

**TENDER FOR THE DESIGN, SUPPLY, DELIVERY, TESTING, COMMISSIONING,
TRAINING AND SUPPORT SERVICES FOR MCMC'S PRODUCTIVITY TOOLS ON
CLOUD SERVICES**

Questions & Answers

No / Paragraph	Questions	Answers
General	Does MCMC has evaluated any cloud solution already and incline towards and specific solution?	<p>-Yes, we have evaluated few solutions that are available on the market.</p> <p>-No, we don't have any preference or any specific solution. Tenderer are allow to propose your best solution based on Tender Requirements.</p>
General	<p>Can you please confirm whether all the required productivity tools solution license will be procured directly by MCMC from MS and also let us know which type of subscription (e.g. Office 365 E1, E3) does MCMC needed?</p>	<p>-No, it is up to Tenderer's proposal. The license subscriptions fall under Tenderer's scope of work as per stated in Paragraph 41 & 42.</p> <p>-Tenderers are allowed to suggest the type of subscription that will be proposed, to match the Tender Requirements as listed in the Tender Document. Please propose.</p>
46	<p>What baseline has been considered while proposing the timeline for the mailbox and data migration within four (4) months with two (2) months period of data migration.</p> <p>Does it include roll out of all clients and all data which is asked in above questions.</p>	<p>-Based on previous experience during Ms Exchange email version upgrade, from version 2010 to 2016.</p> <p>-Yes, it is inclusive.</p>

No / Paragraph	Questions	Answers
41.1.1.	<p>What is the requirement from MCMC for migration of data?</p> <p>How much is the data at on premises which need to be migrated for all below options: Exchange Archive Lync File/Shared Folders</p>	<p>Please refer to General & Work Requirement in Paragraph 41 & 42 in the Tender Document.</p> <p>Estimated size of data for :</p> <p>1)Exchange-10TB 2)Archive-20TB 3)Lync-10GB 4)File/Shared Folders (Total estimation of 25TB) :</p> <p>-Home: 5TB -Dept: 10TB -Div: 5TB -Public: 5TB</p>
41.1.6	<p>Is there any assessment done on how much local and archive data is kept on local workstation?</p> <p>Also let us know whether archive data can be moved after mailbox migration?</p>	<p>- Yes, we estimated based on current storage sizing.</p> <p>-Yes, local archive data to be move from on premise to the Cloud. Please propose your migration plan and timeline accordingly. Our objective is to decommission the on premise Exchange server after the project is completed.</p>
41.1.6 - xii	<p>Is there any on premises tools for monitoring and auditing like Splunk present where productivity solution logs can be pushed for notification and action.</p>	<p>-Currently there are no specific tools is being use on premise. But the solution can be extended in existing SIEM module.</p>

No / Paragraph	Questions	Answers
41.1.6 - vi	<p>What kind of analytic tool is needed, Can report generated from productivity tools</p> <p>e.g. Office 365 doesn't suffice the requirements laid out by MCMC?</p>	<p>-We are looking for the embedded analytic tool that comes with the PTOC package provided by the principal. No additional tools required.</p>
42.3.4	<p>How Monitoring of Exchange and collaboration environment is being done currently?</p> <p>Whether same tools can be leveraged for Productivity tool solution?</p>	<p>We have third party monitoring and security tools in on premise Exchange environment. However, these tools will be decommission once the migration to the Cloud is completed. The new productivity tools should bundle in the monitoring/security solution as mentioned in Paragraph 41 & 42.</p>
41.1.6 -x	<p>As per the requirement such as ATP (advanced threat protection), Sandbox subscription to Office 365 E5 license may be required?</p> <p>Does it need to be applies to all the users or limited set of users?</p>	<p>Such features shall be embedded in the productivity tools solution. If you are proposing 'Office 365 E5', it shall be for authenticated users up to 1000 licences subscription as mentioned in Paragraph 41 & 42.</p>
42.2.2.7	<p>Is there any assessment being done for current files and folder data that need to be migrated to cloud. We need details on</p> <ol style="list-style-type: none"> 1. No. of files with size to be migrated 2. How deep are the folder structure nested 3. Largest file size 4. File type & Folder (My Documents, Desktop and Pictures) to be migrated 	<p>Yes, we are looking at migrating the whole on premise data/files and folder to the Cloud. Refer to the sizing as per 41.1.1. Further details as described in Paragraph 41 & specify in 42, and will be discussed during Technical Requirement Assessment session after the project kick off.</p>
42.2.2.9	<p>We assume that the current Intranet Portal is developed in SharePoint?</p> <p>if yes please let us know the version of SharePoint?</p>	<p>No. It is a standalone Intranet portal.</p>
42.2.2.9	<p>Please provide total No. of Web Application. Site Collection and No. of Sites in each Site Collection to be migrated in current MCMC Intranet portal.</p>	<p>Not applicable, as we are not using SharePoint for Intranet portal.</p>

No / Paragraph	Questions	Answers
42.2.2.9	What level of Customization is required in each sector/ division/ department within MCMC (Master Pages, Web parts, Workflow) for Intranet/Staff Portal	Please propose the best practise of the solution/ ready to deploy templates with its' function and features.
42.2.2.7	Does MCMC performed any POC or have any preference for any 3rd party tool that can be used for migration for Exchange, Sharepoint and OneDrive data.	-No POC was performed. -There are no preference, Tenderer are allow to propose the migration with any third party tool with zero data lost as per para 41.1.6.
40.4	How many users are using Lync clients currently? Same users will continue to use Skype for Business?	All users (813) are currently using Lync and SFB. Yes, all will continue to use SFB if this product is proposed.
42.2.2.5	We understand that enterprise Voice is also part of the migration , If yes are you willing to procure additional hardware such as a media gateway or enterprise session border controller	Yes. Please propose the details/itemisation of the hardware and its price, as we are looking for end-to-end solution.
42.2.2.1.	Does MCMC have SMS gateway at on premises which can be integrated for multifactor authentication or MCMC is ready to deploy other solution?	No, currently we do not have on premise SMS gateway. Please propose if suitable.
40.10.	Does all the on premises security components to be integrated with productivity tools solution such as threat protection	No. Zero dependency on on-premise security components, as these products will be decommission after the migration. We are looking for integrated security components with your productivity tools on Cloud solution being proposed.
41.1.6 - xv	Is the current infrastructure (AD, Proxy, Firewall, DNS, Internet router, etc..)is currently in High availability mode that can support the required availability index	Yes, all our current infrastructure are in High Availability mode.

No / Paragraph	Questions	Answers
42.4.1	What are backup process and policies that need to be setup in the productivity tools solution What are the retention policies need to be setup	-Please propose your integrated backup solution on Cloud. Our current retention policy for all data is 7 years.
General	Any third party custom application(Workflow, Apps) that need to be integrated with productivity tools solution	No.
42.2.2.7	Is there any requirement to migrate hyper links created in Office file?	No.
42.2.2.6	Do you want to leverage cloud MDM solution or intend to continue existing MobileIron MDM solution? kindly provide the details on the mobile devices count (iOS / Android) in the organization	-Yes, we would like to leverage the Cloud MDM solution integrated with your PTOC proposed. We are planning to decommission our MobileIron MDM after the migration. -Estimation: Out of 10 devices ; 7 Android : 3 iOS
42.3.6.	Is Classroom training is required for all 893 users or we can approach train the trainer approach?	Yes, please propose your training plan for our end users including IT Administrator (classroom training/ awareness sessions/ module or user guide, etc.) for seamless transition from the on premise product to the new PTOC.
41.1.9	Only L1 support (Helpdesk) is required during 3 years of services. Does 24x7 can be supported on call basis? Who is going to manage L2 and above support and how SLA will be tracked in this case?	-During the 3 years warranty, Tenderer may propose the method of support for L1 (Tenderer's own dedicated support team) to include call, email, portal as well as on-site and other methods. Kindly refer to more details in Paragraph 42.4. -L2 and above support could be from your Principal, and shall be manage by Tenderer, proposal shall met the SLA requirement in paragraph 42.4.3 and Tenderer may propose their Support Matrix if they have better solution compared to our 'Table 5: Support Matrix' and 'Table 6: Response Level' in the Tender Document.

No / Paragraph	Questions	Answers
42.4.4	<p>A round the clock (24 hours x7 days x 4 hours' resolution) helpdesk is required.</p> <p>Can it be at MCMC location or vendor location?</p>	<p>It can be at MCMC location or vendor location, and must met the SLA. Please propose.</p>
42.4.1	<p>Break fix and RCA need to be provided by L2/L3 team. Whether L2 & L3 roles are in scope of the support of this RFP</p>	<p>Yes, it is included in the scope as per Paragraph 42.2</p>
42.4.3	<p>Can you please clarify whether 4 Hours resolution is set for all priority issues or only Priority 1 issue?</p>	<p>Kindly refer to SLA/SLG section and 'Table 5: Support Matrix' and 'Table 6: Response Level' in the Tender Document in Paragraph 42.</p>
42.4.3	<p>"The Tenderer is also required to perform half-yearly Preventive Maintenance (PM) annually" Can you please specify what kind of PM is expected?</p>	<p>We would like to see and review items including but not limited to the below;</p> <ul style="list-style-type: none"> -PTOC performance on Cloud -Audit Trail -System Logs -Relevant Reports
42.3.9.	<p>Can you please specify what kind of "Service reports/ service forms to be submitted by the engineer on each on-site visit and summarized in an email as a daily activity report" expected over here.</p>	<p>To be discussed in Project Kick Off Meeting.</p>
41.1.2.	<p>What is the annual growth in the user count to be considered for productivity tools solution from scalability perspective</p>	<p>-No specific number. However, it may increase.</p>
40.6.3.	<p>Is the rollout of client e.g.. Pro plus also part of the scope of this project.</p>	<p>-Yes, please refer to Paragraph 41.1.6 (v).</p>
42.4.4	<p>Can we leverage existing MCMC's EUC staff to take help of any touch support services for installation of ProPlus which cannot be resolved remotely.</p>	<p>-No. Our EUC will only assist and coordinate/ monitor but they are not part of the migration/support team. If installation cannot be resolve remotely, the Tender shall provide on-site support.</p>

No / Paragraph	Questions	Answers
42.4.4	Can we leverage existing EUC staff to take care of post migration support issue which cannot be handled remotely.	No. Our EUC may notify your Helpdesk, and post migration support shall be taken care by Tenderer's dedicated support team during the post migration and 3 years warranty period. Please refer to Paragraph 42.4.
42.2.2.5 a)	<p>What modalities are in use at present system? E.g. IM and Presence, AV Conferencing, Enterprise Voice?</p> <p>Would like to confirm if current environment is not using Enterprise Voice.</p>	<p>-As listed below:</p> <p>IM – Skype for Business</p> <p>AV Conference – None</p> <p>Enterprise Voice – Cisco VOIP</p> <p>-We are using Cisco VOIP for INTERNAL communication only.</p>
42.2.2.5 c)	<p>Any existing hardware in place to support Enterprise Voice? PSTN Gateways, SBC Appliance? VOIP deskphones? IP PBX?</p> <p>What functionalities are present at current, CDR, Contact Center, etc.</p>	<p>-Yes we do have existing hardware :</p> <p>Enterprise Voice - Cisco 4100</p> <p>PSTN Gateways – under TM</p> <p>SBC Appliance - None</p> <p>VOIP deskphones- Cisco CP8441</p> <p>IP PBX – None</p> <p>-General Line, Contact Center.</p>
42.2.2.6	<p>Need to retire existing Mobile Iron MDM solution?</p> <p>Or will keep in place? Is it required to move existing devices to new MDM authority/solution?</p>	-Yes, the existing MobileIron MDM will be decommission after the PTOC migration is completed. The existing mobile devices in MobileIron is required to be migrate into the new integrated PTOC MDM solution that the Tenderer proposed.

No / Paragraph	Questions	Answers
42.2.2.9 b)	<p>What is the estimated data size to data to be migrated?</p> <p>Would it be possible to provide estimates on this as this factors in our estimation of timeframe to complete our scope in the required timeframe of 4 months.</p>	<p>To be discussed in detail during Technical Requirement Assessment.</p> <p>The current HTML/Microsoft IIS base stand-alone Intranet contains hyperlink to such documents (mostly PDFs) including forms, letters, circulars, policies, procedures, templates, process diagrams and user guides, among others. The estimated size of current Intranet portal is 30GB.</p>
44.1.	<p>Does customer have existing VOIP Phones in place? Will customer require replacement or would use native soft phone client?</p>	<p>Yes. We do have existing VOIP and the model is Cisco CP8441.</p> <p>We will use this existing and also require soft phone client.</p>

INFORMATION RELATED TO THE CLOUD PBX AND CLOUD CONFERENCING WORKLOADS

No / Paragraph	Questions	Answers
1	<p>Please list countries in which you plan to utilize PSTN Conferencing through Skype for Business Online/Teams</p>	<p>Various countries except Israel.</p>
2	<p>What method is being used or is planned to connect the cloud PBX to the PSTN?</p> <p>(check all that apply)</p>	<p><input type="checkbox"/> PSTN Calling (US, UK, France, Puerto Rico and Spain only)</p> <p><input type="checkbox"/> On-premises PSTN Connectivity (leveraging existing Skype for Business / Lync 2013 Deployment)</p> <p><input type="checkbox"/> On-premises PSTN Connectivity (using Cloud Connector)</p> <p>Currently we are only using VOIP for voice and not enable on the SFB. Please propose a suitable solution.</p>

No / Paragraph	Questions	Answers
3	Will you port numbers to Cloud PBX?	<input type="checkbox"/> Yes, and all numbers are from a single carrier, single BTN <input type="checkbox"/> Yes, but numbers are from multiple carriers/BTNs <input type="checkbox"/> No We require to maintain the existing number subscribed with TM/TIME and to integrate it to the Cloud. Please propose a suitable solution.
4	If using Cloud Connector, what gateway/PBX is used for interconnect?	No gateway on premise yet, as no Cloud Connector and SFB is not PSTN enabled yet. Please propose.
5	Please select how your current on premises deployment of Lync/Skype for business is connected to the PSTN.	<input type="checkbox"/> No on premises deployment <input checked="" type="checkbox"/> No PSTN connectivity <input type="checkbox"/> PSTN gateway <input type="checkbox"/> Direct SIP to IP PBX <input type="checkbox"/> SIP Trunking Provider (Please specify) We only use the SFB as an application for IM and PC-to-PC voice/video call INTERNALLY. VOIP service/number are not yet integrated with the current SFB.
6	What License level is enabled for Skype Online users	<input type="checkbox"/> E1/G1 <input type="checkbox"/> E2/G2 <input type="checkbox"/> E3/G3 <input type="checkbox"/> E4/G4 <input type="checkbox"/> E5 Please propose.
7	Does the organization require E911 services	<input type="checkbox"/> Yes <input type="checkbox"/> No Please propose if suitable.
8	Are you planning on purchasing new devices for the end users, if so have you started evaluating these and what is the typical deployment model?	Yes, we purchase as and when required. Installation of MDM on new mobile and OS on new computers are currently being done by IT department.

No / Paragraph	Questions	Answers
9	Are you re-equipping conference rooms with Skype for Business/Teams compatible systems as part of this project?	No, the SFB will be login from user's notebook with their own credential and it will be brought along to the conference room. No dedicated PC is assigned to any conference room.
10	Cloud PBX by default only supports full E164 number dialing and does not replicate short dialing. Users typically quickly prefer to search for a name and dial. Are there any use cases where short digit dialing is mandatory?	<input type="checkbox"/> Yes <input type="checkbox"/> No Please propose if suitable.
11	Is there any requirement for devices/users with assigned extensions only?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
12	Do you require auto attendant capabilities in the site(s) where you plan to deploy Cloud PBX?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
13	Do you require departmental automatic call distribution (ACD) or hunt group capabilities in the site(s) where you plan to deploy Cloud PBX?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

INFORMATION RELATED TO ANY ON-PREMISES DEPLOYMENT DETAILS

No / Paragraph	Questions	Answers
1	What versions of Lync/Skype for Business currently are deployed on-premises?	<input type="checkbox"/> OCS 2007 "R1" <input type="checkbox"/> OCS 2007 R2 <input type="checkbox"/> Lync Server 2010 <input checked="" type="checkbox"/> Lync Server 2013 <input type="checkbox"/> Skype for Business Server 2015 <input type="checkbox"/> Hybrid on-premises Lync 2013 with Online Skype for Business <input type="checkbox"/> Hybrid on-premises Skype for Business with Online Skype for Business <input type="checkbox"/> No on-premises deployment
2	Is this environment hosted and managed by a 3rd party, if so please provide details	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Lync Server/environment is hosted and being managed on premise.
3	If the current environment is hosted by a 3rd party is this deployed in a separate resource AD forest?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4	Is the current platform physical or virtual?	<input type="checkbox"/> Physical <input checked="" type="checkbox"/> Virtual <input type="checkbox"/> Mixed (Please elaborate in comments)
5	Do you have the Key Health Indicators deployed and can confirm that the platform is meeting performance targets?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (Please elaborate in comments)
6	Do you have co-existence with Skype for Business Online (Split Domain)?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7	Is Remote Call Control (RCC) in use by the clients selected to participate?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

No / Paragraph	Questions	Answers
8	<p>Are there any "Pre-existing conditions", active bugs / support cases, known infrastructure issues, etc. that will impact the deployment?</p> <p>If Yes, please describe</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
9	<p>Which version(s) of Edge Server do you have deployed?</p>	<input type="checkbox"/> OCS 2007 "R1" <input type="checkbox"/> OCS 2007 R2 <input type="checkbox"/> Lync Server 2010 <input checked="" type="checkbox"/> Lync Server 2013 <input type="checkbox"/> Skype for Business Server 2015
10	<p>Which version of Edge Server is used for the Federation route?</p>	<input type="checkbox"/> OCS 2007 "R1" <input type="checkbox"/> OCS 2007 R2 <input type="checkbox"/> Lync Server 2010 <input checked="" type="checkbox"/> Lync Server 2013 <input type="checkbox"/> Skype for Business Server 2015
11	<p>Which Edge configuration option is in use?</p>	<input type="checkbox"/> Single Consolidated (NAT) <input type="checkbox"/> Single Consolidated (Public IP) <input type="checkbox"/> Scaled Consolidated (DNS LB + NAT) <input type="checkbox"/> Scaled Consolidated (DNS LB + Public IP) <input type="checkbox"/> Scaled Consolidated (Hardware LB) Will be discussed Technical Requirement Assessment (TRA).
12	<p>Select services that your Edge role provides today:</p>	<input checked="" type="checkbox"/> External User Access (corporate users) <input checked="" type="checkbox"/> Remote User Access (anonymous external meeting participants) <input type="checkbox"/> Federation <input type="checkbox"/> Media Relay
13	<p>Do you have Lync / Skype for Business Edge deployed into more than one data center? If yes, please provide details.</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

No / Paragraph	Questions	Answers
14	Do you currently have Conference Auto Attendant (CAA) based PSTN dial-in conferencing enabled in your Lync/SFB deployment?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
15	Do you have Lync Survivable Branch Appliances deployed in your branch sites? If yes, please add number of SBAs and their manufacturers	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
16	Do you currently have users enabled for Enterprise Voice, if so how many are enabled?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
17	What percentage of users already have a Lync optimized headset / webcam / handset? Please elaborate	Not provided to each user specifically. User will request as an when required.
18	Which of the following IM/Presence features do you currently have dependencies on? Please add additional details for any dependencies	<input checked="" type="checkbox"/> IM/Presence <input checked="" type="checkbox"/> Archiving <input checked="" type="checkbox"/> Enhanced Privacy mode <input checked="" type="checkbox"/> URL Photo experience <input checked="" type="checkbox"/> Skill Search <input checked="" type="checkbox"/> Persistent Chat <input type="checkbox"/> XMPP Federation
19	Which of the following 1:1 Media features do you currently have dependencies on? Please add additional details for any dependencies	<input checked="" type="checkbox"/> 1:1 Audio calls <input checked="" type="checkbox"/> 1:1 Video calls <input checked="" type="checkbox"/> File Transfer <input checked="" type="checkbox"/> 1:1 Desktop and application sharing

No / Paragraph	Questions	Answers
20	<p>Which of the following Meetings features do you currently have dependencies on?</p> <p>Please add additional details for any dependencies</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ad-hoc and/or scheduled meetings <input checked="" type="checkbox"/> Audio conferencing <input checked="" type="checkbox"/> Video conferencing <input checked="" type="checkbox"/> Dial-in Conferencing <input checked="" type="checkbox"/> Desktop and application sharing conferencing <input checked="" type="checkbox"/> Skype Meeting Broadcast <input checked="" type="checkbox"/> Announcement service <input checked="" type="checkbox"/> Dedicated meeting space/static meeting ID <input checked="" type="checkbox"/> Conference Content Archiving <input checked="" type="checkbox"/> Video Interop Server

No / Paragraph	Questions	Answers
21	<p>Which of the following Voice calling features do you currently have dependencies on?</p> <p>Please add additional details for any dependencies</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Busy options <input type="checkbox"/> Call park <input type="checkbox"/> Call Pickup / Group Call Pickup <input type="checkbox"/> Common Area Phones / Hot Desking <input type="checkbox"/> Response Groups / Hunt groups <input type="checkbox"/> Shared Line Appearance <input type="checkbox"/> Private Line <input type="checkbox"/> Voice Mail <input type="checkbox"/> Call via work <input type="checkbox"/> Emergency/Information numbers (911, 811, 411) <input type="checkbox"/> Extension dialing <input type="checkbox"/> Auto Attendant <input type="checkbox"/> Subscriber Access <input type="checkbox"/> Analog Devices <input type="checkbox"/> Fax <input type="checkbox"/> Caller ID Masking/Altering <input type="checkbox"/> Location Based Routing <input type="checkbox"/> Least Cost Routing <input type="checkbox"/> Night Bell <input type="checkbox"/> Elevator Phone <p>Separated VOIP. We only use the SFB as an application for IM and PC-to-PC voice/video call INTERNALLY. VOIP service/number are not yet integrated with the current SFB.</p>
22	<p>What 3rd party provided features and functionality do you currently have dependencies on? Please list.</p>	<p>Not relevant.</p>

INFORMATION RELATED TO HOW USERS WILL CONNECT TO O365 SERVICES

No / Paragraph	Questions	Answers
1	<p>How do/will the users in scope for migration access Skype for Business Online when in the office?</p> <p>(Check all that apply)</p>	<p><input type="checkbox"/> Routed NAT connection</p> <p><input type="checkbox"/> Proxy Server</p> <p><input checked="" type="checkbox"/> Public Wi-Fi</p> <p><input checked="" type="checkbox"/> Managed (not public) Wi-Fi</p> <p><input type="checkbox"/> ExpressRoute (Microsoft Peering)</p> <p>Please propose best practice.</p>
2	<p>If access to O365 is via a Proxy server is there an ability to bypass the Proxy?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Not relevant.</p>
3	<p>Is ExpressRoute being used today?</p>	<p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p><input type="checkbox"/> No, but it is being planned</p>
4	<p>If Yes do you have Microsoft Peering setup</p>	<p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>
5	<p>If connecting to O365 via an Internet connection do you have sufficient bandwidth for the users to access the Skype for Business services (estimated using a generic profile at between 10-15 mbps)</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Refer to paragraph 41.1.6 (i) of Tender Document for the current internet speed.</p>
6	<p>Are users required to utilize a VPN when connecting remotely?</p>	<p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>

No / Paragraph	Questions	Answers
7	If a VPN is used can Skype for Business traffic be excluded from the VPN to access Edge / O365 Services directly?	<input type="checkbox"/> Yes <input type="checkbox"/> No Not relevant.
8	Does your network support QoS?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9	Can you prioritize Skype for Business audio and video traffic to drive a high-quality experience?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
10	Do you have a DMZ in all regions?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
11	Who manages that DMZ?	IT department.
12	Do all regions have internet egress (if not, list those that do not in the comments section)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
13	Do all locations within a region have internet egress, or is internet egress centralized for the entire region?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No For corporate network - line from region will be routed back to HQ, Internet egress centralized from HQ only. Each region also have their Wi-Fi connectivity for internet egress.

INFORMATION RELATED TO THE CURRENT ENDPOINTS INCLUDING DESKTOP AND MOBILE ENVIRONMENT FOR END USERS, AS WELL AS CONFERENCE ROOM CONSIDERATIONS

No / Paragraph	Questions	Answers
1	What desktop OS will the users be using?	<input type="checkbox"/> XP <input checked="" type="checkbox"/> Windows 7 <input type="checkbox"/> Windows 8 <input checked="" type="checkbox"/> Windows 10 <input checked="" type="checkbox"/> Mac (Specify version in comments) <input type="checkbox"/> Other (Specify in comments)
2	Which Office deployment technology is in use within your organization?	<input checked="" type="checkbox"/> MSI <input type="checkbox"/> Click-to-Run
4	What version of Office is deployed to these devices?	Office 2003 _____ % Office 2007 _____ % Office 2010 _____ % Office 2013 _____ % Office 2016 _____ % Mac Office 2011 _____ % Mac Office 2016 _____ % Other _____ % None _____ % Will be discussed in detail during TRA.
5	Is Virtual Desktop Infrastructure and/or Remote Desktop (session virtualization) leveraged to provide access to Office / Skype for Business client? (If so please provide information on the platform and thin client endpoints.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

No / Paragraph	Questions	Answers
6	What are the allowed / supported mobile platforms in use? (select all that apply)	<input checked="" type="checkbox"/> Windows Mobile <input checked="" type="checkbox"/> iOS <input checked="" type="checkbox"/> Android <input checked="" type="checkbox"/> Blackberry
7	How are mobile devices provided? (select all that apply)	<input checked="" type="checkbox"/> Corporate devices <input checked="" type="checkbox"/> BYOD
8	How is software deployed to these mobile devices? (select all that apply)	<input type="checkbox"/> Intune <input checked="" type="checkbox"/> 3rd party MDM <input checked="" type="checkbox"/> Users install directly from public stores
9	What is the current conferencing solution of the meeting and conference rooms that are in scope of this initiative?	Not in scope.
10	How do you manage and update this solution?	IT solution managed by IT department and supported by vendor.
11	Is current conferencing solution in the rooms integrated with the existing Skype for Business deployment?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
12	Is the current video conferencing solution is listed on the <u>Video solutions qualified for Lync for interop</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
13	Please describe the integration details with the existing Skype for Business deployment (If there are any)	Not relevant.

No / Paragraph	Questions	Answers
14	What kind of equipment do you have in the conference rooms? (Please list vendor and model)	Conference room is not in scope.
15	Do you have external displays (TV, screen, projector) in the conference rooms?	<input type="checkbox"/> Yes <input type="checkbox"/> No Not relevant.
16	Do you have external audio and video peripherals in the conference rooms?	<input type="checkbox"/> Yes <input type="checkbox"/> No Not relevant.
17	Do you have any support or service agreement with the existing conferencing equipment / solution? List the details	<input type="checkbox"/> Yes <input type="checkbox"/> No Not relevant.
18	Who is responsible for the conference rooms strategy and the equipment? (Check all that apply)	<input type="checkbox"/> AV Team <input checked="" type="checkbox"/> Facilities Team <input type="checkbox"/> IT Team

INFORMATION RELATED TO ANY COMPLIANCE REQUIREMENTS THAT WOULD APPLY TO THE USERS TO BE MIGRATED

No / Paragraph	Questions	Answers
1	Are there any requirements to have mandatory call recording for any of the users in scope?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2	Are there any requirements to have mandatory meeting recording for any of the users in scope?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3	Are there any requirements to have IM captured for compliance that cannot be met by the Exchange legal hold capability?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

OTHERS

No / Paragraph	Questions	Answers
1	Is there a requirement for all delivery scope and implementation to be onsite? Or can it be done remotely for some scope.	Both onsite (unlimited visit) & remote are required.
2	Are there Internet breakouts aside from the Two main HQ sites? If not, how are the branches and regional offices connected to HQ?	Corporate network connected via WAN back to HQ. For corporate network - line from region will be routed back to HQ, Internet egress centralized from HQ only. Each region also have their Wi-Fi connectivity for internet egress.

No / Paragraph	Questions	Answers
1	40.1 & 40.2 - We required the diagram for the existing setup of Domain Controller and Read-only Domain Controller.	Will be discussed in details during Technical Requirement Assessment (TRA). Refer to Para 41.1.4.
2	41.1.6.ii - List of application that is integrating with existing directory services, and what protocol are they using? I.e. OAuth, SAML 2.0, and etc.	This paragraph describes the basic requirement for user login method- to maintain as per user's existing credential record in the current directory service and email infrastructure (AD & Exchange) without the need to create a new one. To be discuss further during TRA.
3	41.1.6.iii - What is covered under zero data loss basis (i.e. email, contacts, calendar, files, and other similar items). What are other similar items?	All the components/item that the user's currently have in their email application shall reflect exactly the same when they login to email on the Cloud. It is include but not limited to ; email content & attachments, all items in the calendar, their shared mailboxes and its content, folders and archives, task, items marks to be follow up, rules and so on. Further details can be clarify during TRA.
4	41.1.6.iv - What is the average mailbox sizes for each user, and also the local archive(s) pst?	For each user- will be discuss in detail during TRA. FYI, average is between 1GB-20GB, mostly 5GB. Total local archive estimation at >20TB as informed during Tender Briefing.
5	41.1.6.vi - What is the scope for the integrated analytical tool?	The analytic tool that bundled in with the PTOC product package from principal. It shall cover features such as producing productivity and meaningful dashboard/reports for users/their supervisors as well as MCMC IT Administrators. Please propose best practice/solution.
6	41.1.6.x - Define the scope of Advanced Persistent Threat (APT) and Data Loss Prevention (DLP)	These security features shall be integrated and fit for use across all PTOC products, include but not limited to ; on client/email flow/file transferring/ storage of our data on the Cloud and so on. Please propose and elaborate as much details in your proposal.

No / Paragraph	Questions	Answers
7	41.1.6.xii - Define detailed reports of audit logs and summary of incidents, and trends	There shall be console/ dashboard/ notification that allow MCMC IT Administrator to retrieve and view the audit logs of the PTOC, document version, systems report, and so on for monitoring purposes.
8	41.1.6.xiii - What format needed when the said data recalled after the contract termination and stored in MCMC's DC?	Please propose the best practice.
9	42.2.2.1.a.iii - Does the MFA only required to only SMS Gateway? This is answered in 42.2.6.b	Yes. Please propose the best practice.
10	42.2.2.1.a.iv - Does the document repositories are referred to only future or including existing?	Including existing, as long as the document repositories ties with the user's permission.
11	42.2.2.1.a.vii - What language do the new MCMC webmail login interface will be? Or is this depends on what we are going to propose?	English (default). Please provide detailed proposal including Webmail interface and it's features.
12	42.2.2.5.c - What's the existing PBX system? Do we have a diagram for this?	For voice we are using VOIP, and the current Lync/SFB is only for IM, and PC-to-PC voice and video call (PSTN not enable). To be discuss further during TRA.
13	42.2.2.7 - What's the average individual user file server size, and also what is the existing file server size?	Average allocation for user's personal folder is estimated at 20GB (allocation for each user). Existing file server's size total estimation at 25TB. Exact size will be discuss further during TRA.
14	42.2.2.7.d - What's the folder hierarchy level?	Each user will have their own access to drives : Personal, Cluster, Division, Department and Unit based on permission given. Exact details to be discuss further during TRA.

No / Paragraph	Questions	Answers
15	Kindly describe in detail about 10 GB of lync data? what type of data and where it is stored?	It is stored in Lync servers on premise and detail will be discuss further during Technical requirement Assessment (TRA).
16	Do you need the Lync data in Target O365?	Yes, we plan to decommission the on premise Lync servers after the PTOC migration to the Cloud is completed. Please propose best practise.
17	Would you like to move to MS Teams?	Please propose if suitable and if it's match with the requirements in our Tender Document in Paragraph 42.
18	What are the Lync features enabled? like (IM , conferencing etc.,)	The current Lync/SFB is only enabled for IM, and PC-to-PC voice and video call (PSTN not enable). Please propose best practice as per Tender requirements in Paragraph 42.
19	Kindly share the high level architecture diagram?	Please refer to diagrams in Paragraph 40. Further details will be discuss during TRA.
20	How many Lync account enabled including resources (meeting rooms)?	Specific numbers will be discuss during TRA. You may estimate based on numbers of users/ current licence.
42.2.2.5	Is there any restriction or regulation for moving voice system to cloud?	Security protection shall be enabled as per Paragraph 41.1.6(x)
42.2.2.5	Let us know the Current Make & model of Phone-system ?	Cisco CP8841 series.
42.2.2.5	Is there any SBC is been Utilized, kindly let us know the make and Model ?	Detail will be discuss further during TRA.
42.2.2.5	How many IP-Phones, Analog-Phones are present available ?	Specific numbers will be discuss during TRA. You may estimate based on numbers of users/ current licence.
42.2.2.5	Presently all the users are in MS-Cloud for IM & Chat ? If yes, please let us know the what type of license they are into	Not on Cloud, we are using on premise Lync/SFB.

No / Paragraph	Questions	Answers
42.2.2.5	Is there Call-Center is available ? If yes, please let us know the agent count and where they are located	Yes, some department has a Call-Center and currently based in MCMC HQ. Agent count is less than 50.
42.2.2.5	Is there any 3rd party applications are integrated with present voice platform ? If Yes, please let know the details	Detail will be discuss further during TRA.
42.2.2.5	Whether DECT-phones are integrated with On-premise Skype?, what is the model of DECT-Phones and the server? who is presently supporting?	No. Refer to explanation in your Question number 4.
42.2.2.5	Please provide details for the current Video Conferencing (VC) support for all locations? Types of conferencing devices e.g. Telepresence, hybrid, desktop based, moving cart etc	Detail will be discuss further during TRA.
42.2.2.9	<p>-MCMC's Intranet /Staff Portal</p> <p>a) The proposed solution shall include an implementation of a new Intranet portal which is dynamic and responsive to enhance the look and functionality of the current MCMC Intranet portal.</p> <p>As per above statement, may we know if this is going to be an:-</p> <p>a) All New Intranet portal development with new stack of technology for the required features or b) Is it going to be an enhancement of the current intranet portal.</p>	<p>-To utilise the integrated tool bundled in the PTOC product from principal that you are proposing, and as a ready-to-deploy template. (We do not require you to develop a standalone separated system/intranet website). Please propose best practise and provide design/details in your proposal.</p> <p>-We plan to decommission our stand alone current Intranet portal after the PTOC migration is completed.</p>

No / Paragraph	Questions	Answers												
21	<p>What is the estimated total data file size to migrate for this requirement?</p> <table border="1" data-bbox="281 315 1096 542"> <thead> <tr> <th data-bbox="281 315 466 344">42.2.2.7</th> <th data-bbox="466 315 932 344">Individual and Shared Storage Drive to Cloud</th> <th data-bbox="932 315 1096 344"></th> </tr> </thead> <tbody> <tr> <td data-bbox="281 344 466 402">a)</td> <td data-bbox="466 344 932 402">The Tenderer shall include files and shared/ individual folders' migration from on-premise to the Cloud;</td> <td data-bbox="932 344 1096 402"></td> </tr> <tr> <td data-bbox="281 402 466 461">b)</td> <td data-bbox="466 402 932 461">The proposed solution shall have the ability to provide unlimited personal storage size for each user;</td> <td data-bbox="932 402 1096 461"></td> </tr> <tr> <td data-bbox="281 461 466 542">c)</td> <td data-bbox="466 461 932 542">The proposed solution shall be able to migrate the existing files from the on-premise file server to the Cloud seamlessly with zero data loss;</td> <td data-bbox="932 461 1096 542"></td> </tr> </tbody> </table>	42.2.2.7	Individual and Shared Storage Drive to Cloud		a)	The Tenderer shall include files and shared/ individual folders' migration from on-premise to the Cloud;		b)	The proposed solution shall have the ability to provide unlimited personal storage size for each user;		c)	The proposed solution shall be able to migrate the existing files from the on-premise file server to the Cloud seamlessly with zero data loss;		<p>Estimated total :</p> <p>a) Please refer to the breakdown below;</p> <p>b) Estimated at 20GB (allocation for each user).</p> <p>c) Existing file server's size total estimation at 25TB.</p>
42.2.2.7	Individual and Shared Storage Drive to Cloud													
a)	The Tenderer shall include files and shared/ individual folders' migration from on-premise to the Cloud;													
b)	The proposed solution shall have the ability to provide unlimited personal storage size for each user;													
c)	The proposed solution shall be able to migrate the existing files from the on-premise file server to the Cloud seamlessly with zero data loss;													
22	<p>Is there an existing software delivery method in the environment e.g. SCCM, Bigfix, Desktop Central, etc.?</p>	<p>Yes, currently we do have SCCM run on premise.</p>												
40.1	<p>Please provide the geographical location addresses of five (5) Regional, six (6) Branch and five (5) State offices together with client (Windows 10/7, Mac) distributions at each location.</p>	<p>Please refer to https://www.mcmc.gov.my/contact/regional-offices. Majority of users are using Windows 10. Exact details will be discuss during Technical Requirement Assessment (TRA).</p>												
42.2.2.5	<p>What is the solution in place currently for unified communication? Is this UC solution integrated with MCMC Skype for Business server? Are there any hardware like IP phones, video conference devices / equipment setup with the current UC solution? Please elaborate the quantities of each devices / equipment if there is.</p>	<p>For the current voice we are using VOIP. Current UC is Lync/SFB and is only enabled for IM, and PC-to-PC voice and video call (PSTN not enable). This solution is installed in users' own PC/notebook and no additional integrated hardware. Please propose best practice as per Tender requirements in Paragraph 42.</p>												
42.2.2.9	<p>What is the product / technology for the current MCMC Intranet portal? What type of data / content is stored within and what is the estimated data volume / size?</p>	<p>The current HTML/Microsoft IIS base stand-alone Intranet contains hyperlink to such documents (mostly PDFs) including forms, letters, circulars, policies, procedures, templates, process diagrams and user guides, among others. The estimated size of current Intranet portal is 30GB.</p>												

No / Paragraph	Questions	Answers
42.4.5 b)	Does this means five MCMC staff will be attending certification training on different subjects for consecutive of 3 years?	Yes, and the subject is based on discussion and availability. But note the allocation of 5 pax/year for 3 years.
42.8	Does this refer to the participants company that need to be certified with the given ISO or it's the proposed solution's principal that needs to be certified with the given ISO?	Referring to paragraph 2.5, that ISO certification is mandatory requirement for the Principal to be certified. For Paragraph 42.8 is for the participants company (Tenderer), which will have a good advantage if you can submit the proof/copy your ISO certification.

23	Does Tenderer only has to fill in the forms/tables and attached all the requires documents in Appendix G & H for technical proposal submission, OR a full write-up proposal with solution whitepapers/brochures is expected by MCMC?	Please provide full write-up proposal of the solution that you would like to propose. The more details you provide, including its features, interface/diagram, brochures and so on, is better.
24	Does Tenderer has to fulfil all 3 required certifications (ISO27001, ISO27017, ISO27018)?	If you are referring to paragraph 2.5, this is a mandatory requirement for product's Principal. But if Tenderer's own company also having the same certification, it will be an advantage and please submit the proof of valid certification as well.
<u>Productivity Tools/Unified Communication and Collaboration</u>		
25	What is the Windows Desktop OS versions and Edition are the users using current? (e.g. Win10 Pro) If users are not standardized on the version, please provide the breakdown of Version / Edition / Number of Users	Majority of users are currently using Windows 10 Enterprise OS, for the numbers please refer to Paragraph 40.3. Exact numbers will be discussed during Technical Requirement Assessment (TRA).
26	What is the Domain Controllers OS version / Domain Functional Level / Forest Functional Level?	Windows Server 2012 R2/ Windows Server 2008 R2/ Windows Server 2008 R2
27	Please specify the number of users requires the below:	Please refer to Paragraph 41.1.2. Exact numbers of each of the below will be discuss during TRA.
	i) Desktop versions of office applications	No. of users
	ii) Web versions of office applications	No. of users
	iii) Anti phishing, anti-spam, anti-malware	No. of users

No / Paragraph	Questions	Answers
27	iv) Advanced Threat Analysis and Protection	No. of users
	v) Data Loss Protection (DLP)	No. of users
	vi) Multi Factor Authentication (MFA)	No. of users
	vii) Mobile Device Management (MDM)	No. of users
	viii) Unlimited personal storage size	No. of users
	ix) 1TB personal storage size	No. of users
	x) Host online meeting and video conferencing	(1) HQ - no. of users (2) Five regional offices - no. of users (3) Six branch offices - no. of users (4) Five state offices - no. of users Please refer to Paragraph 41.1.2. Exact numbers of user will be discuss during TRA.
	xi) Public Switched Telephone Network (PSTN)	(1) HQ - no. of users (2) Five regional offices - no. of users (3) Six branch offices - no. of users (4) Five state offices - no. of users Please refer to Paragraph 41.1.2. Exact numbers of user will be discuss during TRA.
xii) Cloud PBX System	(1) HQ - no. of users (2) Five regional offices - no. of users (3) Six branch offices - no. of users (4) Five state offices - no. of users Please refer to Paragraph 41.1.2. Exact numbers of user will be discuss during TRA.	
28	Do you require Tenderer to migrate your current telephony system to Cloud PBX in this tender? If yes, please proceed to below question 6-19	Yes, to have desk phone and also softphone functionality post migration. Further details to be discuss during TRA. Please propose your suitable solution.

No / Paragraph	Questions	Answers
29	Total number of sites, do indicate which is the HQ and regional/branch/state offices location. Do indicate the type of connectivity (VPN, Internet breakout point) and its bandwidth	<p>Example: Total no. of sites 17 (incl. HQ) Site 1 – HQ, Cyberjaya (Internet – 100Mbps, VPN – 50 Mbps) Site 2 – Penang (Internet & VPN – 100 Mbps) Site 3 - Site 17 - Please refer to paragraph 40 and https://www.mcmc.gov.my/contact/regional-offices. Internet : 100Mbps + 100Mbps WAN (HQ) : 60Mbps + 60Mbps WAN (Regional/ State/ Branch) : 10Mbps + 4Mbps Further details to be discuss during TRA. Please propose your suitable solution.</p>
30	Total number of users at each site connected to the existing platform	<p>Example: Site 1 – HQ, Cyberjaya 200 users Site 2 – Penang 100 users Site 3 - Site 17 - HQ Cyberjaya approximately having 700 users. Regional offices approximately having 20-30 users each. State and Branch offices approximately having 5-10 users each. Further details to be discuss during TRA. Please propose your suitable solution.</p>
31	Type of PSTN connectivity (ISDN PRI 30 / SIP Trunk), include the number of sessions / trunks	Further details to be discuss during TRA.
32	Quantity & current model of Session Border Controller / IP-PBX and locations	Further details to be discuss during TRA.
33	Type of network connectivity and speed <ul style="list-style-type: none"> o Ethernet (e.g. 10 Mbps / 100 Mbps / 1 Gbps / 10 Gbps) o Wireless 	Further details to be discuss during TRA.

No / Paragraph	Questions	Answers
34	How many concurrent meetings are conducted per hour? With the average number of participants per meeting including the host	Further details to be discuss during TRA.
35	How many concurrent calls are being made per hour	Further details to be discuss during TRA.
36	Is Call Detail Recording (CDR required)	Further details to be discuss during TRA.
37	Any requirements for Call Attendant (Reception)	Yes.
38	Does Tenderer requires to include devices into the proposed solution (e.g. IP phones, Headsets)	No.
39	How many meeting rooms are to be included for video conferencing (including HQ & Regional/Branch/State Offices)	None. The collaboration/meeting tool will be login from user's notebook with their own credential and it will be brought along to the conference room. No dedicated PC is assigned to any conference room.
40	Is voice mail required	Further details to be discuss during TRA.
41	Any fax or other types of services (e.g. Alarm system) that still operates on PSTN. Please list out if any.	Further details to be discuss during TRA.
42	Existing environment architecture diagram of the Lync / Skype for Business Server (On-Premise). Kindly include the Server Roles and version of it (e.g. Front-End Pool, Lync Server 2013 & Back-End Server, SQL Server 2012 R2)	On premise Microsoft Lync 2013 was deployed as per Microsoft's recommendation on best practise. Further details to be discuss during TRA.
	<u>Document Management System</u>	
43	Do you require Tenderer to migrate your entire File Server etc. all files & documents in this tender?	Yes. We may decommission the File server after the PTOC project is completed.
44	Current System or platform	Windows Server 2008.
45	How many folders and files	Further details to be discuss during TRA.
46	Type of files	Should cover standard formats. Further details to be discuss during TRA.

No / Paragraph	Questions	Answers
47	Security requirements	To cover basic security features as Paragraph 41.1.6 (x). Further details to be discuss during TRA.
48	Search requirements	To cover standard search function. Further details to be discuss during TRA.
49	Any workflow requirements. If yes, please share the flow	Further details to be discuss during TRA.
	<u>Intranet</u>	
50	Do you require Tenderer to migrate your entire current on-prem Intranet contents in this tender? If yes, please proceed to below question 28-37	To migrate data in the stand alone HTML based intranet to the propose solution.
51	Current platform and its version	The current HTML/Microsoft IIS base stand-alone Intranet contains hyperlink to such documents (mostly PDFs) including forms, letters, circulars, policies, procedures, templates, process diagrams and user guides, among others. The estimated size of current Intranet portal is 30GB.
52	Type of content to be migrated to cloud and how many content required to be migrated	Refer to the above.
53	How many pages, storage size	Refer to the above.
54	Are there any customizations on the existing platform	Please refer to Paragraph 42.2.2.9 requirements.
55	Will there be any customization required on the new cloud platform. Please specify	Please refer to Paragraph 42.2.2.9 (iii) requirements. -To utilise the integrated tool bundled in the PTOC product from principal that you are proposing, and as a ready-to-deploy template. (We do not require you to develop a standalone separated system/intranet website). Please propose best practise and provide design/details in your proposal.

No / Paragraph	Questions	Answers
56	Security access requirements	To cover basic security features as Paragraph 41.1.6 (x). Further details to be discuss during TRA. User logon to the intranet shall be as per AD permission.
57	What features/functions required	Refer to the above.
58	Requires any approval workflow for content creation	Further details to be discuss during TRA.
59	Search requirements	To cover standard search functions. Further details to be discuss during TRA.
60	Any documentations or description of services	Further details to be discuss during TRA.
2.5	For ISO-related certification, is it compulsory for both tenderer and principal? Or either one.	Referring to paragraph 2.5, that ISO certification is mandatory requirement for the Principal to be certified. For Paragraph 42.8 is for the participants company (Tenderer), which will have a good advantage if you can submit the proof/copy your ISO certification.
7.1	Is it possible to have 1 week extension from the deadline set for tender submission on 22 July 2019?	No extension to be given. Interested tenderer must be submit proposal on or before 12 noon, 22 nd July 2019.
42.3.6 c-vi	What is the expectation for step-by-step guide? Any estimated pages?	Training module and user guide for the new PTOC (end user) and for the MCMC IT Administrator's to manage the SaaS for each roles.
42.4.3	Does the on-site support require to cover all regions sites or HQ site only?	On site for HQ only, region sites can be remote from HQ.
42.4.5 b & c	Can we assume all trainings includes are within Malaysia? Any abroad training will NOT be covered.	Please propose.
40.6.2 (a) (b)	For current email access, what are the device or application that is deployment in DMZ for email access? Is it a reverse proxy, WAF or other?	We are using Load Balancer appliances.

No / Paragraph	Questions	Answers
40.6.2 (c)	How many mobile device currently using Mobile Iron Application?	Approximately 400
40.6.2 (c)	For Mobile Iron Application, what the primary usage and purpose?	Email access/ Internal Systems
40.6.4 (d)	Under 40.6.3. Client Operating Systems, what is "Windows Parallel"?	User's running Windows OS in Mac Machine (similar like Parallel Desktop)
41.1.2	For the 1000 users to be propose, MCMC is looking for single license plan for all users or mixture of license plan for different tier of users?	Please provide quotation for single licence plan for all users (no mixture). Further details to be discuss during Technical Requirement Assessment (TRA).
41.1.2	If licensing by multi-tier, possible to provide a breakdown of the job function or grouping (different user profile/tier)?	Each user shall have 1 license each.
41.1.2	For any additional cloud services attached in the license plan which is NOT stated in the tender requirement, can we consider it as out of scopes for implementation?	The Tender Document is outline with the main/mandatory PTOC available in the market for our users to use as per current tools they are having on premise. If there are additional function/features/tools/service as described in Paragraph 42.9, or if its offered as bundle by the Principal, it can be embedded. Please propose.
41.1.6 (iii)	The current email server, does it include online archiving for users? Using Exchange Server or other 3 rd party application?	Online archiving is not enable on our current Exchange 2016 server environment.
41.1.6 (iii)	Can share average user mailbox size? If there is email archiving, what is the average size for the archive mailbox? What the largest size for primary mailbox and archive mailbox?	For each user- will be discuss in detail during TRA. FYI, average is between 1GB-20GB, mostly 5GB. Total local archive estimation at >20TB as informed during Tender Briefing. Largest size for primary mailbox approximately 50GB.
41.1.6 (iv)	For local .pst files and archive(s) stored in users user's PC, is it required to upload it to new cloud solution?	Yes it is required.
41.1.6 (xv)	What SSO is MCMC looking at? Do you require to implement SSO using passthrough SSO (no prompting) or just username & password synchronization between on-premises AD and cloud directory?	Username & password synchronization between on-premises AD and cloud directory.

No / Paragraph	Questions	Answers
42.2.2.5	The new Cloud solution, does it require to integrate with existing MCMC On-premises PABX Phone System?	Yes it is required.
42.2.2.5	If integration is required, what is the current brand and model for existing PABX System? How many maximum concurrent PSTN call is required?	Cisco VOIP. Further details to be discuss during TRA.
42.2.2.5	If integration is required, the PSTN communication is require only internally, external or both?	Both. Further details to be discuss during TRA.
42.2.2.5	If integration is required, does it required for vendor to include Physical IP Phone to work the Cloud solution or just softphone?	Just add softphone.
42.3.6 (c)	Does MCMC require detail manual book style step by step configuration guide? Or can replace it with manual / book / online reference from principal, couple with vendor's as-built documentation (only the final setting and configuration done in the project, no step by step manual).	All. Please propose your best proposal.
42.3.4. (a) Appendix G	Does this project require to include adoption change management (ADM) activities?	Yes.
42.2.2.9	What platform you are using for your current intranet portal? And what features of it you are going to migrate to new Intranet Portal?	The current HTML/Microsoft IIS base stand-alone Intranet contains hyperlink to such documents (mostly PDFs) including forms, letters, circulars, policies, procedures, templates, process diagrams and user guides, among others.
42.2.2.9	What is your current size of your intranet portal?	The estimated size of current Intranet portal is 30GB.
42.2.2.9	Is there any integration required for your new intranet portal and your existing systems? (HR, Procurement, ...)	Not required for now.
42.2.2.9	Are there any workflows exist in your current intranet portal? If yes, are you going to migrate those?	No.
42.2.2.9	Is there any forms and workflow or Apps required in your new intranet portal?	Further details to be discuss during TRA.

No / Paragraph	Questions	Answers
42.2.2.8	What is the current size of your file server that you are going to migrate?	Existing file server's size total estimation at 25TB. Exact size will be discuss further during TRA.
42.2.2.8	Is there any content approval workflow required for your document management system? If yes, please describe shortly.	No.
31	Tenderer would like to seek MCMC's consent to engage an onsite support Subcontractor if appointed as the Successful Tenderer.	Yes, it is allow. However, the agreement will tie back with the Tenderer and not the subcontractor. Hence, it is the responsibility of the Tenderer to ensure that their subcontractor will be able to comply with the work requirement.