Migration of IT Services at ICGEB Trieste and Cape Town to Office 365

Clarifications

1) Do Office 365 licenses also need to be quoted? If yes, please specify:
   a. License types (plan)
   b. quantitative
   c. License duration (validity period)

   No, we don’t require Office 365 licenses.

2) We ask to confirm if the Cape-Town office has about 30 users / mailboxes already migrated to the Office 365 platform. If yes, the Cape-Town Tenant will be used as a reference Tenant for all ICGEB users (Trieste and Cape Town)?

   a) Yes, we confirm the Cape Town office has approx. 30 users.
   b) It is highly unlikely that they can become Tenant for all, because their licenses are provided through their campus

3) We ask you to specify whether the announcement requires the migration of all the mail present on the ICGEB servers to Office 365 or whether the migration to the cloud of a shorter period (for example the last 6 months) is also considered acceptable.

   All emails should be migrated to the cloud.

4) What is the internet line available for the two offices? (upload and download)

   a) Regarding Trieste, 1000 Mbit full duplex (upload and download)
   b) Unfortunately, this is not known for Cape Town, because they utilise their campus’s internet facilities

5) What is the space occupied by the mailboxes for the Trieste office?

   Up to 3 TB

6) Did the request to create a Site-to-Site VPN between ICGEB Trieste and Office 365 refer to a hypothetical need or configuration?

   We do have a S2S VPN with Azure. It is more hypothetical with Office 365, however this could be clarified at a later stage.

7) We ask you to specify how many pc and mac devices and their location (TS / Cape Town) are present within ICGEB

   a) Regarding Trieste, assume roughly 150 computers (PCs and MACs) and up to 270 accounts.
   b) Unfortunately, this is not known for Cape Town. There are 30 users, so it is unlikely that it is going to be more than that.
8) What mail client do you use?

On PCs, mostly Outlook (archive in pst format)
On MACs, mostly the MAC Native client (archive in mbox format)

9) How many mail boxes are configured with imap or pop3 protocol?

The old ones (the majority) are POP3 while newer ones are IMAP4. Up to 270 accounts.

10) We kindly ask you to confirm that you want to use sharepoint as a network folder, considering that if the goal is to search for files through explore resources on share points, the performances are not optimal

We confirm SP as network folder as a first approach. Nevertheless we are moderately open to evaluate alternative approaches, if they would offer a better experience to our users

11) Have you applied security to files on the current network file system?

Assuming this means encryption, no.

12) For the Trieste office, what is the number of files and the relative occupied space that will be migrated from SAMBA to SharePoint Online?

Up to 3 TB

13) Are CAPE TOWN mail domains the same as Trieste or do Cape Town have other mail domains? In the latter case, where do the MXs point?

It is the same domain/MX. In turn, they get the email forwarded to their domain.

14) What kind of antispam do you have on the perimeter?

An anti-spam hardware appliance (we deliberately not reveal the brand). We plan using ATP in the cloud.

15) Do you have a firewall capable of configuring to split traffic from / to O365 to their internal mail servers bypassing the antispam (if they have any)?

The purpose of this question is unclear. We are going to have the ATP anti-spam in the cloud, therefore we can shut down the internal appliance feature. Nevertheless, I believe the firewall might be able to split the traffic.

16) As for internal AD authentication, does their Microsoft domain coincide with one of their mail domains or is it disconnected? Basically, do they have a .local or .locale domain on their AD or do they have a .it or .com domain?

It is disconnected.
Amendments

Annex II – General Conditions of Contract, page 7, art. 7 INDEMNIFICATION: the following sentence has been added at the end of the paragraph

“and will be limited, as long as permitted by the applicable law, to the value of the services provided (limited liability).”

Annex II – General Conditions of Contract, Page 9 art. 15 TERMINATION: the following sentence

“ICGEB reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor”

has been revised as follows

“ICGEB reserves the right to terminate with reasonable cause this Contract at any time upon 15 days prior written notice to the Contractor”

Revised documents

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