South Orange County Community College District

RFQ&P No. 4738-2022:
SharePoint Intranet Assessment

Addendum No. One (1)

February 25, 2022

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Note:
All documents remain unchanged except section or parts added to, revised, deleted and/or clarified by this Addendum.

1. The responses to the questions asked during the pre-proposal meeting on February 24, 2022 are shown below:

    Q1: Please provide more details about the current Sharepoint environment.

    A1: Originally installed as SharePoint 2010, it was upgraded to 2013 as a single SharePoint 2013 on premise installation.   There are approximately 341 sites with slightly more than 50GB of storage.

    Q2: Does the District have any business specification or requirements document based on which the existing SharePoint is developed? If not, then please explain what sort of documentation exists for the current implementation?

    A2: There are no current business specifications or requirements documents. The existing documentation is from an assessment of the physical and technical structure of the site.

    Q3: What is the current farm topology?

    A3: Single stand-alone server.

    Q4: How many site collections, how many users?

    A4: There are 7 content databases, 7 site collections, and 341 sites.

    Q5: What is the approximate size of SharePoint Site collections?

    A5: 49.9GB as of December 2021.

    Q6: What is the primary use of current SharePoint? Is it only used as a collaboration platform or more

than that e.g. document management etc.?

A6: SharePoint is primarily used for collaboration and document management.

Q7: Does the district have a defined governance policy?

A7: The District does not have a current governance policy, however there is a current policy for retention.

Q8: Are there any workflows that have been used? If yes, then how many and how complex?

A8: Currently there are less than 200 workflows, most of which are simple approval type workflows. There are additional workflows on the system as remnants from a TFS installation.

Q9: Do any custom forms exist? Specifically, is there code behind the InfoPath forms or other custom forms?

A9: There are a small number of Infopath forms which must be migrated or replaced.

Q10: Are there any third-party tools used along with SharePoint such as Nintex?

A10: There are two custom web parts, only one of which is currently in use.

Q11: Are there any reports developed in SharePoint?

A11: There are no reports developed in SharePoint, but the District heavily utilizes the Wiki features.

Q12: Please explain in detail if any sort of customization is done, which is not part of out-of-box SharePoint features?

A12: Customization would consist of 4 custom master pages and 9 custom page layouts

Q13: What features and templates are currently in active use?

A13: Lists, Search, document libraries, and simple workflows are currently in active use.

Q14: What custom code, (JavaScript, .NET) exists in the SharePoint farm today?

A14: No custom code exists that needs to be retained.

Q15: Is SharePoint search used? If yes, then please share more details about it.

A15: Yes, the District uses basic SharePoint search. No special configuration is used.

Q16: Are there any specific activities that need to be performed by the vendor on-site?

A16: All work must be done remotely via Zoom or Microsoft Teams.

Q17: We understand the scope of this project is the existing SharePoint 2013 environment evaluation & best possible recommendations for District's new platform. Implementation or modification of any settings or feature is out of scope for the current environment. Please confirm?

A17: This project is only for an assessment and recommendation. No changes are requested or required.

Q18: Software assessments can vary widely depending on budget. Our firm has successfully delivered projects across various budget ranges. To help us best meet the goals of your solicitation, can you please approximate the anticipated budget range? For example, is the anticipated budget range:
   a. Less than $10,000
   b. $10,000 – $15,000
   c. $15,000 – $25,000
   d. $25,000+

A18: Please present a comprehensive proposal pursuant to the identified scope of work.

Q19: What qualifications and certifications are you looking for when selecting a vendor?

A19: Prior successful experience performing similar assessments and document designs would be the top consideration. Experience working in education, with a strong preference for higher education, especially in a California Community College.   Information architecture/design experience and certifications are also important.

Q20: We have multiple Microsoft Gold and Silver Competencies, Microsoft Certified Masters, etc.; will the proposal scoring take our credentials into account?

A20: There is no a specific scoring criteria for credentials, however the committee may take them into consideration during proposal review.

Q21: We are a 16-year-old SharePoint and Microsoft 365 (M365) focused consultancy and have successfully used these platforms to implement Modern Intranet and Collaboration portal solutions for innumerable customers. We can certainly perform an objective assessment of alternative solutions however, we clearly have a bias toward SharePoint Online/M365. On a scale from 1 to 5 where 1 represents "A Firm with broad but not deep expertise on many intranet and collaboration products" and 5 represents "A Firm with deep expertise with SharePoint and M365 and working knowledge of competitive products", what best represents the desired Firm's experience on this continuum?

A21: The District will not assign a specific number pursuant to this request. However, the District is a heavy user of Microsoft products, so it is important for a proposing firm to evaluate needs and make the best case recommendation.

Q22: Regarding your usage of and experience with SharePoint and M365:

a. How many Users and Departments actively use SharePoint?

    i. Sharepoint is the District's Intranet site with approximately 300-400 active users across 40+ departments/areas. There are also consumers from outside the District.

b. On a scale from 1 to 5 where 1 represents "Very little adoption" and 5 represents "Universal adoption", what best represents the adoption of SharePoint in your organization?

    i. The District will not assign a specific number pursuant to this request. However it is important to note that users utilize SharePoint because they have to, not because it is necessarily the preferred solution.

c. For what workloads are you currently using SharePoint (e.g. collaboration, document management, workflow, etc.)?

    i. Sharepoint is used primarily for collaboration and document management.

d. Do you have any Farm-level Solutions or third-party products installed in your SharePoint environment? If so, please provide details.

    i. There are no Farm-level Solutions or third-party products installed in the District's SharePoint environment.

e. What, if any, problems or dissatisfaction have you experienced with SharePoint or M365, if applicable?

    i. The current implementation is SharePoint 2013. It suffers from aging UI, a poorly performing search, and inconsistent training and adoption.

f. Do you already have licensing for any SharePoint-related products (e.g. ShareGate or SPDocKit) and if so, which ones (i.e. some products, especially these particular products, may be useful as part of the assessment)?

    i. No.

g. Do you already have the requisite M365 licensing for the number of anticipated users of the solution?

    i. Yes.

h. On a scale from 1 to 5 where 1 represents "None" and 5 represents "Expert", can you please indicate what SharePoint/M365 skills you currently have in house in terms of:

    i. Infrastructure, Administration and Maintenance

        A. 3

    ii. Information Architecture Design and Implementation

A. 2.

    iii.   Content Owner/Authorship

        A. 3.

    iv.   PowerShell and C# Development

        A. 4.5 – 5.

Q23: We typically conduct the majority of our project delivery via virtual meetings using Microsoft Teams because this:

- Reduces the cost of the project in terms of both travel time and expenses
- Enables us to record the sessions for review by anyone who could not attend and/or for future reference
- Enables participants from multiple customer locations to participate independent of their location
- Enables us to have the most qualified resource on our team conduct the session, independent of location

Will this way of conducting project delivery, including the interviews and workshops with individuals or groups meet your requirements?

A23: All work must be done remotely via Zoom or Microsoft Teams.

Q24: If a non-SharePoint product is selected:

a. Will content from the existing SharePoint environment need to be migrated to the new solution?

    i.   An assessment and site by site review will be performed regardless of the new solution. Some content will be migrated, but others may just be archived. Areas with no recent usage will not be migrated.

b. What is the estimated total amount of content that would need to be migrated?

    i.   Approximately 10-15GB would need to be migrated.

Q25: As is relates to the alternatives to SharePoint Online; on a scale from 1 to 5 where 1 represents "On-premises solutions" and 5 represents "Cloud-based solutions", what best represents the desired solution on this continuum?

A25: The District will not assign a specific number pursuant to this request. However, the District desires a cloud-based solution.

Q26: Is it required to provide alternatives to SharePoint?

A26: Yes, part of the project is to evaluate options and provide a recommendation.

Q27: Do we need to visit onsite to work?

A27: See response to Q16 above.

Q28: Dose the team providing services need to be in US or can they be in India?

A28: The team assigned to this engagement shall be available during business hours Pacific   Standard Time while working with the District.

Q29: Are 25 interviews the maximum, could they be combined?

A29: 25 is expected to be the maximum, the project team is open to combining interviews in the best interest of the project and District.

Q30: Just to clarify, this project is for the assessment only. Any migration to SharePoint Online or alternative platform as per the recommendations of the assessment will be a separate scope. Correct?

A30: Yes, this is for the assessment and design recommendation. If the District elects to move forward a separate RFQ&P will be issued for that effort.

Q31: Has the District already looked at or evaluated any other solutions at this time.

A31: No, that is the purpose of this assessment.

Q32: Higher Education references case studies are preferred?

A32: Education experience, especially in the California Community College is preferred, but is not required. This preference reflects the unique processes associated with higher education.

Q33: Is it CA Chancellors office funded project?

A33: No, it is not funded by the Chancellor's office.