

**MAINE COMMUNITY COLLEGE SYSTEM**  
**Request for Proposals**  
**Microsoft 365 Migration**  
**March 2024**

The Maine Community College System (MCCS) is seeking proposals from qualified vendors to provide Microsoft 365 (M365) system migration services. The scope of the project will be migrating user mailboxes and associated data from seven M365 tenants and a single Google Workspace for Education instance, all to a single M365 tenant.

The awarded vendor will assist MCCS in developing a migration plan and executing against this plan. MCCS has several different groups of users and desires that pricing options include migration of a minimum, base number of mailboxes, including associated calendar, notes, tasks, contacts, and email and optional pricing for (a) additional mailboxes and for (b) the migration of OneDrive/Teams content for M365-to-M365 migrations and Google Workspaces for Education for the current Gmail users.

The awarded vendor should provide any required migration software, services or tools to accomplish the migration activities.

## **SCOPE**

The Scope of Work will include, but is not limited to:

Delivery of a detailed technical document and solution plan, which will provide a thorough and clearly defined processes and steps that integrates with concept planning performed by MCCS.

### **Discovery and Planning**

- Identify what if any Microsoft programs can be used to supplement or subsidize vendor activities.
- Conduct discovery of email accounts, aliases, distribution groups, public folders and shared mailboxes to refine MCCS's general migration plan.
- Collaborate with MCCS staff in identifying Teams/OneDrive files requiring migration.
- Conduct joint planning with the MCCS team to refine timing and coordinate user communication and support activities.
- Review destination tenant for configuration or other issues that require MCCS action to enable successful migration.
- Adapt and refine the MCCS migration concept plan to include vendor testing, batch migration schedules, and other vendor responsibilities.
- Provide strategy options for email forwarding or dual delivery during a transition period following migration activities.

### **Migration and Cutover**

- Work with the MCCS team to select batches and timing for migration activities.
- Migrate mailbox data to the new M365 tenant
- Migrate select OneDrive/Teams or Google Workspace data
- Conduct quality assurance checks, including mail functionality checks
- Perform troubleshooting and remediation of failed or incomplete data transfers

- Provide training products and live sessions for users

MCCS Responsibilities that are out of scope for vendor:

- Provisioning of user accounts and assignment of licenses in new tenant.
- Providing a mapping matrix of existing to new accounts.
- Manage public DNS record changes.
- Manage internal communications with users.
- Provide Tier 1 customer response and escalation to vendor where appropriate.
- Conduct preliminary discovery of shared mailboxes, including user identities.
- Decommissioning of legacy mailboxes.

Tentative timing of migration activities of M365-to-M365 users:

- Planning and communication activities April-June 2024
- Staff and full-time faculty migration June-August 2024
- Adjunct faculty migration July-August 2024

For costing and scoping purposes MCCS M365 environments are collectively sized approximately as follows :

- Mailboxes to Migrate: 1754
- Shared Mailboxes: 673
- Total Mailbox Data: 20TB

MCCS's Google Workspace for Education environment is sized approximately as follows :

- Mailboxes to Migrate: 650
- Shared Mailboxes: 100
- Total Mailbox Data: 35TB

#### PROPOSAL REQUIREMENTS:

- From the time the RFP is issued until award notification is made, all contact with MCCS regarding the RFP must be made through the RFP Coordinator. No other person/employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process at MCCS' discretion.
- Provide an overview of the firm: a brief outline of Proponent's experience along with pertinent corporate details including full legal company name; year business was established; and number of people currently employed.
- Experience with leveraging Microsoft incentive programs, including partnering with FastTrack resources.
- Provide information on how the firm will protect college data during this project.
- Project and Client Management: a detailed description of the approach and methodology for managing projects and client relationships.
- Project Management Team: a detailed description of the firm's project management team including skills, experience and capabilities of relevant staff.
- Project Schedule: a detailed breakdown of all deliverables identified in the Scope of Work including, methods, tools and timeline to complete the project.
- Client Reference List: provide a client list for similar projects completed in the last three years for three different clients.

- Project Costs: The Proponent shall provide the total fixed price for the project based on the Scope of Work.
- Post Migration - Provide optional pricing for and define support offerings following migration and cutover activities transition
- Proposals shall include attached Bid Form
- Provide a certificate of insurance on a standard Acord form (or the equivalent) evidencing the Bidder's commercial general liability, professional liability, and any other liability insurance policies relevant to the proposed services. At minimum, cyber liability insurance shall be ten million (\$10,000,000) per claim and commercial crime two million (\$2,000,000) per occurrence.

Any Proponent who submits a proposal will only do so if they meet the following criteria:

- A duly authorized signing officer of the firm has signed and dated a letter by which they are agreeing to be bound by the proposal and the terms, conditions and description of services
- A declaration that the Proponent has not given, directly or indirectly, a benefit of any kind to anyone employed by, or otherwise connected with, the MCCS for the purpose of receiving favorable treatment

#### TIMELINE

Activity	Date and Time
Issue Date of RFP	March 29, 2024
Questions deadline	April 11, 2024
Submission Deadline	April 18, 2024 – 2:00pm
Intended Contract Award	By April 25, 2024

#### PROPOSAL EVALUATION PROCEDURE

- It must be understood and accepted by any Proponent submitting a proposal that all decisions as to the degree to which a proposal meets the requirements of the RFP are solely within the judgment of the proposed evaluation committee.
- Proponents must respond to this solicitation by submitting all data required herein in order for the proposal to be evaluated and considered for award. Failure to submit such data shall be sufficient cause for disqualification or a proposal from further consideration of award.

#### PROPOSAL CONTENT & CRITERIA

- This RFP does not commit MCCS to pay any costs incurred by any respondents in the submission of a proposal or in making studies or designs for the preparation thereof, or for procuring or contracting for the services to be furnished under the RFP.
- MCCS and respondent filing a proposal hereby both certify that no officer, agent or employee of MCCS, who has pecuniary interest in this RFP, shall participate in any manner in the preparation of this RFP or evaluation of responses to this RFP; furthermore, the respondent certifies that the proposal is made in good faith without fraud, collusion or connection of any kind with any other

respondent of the same call for proposals, and that the respondent is competing solely in its own behalf without connection with or obligation to, any undisclosed person or firm.

- After the proposals are opened, MCCA will determine a list of qualified companies and notify those companies of the intention to purchase migration services and Microsoft Office 365 licensing. MCCA reserves the right to award services based on the criteria detailed below.
- Proposals will be reviewed and selection of one vendor will be based on the following criteria:
- Selection criteria:

Factor	Weight
Total proposed price	35%
In contract response times	20%
Proposed commencement date	20%
Overall Suitability to MCCA's needs	20%
Proposal Quality, Detail, and Organization	5%

#### PROPOSAL SUBMISSION INSTRUCTIONS

- Proposals shall be sent by email to: Julie Edgecomb <[njedgenco@nmcc.edu](mailto:njedgenco@nmcc.edu)> with the subject: Proposal - M365 Migration
- Late submissions will not be considered
- MCCA will not be responsible for any costs incurred in the preparation of the Proponent's submission. Once received the submission becomes the property of MCCA.

#### INQUIRIES

All questions related to this request for proposals should be directed by email to Julie Edgecomb [njedgenco@nmcc.edu](mailto:njedgenco@nmcc.edu). Questions must be submitted in writing, the subject of the email should clearly state "Questions: M365 Migration". Deadline for questions is 4:00 pm April 11, 2024. It is the intent of MCCA to respond to all questions within 2 business days.

#### INVESTIGATION OF REQUIREMENTS

The submission of a proposal for the provision of this service will be considered a representation that the Proponent has carefully investigated all conditions which may affect the delivery of the services outlined in this proposal and that the Proponent is fully informed as to the conditions which may be encountered and the volume and the quantity of the work to be performed.

#### NEGOTIATION/AWARD

- MCCA reserves the right to consider proposals for modifications at any time before a contract would be awarded, and negotiations would be undertaken with that vendor whose proposal is deemed to best meet MCCA's specifications and needs.
- The awarding of the contract is subject to the availability of funds for this statement of work.
- MCCA will not be responsible in law or in equity to any proponent for any claim for losses or damages, or any other relief, arising out of the RFP process including the selection or rejection of any particular section of this proposal.

- The University of Maine System and Maine Maritime Academy, both public higher education institutions in the state, shall be permitted to piggyback off the MCCS's contract if they so desire. The Contractor agrees to further provide the products and services, with all the same terms and conditions applicable to these additional entities.

MCCS reserves the right to reject any or all bids.

This RFP shall be referenced in, and considered part of, any final contract.

See attached Notice to Bidders.

**MCCS Microsoft 365 Migration  
BID FORM**

Vendor should provide firm fixed pricing for the mailbox and other content migrations in the following table.  
Vendors may add notes for clarification below the boxes.

Migration	Base Number of Mailboxes <sup>1</sup>	Vendor Pricing
M365-to-M365		
Gmail		

Optional Pricing Beyond the Base Mailbox Migrations

Users		Additional Mailbox Migrations <sup>1</sup>			Additional Content <sup>2</sup>	
		Units	Vendor Pricing		Units	Vendor Pricing
0-2000		Per mailbox			Per M365 User	
					Per Gmail User	
2001-4000		Per mailbox			Per M365 User	
					Per Gmail User	
> 4000		Per mailbox			Per M365 User	
					Per Gmail User	

Note 1: Includes email content, contacts, calendar, notes and tasks

Note 2: OneDrive/Teams for M365-to-M365 migrations or Google Workspace for Gmail migrations

**NOTICE TO VENDORS AND BIDDERS:**  
**STANDARD TERMS AND CONDITIONS APPLICABLE TO ALL MCCS CONTRACTS**

The following standard contracting terms and conditions are incorporated and shall become a part of any final contract that will be awarded by any college or other operating unit of the Maine Community College System (collectively “MCCS”). These terms and conditions derive from the public nature and limited resources of the MCCS. **MCCS DOES NOT AGREE TO:**

1. Provide any defense, hold harmless or indemnity;
2. Waive any statutory or constitutional immunity;
3. Apply the law of a state other than Maine;
4. Procure types or amounts of insurance beyond those MCCS already maintains or waive any rights of subrogation;
5. Add any entity as an additional insured to MCCS policies of insurance;
6. Pay attorneys’ fees; costs, including collection costs; expenses or liquidated damages;
7. Promise confidentiality in a manner contrary to Maine’s Freedom of Access Act;
8. Permit an entity to change unilaterally any term or condition once the contract is signed;
9. Automatic renewals for term(s) greater than month-to-month;
10. Limitations on MCCS’ recovery of lawful damages incurred as a result of breach of the contract;
11. Limitation of the time period under which claims can be made or actions brought arising from the contract;
12. Vendor’s terms prevailing over MCCS’ standard terms and conditions, including addenda; and
13. Unilateral modifications to the contract by the vendor.

BY SUBMITTING A RESPONSE TO A REQUEST FOR PROPOSAL, BID OR OTHER OFFER TO DO BUSINESS WITH MCCS, **YOUR ENTITY UNDERSTANDS AND AGREES THAT:**

1. The above standard terms and conditions are thereby incorporated into any agreement entered into between MCCS and your entity; that such terms and condition shall control in the event of any conflict with such agreement; and that your entity will not propose or demand any contrary terms;
2. The above standard terms and conditions will govern the interpretation of such agreement notwithstanding the expression of any other term and/or condition to the contrary;
3. Your entity will not propose to any college or other operating unit of the MCCS any contractual documents of any kind that are not in at least 11-point black font on a white background and completely contained in one Word or PDF document, and that any references to terms and conditions, privacy policies or any other conditions referenced outside of the contract will not apply; and
4. Your entity will identify at the time of submission which, if any, portion or your submitted materials are entitled to “trade secret” exemption from disclosure under Maine’s Freedom of Access Act; that failure to so identify will authorize MCCS to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless MCCS in any and all legal actions that seek to compel MCCS to disclose under Maine’s Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between MCCS and your entity.