Central Bank of The Bahamas

Response To Vendor Questions Regarding RFP

IT2019011: Microsoft Exchange Migration Services

1. Would a cloud-based solution "Office 365" in a GDRP friendly jurisdiction be considered over On-premise?
   Answer: No. The Bank prefers an on-premise solution at this time. The Bank is currently evaluating its cloud adoption strategy and hopes to complete the same by the first half of 2020.

2. What version of the office is currently in use across the organization? Outlook 2010 is not supported for use with Office 2019
   Answer: The Bank currently uses Office 2016 and, if necessary as part of this project, can upgrade its users to Office 2019.

3. Is the environment deployed on a virtual platform?
   Answer: The environment is deployed on a virtual platform.

4. If yes to number 3, which platform and version
   Answer: Currently the Bank runs VMware vSphere. Actual version details will be shared to the successful bidder.

5. If not virtual, will new hardware be added to the environment.
   Answer: N/A

6. Is there an external email delivery/security solution, e.g., "Mimecast/Microsoft EoP"?
   Answer: No. The Bank; however, intends to leverage the successful bidder to provide expert advice on mail availability, resiliency, disaster recovery and security.

7. What backup application/version is currently in use?
   Answer: The Bank currently runs IBM Tivoli Storage Manager as its primary back and recovery solution. Actual version details will be shared with the successful bidder.

8. The RFP calls for High Availability (HA) configuration, which is different from Disaster Recovery (DR), is there any DR solution in place?
   Answer: The Bank assumes both will be accomplished as part of the proposed project. The Bank intends to implement secondary Email services at its secondary datacenter, which is part of its DR strategy. This also includes DR provided by TSM Backup and Recovery, VMware Site Recovery Manager, etc. The successful bidder is expected to implement both HA and DR as part of their scope of services.

9. There is no supported direct upgrade path to 2019, from exchange 2010, and will require 3rd party tool adding complication and downtime. Will an update strategy of upgrading to 2013/2016 first, then to 2019 be acceptable?
   Answer: Yes, this strategy is acceptable. Bidders must clearly outline their implementation approach including the upgrade strategy.

10. If the above upgrade strategy is accepted, are there enough hardware resources to facilitate?
    Answer: The Bank has sufficient capacity to support an upgrade to Exchange 2019.

11. Exchange 2019 does not support UM, and Microsoft has removed it from the system. If this functionality is needed, Skype for business server 2019 will be needed, or a hybrid approach using office 365 for voice mail. Is this expected to be in scope as part of this project or will this be a future scope and dealt with as a separate project, as it is a major undertaking?

Answer: Unified Messaging (UM) will be a requirement and should be addresses within the scope of this project. The Bank currently uses Skype for Business.

12. Plan and Design are mentioned prominently in the RFP, is the expectation of a full redesign of the Active Directory?
    Answer: The successful bidder will, during the planning and design process, indicate to the Bank what changes, if any, are suggested and/or required based on best practices relative to security and performance.

13. Is there a Multi-factor Authentication solution in use?
    Answer: Yes; the Bank currently leverages a hybrid 2FA solution.