Plan	8 days	Mon 6/2/14	Wed 6/11/14
Envisioning Meeting with Stakeholders	1 day	Mon 6/2/14	Mon 6/2/14
Environment Discovery	2 days	Tue 6/3/14	Wed 6/4/14
Develop Migration Strategy	2 days	Thu 6/5/14	Fri 6/6/14
Develop Detailed Design Document	3 days	Mon 6/9/14	Wed 6/11/14
Deliver	18 days	Thu 6/12/14	Mon 7/7/14
Provision Office 365 Tenant	2 days	Thu 6/12/14	Fri 6/13/14
Establish DirSync	2 days	Mon 6/16/14	Tue 6/17/14
Install Migration Tools	2 days	Wed 6/18/14	Thu 6/19/14
Test Migrations	2 days	Fri 6/20/14	Mon 6/23/14
Migrate Pilot Users	3 days	Tue 6/24/14	Thu 6/26/14
Remediate	2 days	Fri 6/27/14	Mon 6/30/14
Communicate with Users	1 day	Tue 7/1/14	Tue 7/1/14
Migrate Users	1 day	Wed 7/2/14	Wed 7/2/14
Remediate	3 days	Thu 7/3/14	Mon 7/7/14
Operate	6 days	Tue 7/8/14	Tue 7/15/14
Verify Data Migration	2 days	Tue 7/8/14	Wed 7/9/14
Perform Acceptance Testing	1 day	Thu 7/10/14	Thu 7/10/14
Retire GroupWise	2 days	Fri 7/11/14	Mon 7/14/14
Project Closeout	1 day	Tue 7/15/14	Tue 7/15/14

References

Provide at least five (5) customer references that are currently using Microsoft Office 365 in production after using your services to migrate from Novell GroupWise to Microsoft Office 365. At least one reference should be for training that was provided on-site. Include the name, address, e-mail address and phone number of the individual to contact for referral. At least two (2) of your references should be from medium to large sized City or other local government customers (population 100,000 or larger). Please include a brief description of the services you have provided and the duration of your service delivery.

Cook County: VIRE Technologies designed a private email cloud for Cook County to migrate users from Exchange 2007, GroupWise and other exchange versions to a private consolidated Exchange 2010

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environment for 29,000 users. The user data resided in multiple Active Directories so we had to utilize ForeFront Identity Management to consolidate the user information and auto provision mailboxes. The credentials were synchronized with a single Active Directory where Exchange services resided then appropriate mailboxes were created. The end users were given a seamless experience with single sign on capabilities. The project was completed on time and on budget and handed off to the Cook County's support teams for operations.

Name: Michael Wasielewski

Position: Senior Network Analyst

Email: Michael.Wasielewski@cookcountyil.gov

Phone: +1 (312) 603-1390

Cook County Health and Hospital System: Cook County Health and Hospital systems is one of the largest public health systems in the Country. VIRE technologies designed, implemented and migrated cloud email system for Cook County Health and Hospital System. Cook County Health and Hospital System had multiple active Directory domains and forests. VIRE Technologies consolidated the Active Directory and migrated 8,000 users from various e-mail systems including GroupWise, Exchange 2003, Exchange 2007 and other third party hosted email systems to a consolidated email environment. The project was completed on time and budget. Below is the contact for the Cook County Hospital cloud migration.

Name: Marlon Burns

Position: Chief Technology Officer

Email: mburns@cookcountyhhs.org

Phone: +1 (312) 864-8163 d on budget and handed off to Cook County Health and Hospital's support teams for operation.

Cook County Sheriff: Cook County Health and Hospital systems is one of the largest law enforcement agencies in the Country. VIRE Technologies implemented private cloud and migrated 7,000 users from GroupWise and other Exchange platforms to a unified email and collaboration platform. The project was completed on time and under budget and handed off to Cook County Sheriff's team. Below is the contact for the Cook County Sheriff private cloud migration.

Name: Keith Morrison

Position: Chief Information Officer

Email: Keith.Morrison@cookcountyil.gov

Phone: +1 (708) 2270753

Illinois Courts: VIRE Technologies was engaged by the Illinois Courts to consolidate two email systems onto Exchange 2010. The Courts were using an Imail email appliance for external email, and Lotus Notes for internal only email. VIRE designed and implemented a highly available Exchange 2010 environment, along with Active Directory Rights Management Services (ADRMS). ADRMS was used to enable Internal Rights Management in Exchange to protect sensitive internal emails. Once the environment was tested, VIRE migrated email from the two source systems into Exchange 2010.

Below is the contact for the Cook County Sheriff private cloud migration.

Name: Keith Morrison

Position: Chief Information Officer

Email: Keith.Morrison@cookcountyil.gov

Phone: +1 (708) 2270753

Cook County Clerk of Circuit Court: VIRE Technologies was engaged with the Cook County Clerk of Circuit Court to migrate them from their GroupWise email system to Exchange 2007. VIRE Technologies provided end to end solution to migrate 4,500 users. VIRE utilized Quest software to establish connectors and migrate user data.

Additional Comments

Provide any other materials, suggestions, and comments you deem appropriate, if any.

**CITY OF PEORIA
PROPOSAL**

The executing of this form certifies understanding and compliance with the total proposal package.

PROPOSAL SUBMITTED BY:

Vire Technologies # _____
Company Peoria EEO Number

18 W 100 22nd Street, Suite 105
Address

Oakbrook IL 60181 630-442-1800
City State Zip Daytime Telephone #

630-442-1800 Faisal Mustafa
After Hours Telephone # Contact Person (Please print or type)

Faisal Musatafa CEO
Name of Authorized Agent or Officer Title

Faisal Mustafa 5/20/2014
Signature of Authorized Agent or Officer Date

MARK ENVELOPE: PROPOSAL 20-14