TARRANT COUNTY
PURCHASING DEPARTMENT

JACK BEACHAM, C.P.M., A.P.P.
PURCHASING AGENT

ROB COX, C.P.M., A.P.P.
ASSISTANT PURCHASING AGENT

January 24, 2017

ADDENDUM #1

RFP NO. 2017-056

**REQUEST FOR PROPOSALS FOR
MICROSOFT OFFICE 365 ASSESSMENT AND IMPLEMENTATION**

RFP DUE FEBRUARY 6, 2017

1. Questions and Responses:

    A.   Questions received and Tarrant County responses are included in the following page(s) of this addendum.

2. Changes/Clarifications:

    A.   The due date for this RFP has been changed to February 6, 2017 at 2:00 p.m.

    B.   Discard Table of Contents and pages 9, 10, 11 and 31 of the original specification package and replace with the revised pages. Add pages 32, 33 and 34 to the original specification package. **Changes are highlighted.**

This addendum must be signed and the original and Ten (10) copies must be returned with RFP.

NAME AND ADDRESS OF COMPANY:

_____

_____

_____

_____

E-Mail Address _____

AUTHORIZED REPRESENTATIVE:

Signature _____

Name _____

Title _____

Tel. No. _____

Fax No: _____

QUESTIONS AND RESPONSES

1.   Respondent must have experience in implementation of Microsoft Office 365 in the Microsoft Government Community Cloud.

   a.   Does your company have experience in implementation of Microsoft Office 365 in the Microsoft Government Community Cloud?

   Response: Yes.

   b.   For this question, are you looking more for companies that have experience working with Government business that have more stringent compliance requirements such as CJIS, ITAR, etc? Or is the focus strictly on experience with 0365-G more important? 0365-G has a very limited customer base and has been available for migration for a short period of time.

   Response: We are looking for an organization that is familiar with the nuances associated with Microsoft's CJIS certified Government Cloud offering.

   c.   What do you see as the difference between the two platforms that warrants ruling out partners that have in depth experience with the commercial edition of 0365 and not the Government edition?

   Response: We want consultants that already know how to utilize the actual resources available in the Microsoft CJIS Government Cloud 0365 offering to accomplish the tasks we desire.

2.   What version of Windows Active Directory are you currently running? (i.e. Windows, 2003, 2008, 2012).

   Response: 2008 R2, running on Windows 2012 R2 servers.

3.   What is the current functional level and state of AD?

   Response: See Question 2 above.

4.   How many AD sites are there in the organization?

   Response: Three.

5.   How many Global Catalogs in each site?

   Response: At least two.

6.   How many Domain Controllers are in each site?

   Response: At least two.

7.   Number of users at each site?

   Response: All users are located in one primary site at this time, Second site is located in Azure, Third site is for VPN throughput only.

QUESTIONS AND RESPONSES, continued

8.   Are DNS and AD integrated or separate? If separate, how is DNS implemented and managed? If implemented outside of AD DNS.
        Response: Integrated.

9.   Are any systems virtualized? If so, which?
        Response: Two Azure Domain Controllers.

10.   Size of the Directory Information Tree?
        Response: In excess of 10,000 objects, but it is already replicated to Azure.

11.   What naming conventions (systems, users, & objects) are used?
        Response: Yes, we have a naming convention over the various components.

12.   As a standard, are resources mailboxes associated with enabled or disabled user objects?
        Response: Yes.

13.   Please describe how e-mail addresses are assigned to objects?
        Response: Via the "Email Address Policies" setting in Exchange 2013.

14.   Which syntax(es) do you use for generating e-mail addresses?
        Response: First initial last name@domain name.com

15.   Do you maintain any method for distinguishing resource mailboxes? If yes, please describe the method used for identifying these objects.
        Response: On an as needed basis – depends on resource, and purpose.

16.   How do you create and manage distribution groups?
        Response: Manually.

17.   Do you maintain contact information for objects outside the primary e-mail environment? If yes, please describe how contact information is maintained. If yes, are all contact objects mail-enabled (i.e. have valid mail attributes)?
        Response: Yes, Departments submit updates manually.

18.   Internal PKI implemented? If so, what version?
        Response: Yes, Windows Server 2012 RS and Some old Windows Server 2003 (still updating).

19.   External CA relationships? If so, list vendors.
        Response: Yes, to be provided to Awarded Vendor.

QUESTIONS AND RESPONSES, continued

20.   Do DNS servers support SRV records?
       Response: Yes.

21.   Are GPO's currently in use to manage user/computer objects?
       Response: Yes, with exceptions.

22.   Percentage of objects not covered by GPO's?
       Response: Greater than 51%.

23.   Bandwidth utilization or bandwidth available between sites and internet?
       **Response: Variable within Tarrant County locations. Connectivity to internet is
       500MB.**

24.   Know network issues (latency, availability, etc)?
       Response: None.

25.   Current Hardware Load Balancer solution deployed?
       Response: To be provided to Awarded Vendor (LB exist).

26.   Current Firewall solution?
       Response: To be provided to Awarded Vendor.

27.   Do you have a Public of Private IP scheme for DMZ's?.
       Response: Yes.

28.   Do you use any software that automatically modifies e-mail attributes? If yes, please
       describe, including what attributes are being changed, how the software changes the
       attributes, and how frequently these attributes are changed?
       Response: No.

29.   Please describe any inter-domain replication connections (e.g. MIIS, GalSync, ADC, etc.)
       Response: None.

30.   Are there any plans in the scope of the proposed Exchange Online project or overlapping
       the timeframe but outside the project scope that would change the AD
       topology/configuration?
       Response: None outside of normal AD operations and cleanup.

QUESTIONS AND RESPONSES, continued

31. Do you require the display of any custom attributes or tables in the Global Address List (GAL)? If yes, please describe the type and location of information displayed (e.g. new value on existing tab, new tab, etc.). If yes, please describe how this information is maintained.
     Response: None.

32. What version of Exchange? (including Service Packs & hotfixes).
     Response: Exchange 2013 CU13.

33. How many mailboxes? Include users, conference rooms and any other resource connected to Exchange that needs a mailbox.
     Response: 5,629.

34. What is the total mail storage size?
     Response: 2,412.75GB.

35. What is the average size of mailbox or Use Cases (tiered Mailboxes)?
     Response: <.5GB.

36. How many iOS / Android Users?
     Response: 472.

37. Do you have a MDM solution? If so, how many users in total?
     Response: No.

38. Is there a Retention Policy? If so how many users in total?.
     Response: No.

39. Do you have a MDM solution? If so, how many users in total?
     Response: No.

40. Any applications that interact within email (EPR/CRM, etc)?
     Response: Dynamics.

41. How many Messages sent per day/week/month?
     Response: Unavailable.

42. What is the average size of email message?
     Response: 1-50KB.

QUESTIONS AND RESPONSES, continued

43. Is there an active solution for AV/AS?
   Response: Yes.

44. If there's an existing mail archive infrastructure, do they require the existing archived mail to be re-archived on the new archive platform?
   Response: Yes.

45. Per previous question, how much archived mail is there and what is the existing archive platform?
   Response: 4 Users, 30.5 GB, Exchange 2013. Data would just migrate 0365 with their mailbox.

46. Describe your SMTP Internet mail-flow.
   Response: To be provided to Awarded Vendor.

47. What are the primary SMTP domains that are maintained on mailbox objects?
   Response: To be provided to Awarded Vendor.

48. Please list all SMTP domains that the managed environment is required to support?
   Response: Yes.

49. Please list all SMTP domains that the managed environment is required to support?
   Response: Yes.

50. Do you require any specific connectors to external (or internal) messaging environments?
   Response: Yes.

51. Do you maintain dedicated servers for routing e-mail between environments?
   Response: No.

52. Are there any Custom Address Lists today?
   Response: No.

53. Is your Faxing Technology Integrated with e-mail?
   Response: No, we use SMTP connector only.

54. If so, what manufacturer and version is in use?
   Response: Faxing, additional information will be provided to Awarded Vendor.

QUESTIONS AND RESPONSES, continued

55.   What version of SharePoint is being used? (Standard, Enterprise)
        Response: Enterprise:

56.   How much data will be needed on the Sharepoint Side? Content Database Storage?
        Response: Out of Scope.

57.   What role(s) will this environment be built to accommodate? (Intranet, Extranet, Internet).
        Response: None.

58.   What features of SharePoint do you want to include (like Office Web Apps, Project Server, Excel Services, Performance Point, PowerBI).
        Response: Out of Scope.

59.   What are the Enterprise Search Requirements/Needs?
        Response: Out of Scope.

60.   If crawling external repositories, how much content in GBs will be crawled?
        Response: Out of scope.

61.   Does SP fall into any company compliance programs?
        Response: Out of scope.

62.   Does SP data need to be archived?
        Response: Out of scope.

63.   How will users access SP while Remote?
        Response: Out of scope.

64.   What is the plan for mySites?
        Response: Out of scope.

65.   Any custom SharePoint Applications?
        Response: Out of scope.

66.   What 3rd Party SharePoint plugins will be in use?
        Response: Out of scope.

67.   How much existing content will be migrated?
        Response: Out of scope.

QUESTIONS AND RESPONSES, continued

68. What is the standard supported Operating System (Windows 7, 8.1, 10, Apple)?
     Response: Window 7 and 10.

69. What is the standard supported office client (Office 2010, Office 2007, and Office 2013).
     Response: Office 2010, 2013.

70. What is your standard browser and version?
     Response: IE 11.

71. What other browsers and versions do you support?
     Response: Fire Fox.

72. Do you need to support multiple languages?
     Response: No.

73. How the overall environment is currently built? Please diagram how they're interconnected and set up.
     Response: To be provided to Awarded Vendor.

74. Are the environments split between Offices?
     Response: No.

     a.   How are they inter-connected between locations (VPN, MPLS, etc)?
           Response: MPLS.

     b.   Is the environment currently built for high availability?
           Response: Insufficient data to answer "b".

75. Please describe any custom routes currently set up in the networking gear (redirect to intranet, non-internal sites drop, etc).
     Response: To be provided to Awarded Vendor.

76. Will connection to Office 365 be handled via Express Route or through SSL transfer?
     Response: SSL.

77. Network Drives:
     a.   What is the largest folder share?
     b.   Are there any drives that are being shared by more than one person?
     c.   Is there sufficient space on the local workstation hard drives to accommodate the share space?
           Response: Out of Scope.

QUESTIONS AND RESPONSES, continued

78.   What version of Server(s) is currently running (2008R2, 2012, etc)?
        Response: 2012R2.

79.   How many servers are currently being used for the exchange environment?
        Response: 5.

80.   Are there any virtual environments configured?
        a.   What platform (Hyper-V/ESX/etc)
        b.   What VMs are being run on them?
        Response: No.

81.   Describe the Active directory environment. Please include forest/tree configuration and how many domain controllers.
        a.   What is the forest functional level?
                Response: 2008R2 – Running on 2012R2 servers.
        b.   Is AD Federation currently set up?
                Response: Yes, ADSF 3.0.
        c.   How many users are in each of the AD environments?
                Response: ~4600.
        d.   How often are users added? (Average is acceptable).
                Response: <5 per week.

82.   Is AD Connect currently set up?
        Response: No.
        a.   Which environments are currently using it?
                Response: NA.
        b.   Is the database using internal or a dedicated DB server?
                Response: Internal.
        c.   Is ADFS currently integrated into it?
                Response: Yes.

83.   Are there any independent users of AD in Azure AD?
        Response: None.

84.   How many exchange servers are running?
        Response: 5 servers.

QUESTIONS AND RESPONSES, continued

84. *(continued)*

    a.   What version(s) are running?

        Response: 2013 CU13.

    b.   Is Hub Transport, Exchange DB, and mail relay integrated or on separate servers?

        Response: 2012R2 on same box.

    c.   Is Outlook Web Access enabled?

        Response: Yes.

85. Are any configured in a Database Availability Group?

Response: Yes.

86. How large is the current exchange database (if multiple, please list)?

Response: See attachment.

87. Mailboxes:

    a.   Are quotas instituted? What amount?

        Response: Yes.

    b.   What is the largest mailbox?

        Response: 1.8GB.

    c.   Average mailbox size?

        Response: 400MB.

88. Groups:

    a.   Are there nested groups (distribution group within a distribution group)?

        Response: Yes.

    b.   How many distribution groups are there?

        Response: 1261.

    c.   Do the distribution groups span across different exchange environments?

        Response: No.

89. What version of Office is currently running? If multiple versions, please list all.

Response: 2010, 2013.

90. What applications are currently being used?

Response: Office Products.

QUESTIONS AND RESPONSES, continued

91. What version of Windows is currently being run? If multiple versions, please list all.
Response: Win7, 10.

92. Is Microsoft Dynamics 311 currently being used?
    a.   Is it residing within the existing environment or is it being used in Office 365?
    b.   How will the migration be handled?
    c.   Is it Dynamics CRM or Dynamics GP?
    Response: Out of Scope.

93. Will voicemail be migrated during this implementation?
Response: Content only.

94. Will there be any custom application integration into SSO (SalesForce, social networks, etc)?
Response: Out of Scope.

95. What mobile devices will be integrated into the environment?
    a.   Are any currently integrated?
    b.   What platform is being used for mobile device management?
    Response: Out of Scope.

96. Are there any integrated classification tools, blackberry plugins, or special Common Access Card (CAC) requirements that are integrated into Outlook clients that will need additional configuration support?
Response: No.

97. Will personal folders be expected to be migrated along with online current online mail items, if so what is the average size of the personal folders?
Response: Yes.

98. How many exchange servers in the organization and what are their versions and service pack levels?
Response: 5 2013/CU13.

99. What Exchange Version is the Hybrid Server?
Response: 2013.

100. Do public folders exist in the environment? How much PF data is there?
Response: ~45GB.

QUESTIONS AND RESPONSES, continued

101. What is the average size of the users' mailboxes?
Response: 400MB.

102. How many users mailboxes?
Response: ~4600.

103. How many resources mailboxes?
Response: 35.

104. Do you use any archive solutions?
Response: 2013.

105. What is currently used for messaging anti-malware and spam filtering?
Response: McAfee e-mail GW and Exchange 2013.

106. Will existing malware/spam filtering be replaced by Exchange Online Protection (EOP) or will both be used?
Response: Yes.

107. How is mail relay for internal servers, copiers, and printers handled today?
Response: McAfee e-mail GW.

108. Are there any bulk e-mails being generated from internal services?
Response: Yes.

109. What systems or services exist that have an integration with Exchange beyond simple mail relay? (i.e. Fax integration, e-discovery, or signature).
Response: Fax.

110. What Retention Policies currently exist within the environment?
Response: User Driven.

111. Any existing Legal Holds that will need to be enforced in Exchange Online (EXO)?
Response: None.

112. Current Best Practices is to leave a Hybrid server on-premises for long term management of users and for Relay. Is that expected?
Response: No.

QUESTIONS AND RESPONSES, continued

113. Will On-Premises Exchange Server decommission be part of the engagement?
Response: No.

114. How many SMTP domains currently exist?
Response: 3.

115. What "existing Office 365 issues" are being experience?
Response: Calendar and response.

116. What desktop Operating Systems are currently supported?
Response: Win 7, 10.

117. Any virtual desktop systems in use in the environment?
Response: No.

118. What versions of Microsoft Office are currently supported?
Response: 2010, 2013.

119. What is currently used to deploy software to desktop systems? (i.e. SCCM, BigFix, or etc).
Response: SCCM.

120. Has and Office application compatibility been conducted?
Response: Yes.

121. What current IM platform is in use within the organization?
Response: OCC 7.

122. If Skype for Business or Lync, what versions?
Response: Out of Scope.

123. Will connectivity (Federation) be allowed with Public IM?
Response: No.

124. Will connectivity (Federation) be allowed with other domains?
Response: No.

125. What conferencing and other collaboration tools will Skype for Business replace?
Response: None.

QUESTIONS AND RESPONSES, continued

126. What training delivery methods exist within the current environment?
Response: Dedicated training lab.

127. What communication methods are in use within the current environment?
Response: Mass e-mail.

128. Is there an existing group of users that can be leveraged for a "Champions" program?
Response: Yes, IT.

129. How much file data is being migrated to One Drive for Business? Or will data be migrated by end-users on an as-needed basis?
Response: Out of Scope.

130. With a follow-on deployment of Intune as a separate project, is the deployment of Intune simply for enrollment BYOD devices at this point? Or is it to control all access to e-mail?
Response: Out of Scope.

131. Can we assume that the scope for the following list of applications is to provide access through 0365 and that no other implementation services are required?
a.   SharePoint Online.
b.   Dynamics 311.
c.   Project Online.
Response: Yes (enablement to services listed only).

REQUEST FOR PROPOSALS FOR		
MICROSOFT OFFICE 365 ASSESSMENT AND IMPLEMENTATION		

TABLE OF CONTENTS

This Table of Contents is intended as an aid to Respondents and not as a comprehensive listing of the proposal package. Respondents are responsible for reading the entire proposal package and complying with all specifications.

REVISED 01/24/17

STATEMENT OF WORK

I. **INTRODUCTION/BACKGROUND:**

A. Tarrant County is seeking a Microsoft Certified Partner to assist in completing our Microsoft Office 365 migration project, including assessing Tarrant County's readiness to move forward with an Office 365 implementation project including the migration of ~ 5200 mail accounts. The successful respondent must provide thorough documentation of issues uncovered during the assessment, recommended remediation for each issue, and a level of effort for each remediation at the conclusion of the engagement.

B. After the successful completion of the assessment, remediation and migration of 100 users, Tarrant County will begin a phase in of additional users. Phase 2 will be the migration of approximately 900 additional users. Phase 3 will consist of the migration of up to 3100 users. Respondents should provide pricing for Phase 2 and 3. However, the County reserves the right not to proceed with migration of additional users. Tarrant County has the option to proceed with County employees to complete the migration of additional users.

II. **RESPONDENT EXPERIENCE:**

A. Respondent must have experience in implementation of Microsoft Office 365 in the Microsoft Government Community Cloud.

Does your company have experience in implementation of Microsoft Office 365 in the Microsoft Government Community Cloud?

Yes _____   No _____

If yes, list government agencies you have provided this service:

If no, your company does not meet the requirements of this RFP, and will be deemed non-responsive and your proposal will not be considered

B.   Respondent must be a Microsoft Certified Gold Partner:

Is your company a Microsoft Certified Gold Partner?

Yes _____   No _____

If yes, include documentation in your proposal that confirms your certification.

If no, your company does not meet the requirements of this RFP, and will be deemed non-responsive and your proposal will not be considered.

III.   SECURITY BACKGROUND CHECK:

A.   Respondent designated personnel accessing Tarrant County facilities or data (either on-site or via remote access) will be required to undergo and pass a CJIS (Criminal Justice Information Services) Background Check. Passing status must be maintained by the personnel for duration of the contract. Background checks will be performed by Tarrant County.

B.   The successful Respondent shall provide information, including, but not limited to, name, date of birth, and driver's license number for each individual who will be performing work on Tarrant County property.

C.   Award of a contract could be affected by respondent's refusal to agree to these terms. Award could also be affected if respondent is unable to supply personnel who can pass a Criminal Background Check.

   Note: The Criminal Background Check applies to the individual and not the Company.

IV.   TIMELINE:

A.   The total of the assessment, remediation and migration of 100 users must be no more than 90 days from contract signing to final delivery. This time assumes that all Tarrant County subject matter experts and decision makers will be available when necessary for providing information or direction to expedite the project.

V.   TARRANT COUNTY RESPONSIBILITIES:

A.   If a particular issue requires a configuration change on a secure device (i.e. firewall, network router, etc.), the respondent shall provide detailed recommendations for the needed changes, and Tarrant County staff will be responsible for implementing these changes.

VI.   SCOPE OF ENGAGEMENT:

A.   The respondent must review the following elements of Tarrant County's infrastructure and Office 365 migration to determine issues requiring remediation or falling short of recommended practice.

1. Network configuration with respect to Office 365 traffic (inbound and outbound):
    a. DNS Performance.
    b. TCP configuration from clients to proxies/firewalls.
    c. Email filtering device configurations.
    d. Routing efficiency, both client to egress and egress to Office 365.
2. Active Directory Configuration:
    a. Validate on premise Active Directory configuration and synchronization.
    b. ~~Validate existing Azure Active Directory configuration and synchronization.~~
    b. Review and validate Azure Active Directory Federation Services configuration.
3. Standardized Desktop Configuration:
    a. ~~Review existing on premise Exchange configuration and suitability for hybrid configuration.~~
    b. ~~Review existing Exchange Online configuration and suitability for hybrid configuration.~~
    a. 2013 Exchange.
4. Office 365 Tenant Configuration.
    a. Mobile device functionality.
5. End User Experience, including:
    a. Latency.
    b. Reliability.
    c. ~~Online applications versus installed applications.~~
    c. Training.
6. ~~Skype for Business connectivity checks.~~
7. ~~Review of existing Office 365 issues, if not covered under previous items.~~

B. Following this review, the respondent shall be responsible for remediating the issues identified. If a particular issue requires a configuration change on a secure device (i.e. firewall, network router, etc.), the respondent shall provide detailed recommendations for the needed changes, and Tarrant County staff will be responsible for implementing these changes.

   C. Following remediation, the respondent will be responsible for the migration of 100 users to Office 365 as a validation of the remediation activities taken

PRICE FORM
HOURLY RATE

SECTION 2: ADDITIONAL PROFESSIONAL SERVICES

RESPONDENT NAME: _____

Provide Microsoft Technical Services offered with hourly rates to be used if additional services are required outside the initial scope of work.

Item No.	Microsoft Technical Service		Estimated Number of Hours*	Firm Fixed Hourly Rate	Extended Total (Extended Number of hours x hourly rate)
1.	~~Microsoft Certified Master~~	▮	~~20~~	$ ~~_____~~	$ ~~_____~~
1.	Engagement Manager	▮	20	$ _____	$ _____
2.	Architectural Technician	▮	30	$ _____	$ _____
3.	Principal Technician	▮	100	$ _____	$ _____
4.	Senior Technician	▮	100	$ _____	$ _____
5.	Technician	▮	100	$ _____	$ _____

SECTION 2 - TOTAL PRICE: $ _____

*Estimated number of hours indicated are estimates based upon the best available information. The County reserves the right to increase or decrease the hours to meet its actual needs without any adjustment in the hourly rate. Respondent must include an hourly rate for all positions listed. Failure to provide hourly rates for all positions listed above will deem your response non-responsive and your proposal will not be considered.

SECTION 2: ADDITIONAL PROFESSIONAL SERVICES
POSITION DESCRIPTIONS

1.   Microsoft Engagement Manager:
     a.   Coordinates development and delivery of project deliverables.
     b.   Works with customer and project team to develop and gain consensus on scope.
     c.   Directs the Principal Technicians and Senior Technicians.
     d.   Makes project scheduling decisions.
     e.   Provides quality assurance review of engagement processes and deliverables.
     f.   Minimum five (5) years demonstrated performance in related technology and business management.
     g.   Experienced in business development and managing projects involving complex networks, cross-platform integration and large-scale, complex systems design and implementation.
     h.   Is formally trained in Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

2.   Microsoft Architectural Technician:
     a.   Works with customer and project team to develop and gain consensus on scope.
     b.   Contributes to review of customer tasks and development of strategic approaches.
     c.   Directs the activities of Principal Technicians and Senior Technicians.
     d.   Participates in strategic planning sessions with customer staff.
     e.   Provides quality assurance review of engagement process and deliverables.
     f.   Minimum five (5) years demonstrated performance in related technology and business management.
     g.   Experience in complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation.
     h.   Is formally trained in Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

3.   Microsoft Principal Technician:
     a.   Contributes to review of customer tasks and development of strategic approaches.
     b.   Interviews customer to capture specific requirements in concise format.
     c.   Participates in delivering technical presentations to customer.
     d.   Participates in design of information systems.
     e.   Participates in strategic planning sessions.

SECTION 2: ADDITIONAL PROFESSIONAL SERVICES
POSITION DESCRIPTIONS, continued

      f.   Provides key personal link to Microsoft technology groups.

      g.   Provides quality assurance review of engagement process and deliverables.

      h.   Minimum five (5) years demonstrated performance in related technology.

      i.   Is formally trained in Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

      j.   Works closely with Project Manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

4.   Microsoft Senior Technician:

      a.   Analyze technical requirements and develop effective technical solutions.

      b.   Lead role in conceiving architectural designs.

      c.   Lead role in current environment assessment.

      d.   Lead role in delivering technical presentations to customer.

      e.   Manage specific tasks including directing the efforts of selected staff.

      f.   Interviews customer to capture specific requirements in concise format.

      g.   Participates in design of information systems.

      h.   Performs the role of Enterprise or Partner Strategy Technician.

      i.   Provides leadership and guidance to support the implementation of large systems including methodology, design approaches, and architectural and engineering considerations.

      j.   Provide quality assurance review of engagement process and deliverables.

      k.   Serve as Technical Project Manager.

      l.   Work with customer staff to implement customer technology (e.g., testing, documentation, meeting user expectations).

      m.   Minimum five (5) years demonstrated performance in related technology and business management.

      n.   Is formally trained in Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

      o.   Lead Microsoft Advocate and Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future direction of Microsoft products.

SECTION 2: ADDITIONAL PROFESSIONAL SERVICES
POSITION DESCRIPTIONS, continued

5. Microsoft Technician:
   a. Analyze technical requirements and develop effective technical solutions.
   b. Assist in conceiving architectural designs.
   c. Assist in delivering technical presentations to customer staff.
   d. Assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations.
   e. Design and write code as required.
   f. Develop documentation on selected customer systems and objectives.
   g. Interview customer to capture specific requirements.
   h. Perform the role of Enterprise or Partner Strategy Technician.
   i. Serves at Technical Project Lead.
   j. Works with staff to implement customer technology (e.g., testing, documentation, meeting user expectations).
   k. Supports technical strategy and control objectives.
   l. Minimum five (5) years demonstrated performance in related technology.
   m. Is formally trained in Microsoft Solutions Framework and product futures.