

Responses to Questions re

## RFQ 10-0122-EMAIL

The following questions were presented on or before January 7 and are answered this same day. Please note that questions may still be submitted through the deadline date of January 13 and any additional answers will be posted here by the Response deadline of 4 p.m. January 15, 2010.

Please keep in mind all responses to this RFQ are due **Friday, January 22, 2010, by 4 p.m.** Thank you.

**Q:** Does the court already own all of the products listed in the SOW, or will the court ask for bids on these items separately, and if so, when?

**A:** The court will supply all hardware, per the successful vendor's recommendations. We will get our usual quotes on the software, but it will happen within the project timeline. We will not utilize a further RFQ for products so the successful vendor may or may not supply the software, depending on their quote.

**Q:** What is the number of mailboxes?

**A:** Approximately 800.

**Q:** What is the number of office locations and addresses?

**A:** There are multiple locations (14). One location is a headquarters which contains most of the users. The existing Exchange cluster is at the headquarters location in downtown Fresno, CA and has all mailboxes.

**Q:** Will the Court provide a high level design to help responders understand the existing environment and plan?

**A:** The Court would like to have all Exchange components on VMware ESX 4.0. The Court already has a VMware ESX 4.0 infrastructure, but would expect to expand it with three, four or TBD physical blade servers (HP BL490 G6) to accommodate the new Exchange 2010 environment. The Court plans to use the existing SAN for storage. The SAN has a full redundant non-blocking fabric. All Exchange components will be at headquarters location.

**Q:** High availability requirements or equivalent?

**A:** High availability is necessary

**Q:** What is the current hardware for the Exchange cluster?

**A:** The current hardware is two HP DL380 G4 servers. Each server has 4GB of RAM. Storage is provided by DAS (direct attached storage) HP MSA500 G2.

**Q:** Is the operation range for the current hardware nominal or being over utilized or subscribed?

**A:** It is the court's opinion that the current hardware is being over utilized/subscribed.

**Q:** Will the court provide information about your current network and remote user access?

**A:** Our network consists of a WAN topology. Remote access to email is provided through Outlook Web Access and ActiveSync for PDA's.

**Q:** How many physical locations are there where end users reside?

**A:** There are fourteen (14).

**Q:** What is the number of users per location?

**A:** The total number of users is approximately 600.

Q: Is the court expecting a comprehensive design as a deliverable or implementation of recommended design without a design document?

A: The expectation is to have a comprehensive design and proposal. This document should be rather simple, though similar to the existing Exchange 2003 cluster - being that the new Exchange environment will reside at headquarters.

Q: Will the court provide a summary of the current environment and expected changes?

A: We believe we have answered this question in the information above. The current environment consists of an Exchange 2003 Service Pack 2 active/active cluster, provided by two physical servers and direct attached storage.

Q: Will the court provide licenses and hardware to meet the desired schedule?

A: The court will procure all applicable hardware, VMware, Windows and Exchange licenses from our normal channels. The quantity and specifications will be provided by the project bidder to ensure that the court purchases the correct items.

Q: Please provide the version number of Windows Mobile OS and the types of Mobile Devices that will utilize the email system.

A: All PDA's are Blackberry's that use our BlackBerry Enterprise Server, as well as iPhones that use Exchange ActiveSync.

Q: What is the anticipated start date and end date for implementation and completion?

A: Anticipated start date is as soon as possible to end within a reasonable period of time.

Q: Will the court expect deployment during normal business hours or outside business hours?

A: This is to be determined based on what services may become unavailable during the deployment. The Court would assume that major changes that could affect the entire Active Directory or Exchange infrastructure might need to be done after hours rather than during the production window (7AM-5PM).

Q: How many of each type of user are there? MS typically designates users as: low; low-med; medium-high; and high. This refers to the number of emails they send and receive per day.

A: Email is used heavily here; plan on an Enterprise license for each user. The Unified messaging piece is not needed; please base the licensing model on that.

Q: How large are the EMAIL databases?

A: Right now, we have 8 databases (64GB, 40GB, 14GB, 7GB, 41GB, 33GB, 29GB, 23GB and our Cisco Unity DB on Exchange is at <1GB).

Q: Is the Exchange Domain standalone or is it the child of another Domain (e.g., the AOC)?

A: Standalone.

Q: The RFQ states that the 2003 Exchange is clustered. Do you want to maintain the same clustered configuration or are you looking to enhance High Availability? Any preferences for how HA might be enhanced (e.g., VMWare, DAG, etc.)?

A: The Court desires Exchange 2010 HA enabled. We also plan to run on VMware ESX 4. The Court will purchase the necessary VMware licensing and quantity of Windows licenses based on the recommendation.

Q: Does the Court have Remote Access capability that we could use to complete configuration tasks off-site? That would help contain Travel and Living costs.

A: Yes, Cisco VPN.

Q. Do you currently have SSL for web access and if so do you have more than one license?

A: Yes, just one SSL certificate for use with OWA, OMA and ActiveSync – it resides on the front-end server.

As stated above, please note that questions may still be submitted through the deadline date of January 13 and any additional answers will be posted here by the Response deadline of 4 p.m. January 15, 2010.