STATE OF WASHINGTON

OFFICE OF THE SECRETARY OF STATE

IT DIVISION

RFP 24-06 OSOS MIGRATION TO WA TECH TENANT

FEASIBILITY STUDY

AMENDMENT NO. 2

(May 16, 2024)

SUMMARY

This Amendment No. 2 to RFP 24-06: (1) contains the agenda prepared for the Preproposal Conference held on May 8, 2024; (2) amends the posting date of vendor questions from the Preproposal Conference and official answers to those questions; and (3) compiles the questions received from vendors at the Preproposal Conference and provides OSOS official answers to each of the vendors' questions.

PREPROPOSAL CONFERENCE AGENDA

RFP 24-06
OSOS Migration to WaTech Tenant
Feasibility Study
Office of the Secretary of State, IT Division
PREPROPOSAL CONFERENCE
Wednesday, May 8, 2024
9:00 a.m. - 10:00 a.m.
(via Microsoft Teams)

AGENDA

I.   Welcome & Introductions

Jim Webster, RFP Coordinator, Operations Division, Office of the Secretary of State
Justin Bouscal, Senior IT Architect, Office of the Secretary of State

Sam Anderson, Chief Information Security Officer, Office of the Secretary of State

Evan Soderquist, IT Project Manager, Office of the Secretary of State

Ivan Zavrazhnov, Contracts Specialist, Operations Division, Office of the Secretary of State

II. Important Information for Bidders on Solicitation Process *(Jim Webster, 5 minutes)*

A. RFP Coordinator is Sole Contact for Questions/Communications

B. Resources for Official Answers, RFP Amendments, and Notifications
- Washington Electronic Business Solution (WEBS)
- OSOS Current Procurements Webpage

C. Questions & Answers
- Ask questions but follow up with an email to RFP Coordinator
- Answers at conference are unofficial; official answers will be posted on May 15, 2024
- All questions and official answers will be posted on May 22, 2024

D. Important Dates

May 20, 2024 – Last Day for Questions

May 22, 2024 – All Questions & Answers will be posted

June 14, 2024 – Proposal Due Date

June 24, 2024 – Apparent Successful Bidder Announced

July 1, 2024 – Contract Start Date

III. Background and Objectives of RFP *(_____, 5-10 minutes)*

IV. Question and Answer Session

V. Final Comments

AMENDMENT TO SCHEDULE OF PROCUREMENT ACTIVITIES

The date for posting vendor questions from the Preproposal Conference and OSOS official answers to those questions is May 16, 2024.

PREPROPOSAL CONFERENCE
QUESTIONS & ANSWERS

Q: What is the type of engagement you're looking for? Is this more like a fixed cost or time and materials or more of the staff augmentation type of arrangement for to bring resources to enhance your team?

A: Vendors should provide a total fixed cost in their proposal for this feasibility study.

Q: Do you have a budget or an estimate for what your expectations are for this particular engagement?

A: No analysis was performed regarding what other agencies have done and what the costs were and how similar those efforts may have been to what we're trying to do. So we're looking for vendors to tell us what this project is going to cost.

Q: So the term fixed fee, can you clarify that a bit? Are you looking for a quote that gives an hourly rate that's fixed?

A: Vendors should provide an overall flat fee that will cover the entire cost of the feasibility study.

Q: How many existing OSOS domains, forest and tenants exists will be migrated into Wa Tech?

A: Four forests. Three forests have a single domain each, the fourth has three domains.

Q: Are we actually migrating the Active Directory or just the tenants and Office 365 data into a shared tenant?

A: The route that we've been advised to take from WaTech is to bring all OSOS domains under the WaTech forest and their Enterprise Active Directory (EAD) and then work on migrating the 365 and Azure environments in a phased approach. We will be migrating every domain, every forest. We're not sure on the timeframe to complete but we anticipate it taking up to five years. We have a mature 365 and Azure environment under the Entra ID tenant. All the identity, service principles, and Enterprise Apps reside under this directory.

Q: When you say you want to bring those forests under the existing WaTech forest, are those going to go in as child or are they going to go into the existing domains?

A: All OSOS domains will be migrated to the WaTech forest. They would remain as their own domain, not join any existing domain.

Q: So, we're migrating the domains that are under the existing forest into a single domain that exists under WaTech. Or are there multiple domains?

A: My understanding is the Enterprise Active Directory maintained by WaTech is a single forest with multiple domains.

Q: The reason for the migration versus update, I think my question is kind of becoming answered as more questions are asked, but it sounds like perhaps it's a directive and correct me if I'm wrong, to migrate under WaTech, is that true? Or is it an update opportunity?

A: All executive branch agencies must use WaTech identity services, as well as their cloud services. OSOS is one of the few agencies who are still operating under a waiver from this requirement, but this cannot continue indefinitely.

Q: One of the comments in here was the terabytes of data we'll be responsible for migrating and making sure permissions are reestablished through that. Is there opposition to SID history migration and if not, can we establish trust between the forests and if we can do that or if they already exist, is there network connectivity between all the existing domains and forests?

A: Uncertain. Part of the reason for this feasibility study is to establish the technical requirements. The technical expertise to perform this migration is beyond what OSOS has the internal capacity for. The vendor that is selected for contract award in this solicitation will be responsible for coordinating with both OSOS and WaTech to establish the answers to those questions.

Q: I was just curious about the network connectivity in between the existing domains and forests, or if there are trusts already established.

A: There is network connectivity between our primary corporate domain - it's on the State Government Network (SGN). With WaTech's assistance we will be able to establish direct connectivity between our Virtual Routing and Forwarding (VRF) in the SGN and the WaTech VRF. Five of the domains are not on the SGN, so for those there would have to be some networking performed. But it's certainly possible from a technical perspective.

Q: So, should we include that networking in our initial bid then or will that be outside of the bid?

A: No, no need to include, vendors do not have to consider networking.

Q: So just to be clear, this is strictly an assessment, discovery planning, requirements gathering, fact finding, analysis and summary, right? Provide recommendations and what the path forward is?

A: That's correct. We anticipate this to be a multiyear project and an expensive project, neither of which we're equipped to handle. Once this feasibility study concludes and we have timeline projections as well as cost projections, we will be submitting decision packages to the legislature to fund these efforts and developing additional RFPs for the actual work to take place.

Q: So, the implementation would be a separate project, separate RFP?

A: Yes.

Q: So, this feasibility study should include budgetary costs for what we think this migration is going to cost OSOS?

A: Absolutely. That's one of the key deliverables: Understanding what the financial load is going to look like so OSOS can go to the legislature and get funding for it.

Q: So, this feasibility study is the first engagement, requesting proposals for what it would look like in the future, and then subsequent RFPs will be developed down the road for actually doing the work?

A: Correct. We're anticipating this is going to be a multiphase engagement.

Q: Is there a deadline by which OSOS absolutely needs to be migrated over to WaTech?

A: OSOS executive leadership is working with WaTech's executive leadership and establishing the timeframe.

Q: Are you going to be seeking funds from the innovation and modernization program that was approved by the legislature in May of this year?

A: Unknown.

Q: Is there a core requirement that resources must be on the ground in Washington state, or can they be remote?

A: They do not need to be in Washington state specifically, but they do need to be located on U.S. soil, i.e., land that is under the sovereignty and control of the U.S. Government and is subject to its laws and regulations. This would include the 50 states and the territories and possessions of the United States. But they can be remote so long as they are on U.S. soil.

Q: Would you want to modernize as part of the effort in the feasibility or would it be just lift and shift as is, you know, keep your legacy ADDS, keep your legacy this and that and the other thing versus modernization to Azure and 365, those type services?

A: The OSOS workstations are hybrid joined with Intune, but the server infrastructure as well as the workstations still require ADDS. At this point modernization suggestions are not solicited and will not be considered.

Q: Should any modernization effort be scoped and proposed as a separate effort as opposed to part of the overall project?

A: Yes, it should be scoped and proposed as a separate item.

Q: Once we have migrated workloads in place, are we planning also to have a high availability and disaster recovery as part of the scope?

A: No.

Q: So, looking at the RFP, there are a number of different work streams that while they complement one another, they don't necessarily require direct coordination with one another. Are you looking for a single partner to support in the feasibility study across all workstreams? Or will you be looking at multiple partners to support within each different workstream and within that proposal, would you be looking for a separate quote per AD DS migration?

    A: The intention here is for a single vendor to cover all facets of the feasibility study.

Q: Are you looking for separate quotes per work stream?

    A: No. One proposal covering everything.

Q: Can you confirm any limitation on the use of nearshore offshore resources?

    A: As noted in an answer to an earlier question, resources need to be located on U.S. soil, i.e., land that is under the sovereignty and control of the U.S. Government and is subject to its laws and regulations. This would include the 50 states and the territories and possessions of the United States. But they can be remote so long as they are on U.S. soil.

Q: So, we are a US-based company in Meridian, Idaho. We do a lot of work in the Pacific Northwest. We have folks all over the world in various offices. Can we utilize resources that aren't actually physically based in our headquarter office or another US-based office?

    A: All resources utilized under the contract resulting from this solicitation must be located on U.S. soil.

Q: Regarding the five applications that you listed in the RFP that you're concerned with for the migration: Will you have subject matter experts available to assist us with that? There's some in-house developed apps in there that are going to be tricky, and we'll have to get a better understanding of those applications from your in-house experts.

    A: Yes, we'll have the in-house expertise for all of our applications.

Q: Are most of those applications integrated with AD or are they just external client facing with external identities?

    A: They're all integrated with AD. There are some external identities. There's one that has a home-grown identity provider.

Q: Can we get an inventory of existing workloads to have a TCO calculation?

    A: This information will be forthcoming.

Q: How about the amount of data to be migrated? That is something which will help us in terms of TCO calculations or to derive the approach as well as solution design.

    A: Yes, we can gather that information. We would be providing very high-level quantities and rough snapshots of environments, very anonymized, with no identifying data.

Q: Will the eventual migration project that you will be developing separate RFPs for have the same requirements that this one has for bidders, or will that require a Tier 1 master contract for category 10 infrastructure services or similar?

A: If project resources that meet OSOS business needs are available through a statewide contract, then OSOS is required to utilize that procurement vehicle. If the project, or elements of the project, require resources not available under a statewide contract, or a statewide contract has resources that are similar to what is needed but it is unclear whether they are precisely what is needed, then OSOS is free to explore other vehicles for the procurement, i.e., direct buy, competitive solicitation, sole source, etc.

Q: Are vendors responsible for providing all of their own equipment, or will OSOS be giving laptops or any other equipment out?

A: Vendors will be provided an Azure VDI instance to remote into. The vendor will be responsible for being able to access that VDI instance on their own. Microsoft MFA will be enforced for authentication via either the Microsoft MFA mobile app, or a FIDO2 compatible security key.

Q: I assume it's OK to continue to ask questions here over the next week via email to the RFP Coordinator?

A: Yes. Additional questions may be asked up through May 20, 2024, the end of the Question & Answer Period. Questions must be emailed to the RFP Coordinator.