



ADDENDUM NO. 1

Issued February 24, 2017

TO

REQUEST FOR PROPOSAL

FOR

Consultant Services for

Microsoft SharePoint Online 2016

Planning, Design, Development, Deployment & Implementation Services

(RFP# 2017-06-02)

(RFP Issued February 6, 2017)

NOTICE TO PROPOSERS

Proposers are required to acknowledge this Addendum Section. This addendum shall be included in the RFP and this addendum shall be part of the RFP documents. All conditions not affected by this addendum shall remain unchanged.

South Carolina Legal Services (SCLS) is seeking proposals from qualified vendors that have extensive experience with all aspects of SharePoint implementation. Consultant services are required in the areas of: planning, design, documentation, development, deployment and implementation for Microsoft SharePoint Online 2016 (SharePoint).

SCLS reserves the right to accept or reject any and all proposals, or any part of any proposal, without penalty. In addition, SCLS reserves the right to fund (and proceed with project or purchase), not to fund the project, or to partially fund the project. Any allowance for oversight, omission, error, or mistake by the Vendor made after receipt of the proposal will be at the sole discretion of SCLS.

This Addendum consists of South Carolina Legal Services' responses to written questions that were received by SCLS as of February 21, 2017 - by 3:00 pm EST.

The "**ADDENDUM NO. 1 RECEIPT ACKNOWLEDGEMENT FORM**" on the last page of this Addendum NO. 1 must be signed and dated in the spaces provided and submitted with your Proposal. All Proposers must submit this form with its Proposal regardless of the content contained in each Addendum.

Question 1:	Has Microsoft O365 already been provisioned and what services are being utilized?
Answer 1:	No; SCLS currently uses on premises MS Office Professional 2013.
Question 2:	What, if any, Active Directory or ADFS resources are present in Microsoft O365 or Azure today?
Answer 2:	None present; SCLS currently has physical file servers.
Question 3:	Is there an existing installation of Microsoft SharePoint that is being used today? If so, what version is it?
Answer 3:	No
Question 4	In addition to any existing SharePoint installations, what other types of applications and data are targeted for migration to SharePoint online?
Answer 4:	See answer to Question 3; no applications; other data migration would include mailboxes to Exchange Server 2016
Question 5:	For the purposes of developing a project plan and project timeline, per sections 2.4 and 4 of the RFP, is it appropriate to consider May 1, 2017 as the desired project start date?
Answer 5:	Yes
Question 6:	Are there any existing estimates as to the amount of data targeted for migration? i.e., the number of documents.
Answer 6:	Not at this time; Exchange mailboxes would be the initial migration data. Going forward documents in our brief bank

Question 7:	Are there any migration tools that have already purchased or are preferred by South Carolina Legal Services?
Answer 7:	No
Question 8:	Is the on premise Microsoft Office Web App mentioned the legacy version or the latest Office Online Server?
Answer 8:	The only Microsoft Office Web App used by SCLS is Outlook Web App
Question 9:	The RFP refers to Microsoft SharePoint Online 2016. Given that Microsoft SharePoint Online and Microsoft SharePoint 2016 are different products, is there any intention to have an on premise hybrid solution as part of the SharePoint implementation?
Answer 9:	No; SCLS' project will use Microsoft SharePoint Online which comes with Office 365
Question 10:	Does South Carolina Legal Services wish to have O365 Licensing and associated costs included as part of the RFP Response?
Answer 10:	No; O365 licensing will be addressed as a separate cost
Question 11:	Are there additional O365 Services on the technical roadmap for South Carolina Legal Services? OneDrive for Business is mentioned in the RFP but some other examples include Exchange Online, Skype for Business, Microsoft Teams, etc. Specifically, Exchange Online has built-in features related to archival, retention, compliance, eDiscovery, etc.
Answer 11:	Yes, including Exchange Online and Skype for Business
Question 12:	Has any work been done to develop the desired "look and feel" of the SharePoint Intranet Portal? Is there an internal marketing department that will contribute to or direct any design efforts?
Answer 12:	No; project team members will contribute to design efforts for the Intranet Portal
Question 13:	Is the Linux based Case Management System proprietary? If not, what are the details of this solution? I.e. vendor name, product name and version.
Answer 13:	The Linux based Case Management System (CMS) is proprietary.
Question 14:	What level of integration is expected between the Case Management System and SharePoint Online? Specifically, will it be limited to the retrieval and display of case related data within the Intranet Portal as well as the insertion of case related document "pointers" and metadata into the Case Management System?
Answer 14:	The level of API integration of both platforms will, continue to be discussed during the integration, but will initially display case related data, indexed case fields, document pointers, metadata, aggregated data, etc. from our Case Management System.
Question 15:	Regarding the Case Management System's API: a. What languages are available for interaction with this API? b. Is it acceptable to interact with the underlying CMS data model as necessary if the API does not provide the necessary functionality? c. Who is the database vendor for the underlying data model?
Answer 15:	a. The protocols that are easiest to implement are method: REST, data format: .json, and authorization: OAUTH

	<p>b. SCLS' CMS vendor has integrated its API with SharePoint for organizations in the past few years, so SCLS does not envision any functionality problems.</p> <p>c. SCLS' Case Management Vendor is: PSTI, Inc. Technologies.</p>
Question 16:	<p>Regarding item 2.5.A.7 in the "Types of Solutions Needed" section, does the description "combine and aggregate" mean multiple documents will be combined into a single document or, more simply, that multiple documents will be organized into a single virtual location for future reference?</p> <p>a. Additionally, for versioning and compliance reasons, eGroup assumes this storage would be accomplished via document pointers as opposed to separate copies of those documents. Please clarify if that understanding is incorrect.</p>
Answer 16:	<p>Item 2.5.A.7 -- To clarify, "combine and aggregate" mean that multiple documents will be organized into a single virtual location for future reference.</p> <p>a. To clarify, for versioning and compliance reasons, storage would be accomplished via document pointers.</p>
Question 17:	<p>Regarding item 2.5.A.8 in the "Types of Solutions Needed" section, is the intent for this to be the entering of user initials or is deeper non-repudiation required?</p>
Answer 17:	<p><i>The solution shall permit for electronic signature management - support for inserting signatures and managing records content and access.</i></p> <p>This refers to the solution having the functionality to allow users to electronically sign a document, manage and track document for receiver's signature compliance, for example, a client attestation to the receipt of a 10 day letter. Nonrepudiation could become necessary for legal documents.</p>
Question 18:	<p>Regarding item 2.5.A.10 in the "Types of Solutions Needed" section, is there any software or hardware solution in place today that accomplishes this requirement?</p>
Answer 18:	<p>SCLS' multifunction equipment has scanning/renaming capabilities that allow a user to send and receive scanned document via email and/or network folder. The solution must be able to be configured to allow the scanned document to be renamed according to the naming conventions implemented with the solution.</p> <p>This functionality will be further discussed during the document naming convention and workflow process.</p>
Question 19:	<p>Does South Carolina Legal Services have, or plan to establish, a department or individual(s) tasked with overseeing and ensuring compliance with items such as governance, document management processes, compliance, etc.</p>
Answer 19:	<p>SCLS does not currently have a process in place.</p> <p>Once documentation and a plan has been developed by the vendor and project team and put in place regarding document management,</p>

	processes, workflows, compliance, governance, etc., SCLS plans to designate an individual(s) tasked with the oversight of these areas to ensure compliance with SCLS' SharePoint Online platform.
Question 20:	The RFP does not specifically mention user training. Will written documentation and guidance for end users as well as technical documentation and knowledge transfer for administrators meet the needs to South Carolina Legal Services?
Answer 20:	No; the selected vendor will be responsible for training designated technical/administrative staff on the end use of the deployed SharePoint Online capabilities. SCLS technical staff will obtain additional training in SharePoint administration; SCLS' IT staff will also obtain technical training on changes to application and business processes (as necessary). SCLS will obtain necessary end user hands-on training for staff.
Question 21:	In sections 2.5.C and 2.5.D, specific metrics are listed that convey low adoption rates for the existing Brief Bank intranet and the over-reliance on email as a collaborative tool. If using those same metrics, that percentages would constitute an acceptable level for both?
Answer 21:	No; SCLS realize that 100% adoption/success rate may not be possible, however, SCLS' goal is to implement the SharePoint Online platform to optimize its tools for collaboration, work flows, document duplication, versioning, indexing, search-ability (taxonomy and metadata), and user collaboration.
Question 22:	Is there any desire to actively prevent the transmissions or sharing of legal documents via email?
Answer 22:	Not at this time; SCLS is in discussions regarding email encryption.
Question 23:	Are there any additional criteria for defining a successful project that are not included in the RFP?
Answer 23:	<ul style="list-style-type: none"> • Additional success criteria include: • All organizational documents will be accessible through search in 5 seconds or less, starting from the intranet home page. • All client documents will be accessible through search in 5 seconds or less, starting from the intranet home page. • Each of our 5 business units will have a department home page which shows their top 5 key performance indicators, each to be updated with current date no less frequently than every day. • Each of our 8 substantive law units will have a substantive unit portal page which shows their top 5 key performance indicators, each to be updated with current date no less frequently than every other day. • Users will have access to the full set of their documents in their intranet portal • Tangible, quantifiable reductions in business process cycle time • Cost savings • Time savings
Question 24:	Does South Carolina Legal Service wish to have included in the response a proposal for on-going support after the project has been

	completed? If so, how is this traditionally structured to meet the needs of the organization?
Answer 24:	SCLS requests the proposers include in their RFP responses a proposal for on-going support after the completion of the project. Traditionally, SCLS posts Requests for Quote/Request for Bids for vendor responses.

END OF ADDENDUM 1

ADDENDUM NO.1 RECEIPT ACKNOWLEDGEMENT FORM

REQUEST FOR PROPOSALS

FOR

CONSULTANT SERVICES FOR

Microsoft SharePoint Online 2016

Planning, Design, Development, Deployment & Implementation Services

(RFP# 2017-06-02)

(RFP Issued February 6, 2017)

By signing this Acknowledgement and submitting same with its Proposal submission, the undersigned Proposer acknowledges receipt of this Addendum No. 1.

Proposer further acknowledges that it has read and reviewed the information contained herein, understands same, and that its questions, if any presented, have been answered satisfactorily.

Proposer agrees that it shall incorporate/consider the information contained in this Addendum No. 1 in preparing and providing its proposal price.

In addition, this Addendum No.1 Receipt Acknowledgement Form must be signed and dated and attached to the proposal submittal.

Signature: _____

Company Name: _____

Proposer Acknowledgement Date: _____

Print & Sign Company Principal Name & Title: _____
