University of Maine System
Active Directory Services - RFP# 2016-027
ADDENDUM #01

QUESTIONS

1. On page 12 of the RFP, it mentions the use of a Custom Identity Management (IdM) solution. Could you please share with us the platform and nature of the IdM System or any other relevant details, such as its current functionality as it relates to Active Directory – e.g., provisioning, de-provisioning, directory synchronization, password synchronization, password management, group management, etc.?

ANSWER:
The custom ID solution synchronizes all users and groups from Peoplesoft HR and Campus solutions to OpenLDAP. A process monitors the updates to OpenLDAP and syncs them into Active Directory. The IDM system runs on a Linux server and is a locally developed application written mostly in Java. The IDM provisions and deprovisions users and groups, syncs passwords from LDAP down to Active Directory. Additionally the IDM syncs other directory objects such as OUs which correspond to departments within the UMS. The IDM solution is a one way sync from LDAP to Active Directory. No information flows back up from AD. Group management in the IDM system is controlled by Grouper and we do utilize the self-service portal and delegation to enable business users to manage group memberships in Grouper.

2. Does the current IdM solution provision accounts and groups necessary to all campuses and locations sufficient to their business needs, or will identifying and implementing the appropriate account information to AD be within the scope of this project?

ANSWER:
The current IDM solution provisions all accounts necessary for the scope of the project. The Active Directory team utilizes a mixture of synced groups and Active Directory only groups. Active Directory only groups will need to be created for file server conversions and possibly for migration steps as well. The selected vendor will be responsible for creation of those groups and must follow UMS standard naming conventions which will be provided.

3. On page 12, it mentions the wish to "provide Macintosh systems with access to file and print services." With regards to overall functionality, will domain log on and profile migration be included in the scope for Macintosh systems brought into the enterprise domain?

   ANSWER:
   Yes, profile migration and domain logons would be within requested scope. Optional functionality would need to provide central management of Macintosh Systems, including but not limited to enforcing encryption, inventory management, imaging, and software distribution. Note that these optional items may prove cost-prohibitive for the project and should be listed separately in the response for consideration.

4. Is there a sufficient network infrastructure between the 7 different campuses at UMS for Active Directory Traffic? Can you provide a logical network diagram as well as information regarding link capacity and redundancy between campuses (and other relevant system locations)?

   ANSWER:
   UMS maintains a facilities-based DWDM optical network which interconnects each campus. Currently, each campus is connected at a minimum of 10G in a redundant, geographically diverse, ring topology using G.8032 and Ethernet-based transport services. The router at each campus is a Cisco ASR 9000 series. Each campus is dual-homed to Orono and Portland, where UMS has data center facilities which host AD project virtual servers. The UMS Active Directory domain design currently does not include placing any servers at campus locations. This includes domain controllers, file servers and print servers. All servers will be located at two data centers in Portland and Orono, Maine.

5. On page 14 of the RFP, file share migration is part of the scope of this project. Is UMS currently using Microsoft File Sharing throughout each campus, or are there 3rd party solutions being used?

   ANSWER:
   UMS is currently using a mixture of many file sharing servers. Microsoft, Linux and Macintosh based file servers are currently in the environment as well as Drobo, Synology, and NAS-enabled external drives.

6. On page 12 of the RFP, Project Planning and assistance is part of the scope of this project. MTC views successful Project Management is a joint effort. Will corresponding Project Management Staff be available at UMS?

   ANSWER:
   Yes, there is a project manager currently assigned to this project who will continue to participate throughout the planning and implementation process.

7. On page 12 of the RFP, you mention that UMS is "initiating pursuit of cloud-based storage in parallel with this Active Directory project and expects to implement cloud-based storage before the Active Directory migration project is complete." Has UMS chosen a product or solution for this effort? Will file share migrations begin with regular Windows Share, and move to Cloud Storage during the execution of the migration phase?

   ANSWER:
   No product or solution has been chosen. UMS plans to choose a vendor and begin implementation of a cloud storage solution during the planning phase of the AD project. Once in place, we would like to migrate files from current sources directly to the cloud solution from the perspective of the user. There may be intermediate steps in the background, but from the users' perspectives there is no intermediate step. Note that not all source files are currently on Windows shares.

8. On page 13 of the RFP, it mentions there are an estimated "5,000 user systems (Windows and Mac)." What percentage of these machines are Windows vs. Mac?

   ANSWER:
   The current number is actually between 6,500 and 8,000 workstations with a 42% Mac, 58% PC breakdown.

9. On page 14 of the RFP, it mentions "Print Infrastructure Migration - Migrate current legacy print services infrastructure (1000 printers) to current UMS AD Microsoft print servers." Does the Central UMS AD infrastructure manage printers solely with Active Directory, or is there a 3rd party print management solution in use?

   ANSWER: PaperCut, Pcounter and Pharos are used in addition to numerous MS Print Servers. Third party print management solutions will continue to be used at these campuses.

10. Do trusts currently exist between the campus domains and the destination domain?

    ANSWER:
    There is a one way trust between the USM AD and the UMS AD. USM AD trusts the UMS AD. No other trusts currently exist.

11. There is no mention of email in the RFP. Is there any email server or services that are tied to the existing domains?   For example – Microsoft Exchange

    ANSWER:
    No email services are tied to this project. We are a Google Apps for Education customer.

12. Besides file/print servers are other servers to be included in the migration? For example – application, web, database or hyper-v servers.

    ANSWER:
    There are other servers in the legacy domains, but they will not be migrated as part of this scope of work.

13. Is Mac management software currently in use?

    ANSWER:
    Yes for lab workstations, not for faculty/staff devices. The current configuration utilizes OSX server with some Apple Remote Desktop and profile manager.

14. Approximately how many Macs are connected to the domain?

    ANSWER:
    There are roughly 2000 Macs which will be connected to the UMS domain. Currently connected to various domains could be between 200-300 devices.

15. What encryption will be used to encrypt the Macs?

    ANSWER:
    Filevault2

16. Is encryption currently deployed on Windows workstations?

    ANSWER:
    Some campuses are encrypting windows laptops, with a variety of encryption software. The vendor is expected to implement MBAM and Bitlocker for all laptops.

17. How many users will be migrated to the new domain?

ANSWER:
The new domain has 205,000 accounts encompassing students and staff. There are between 6,500 and 8,000 workstations. Some staff machines will have multiple profiles as they are used by various users within a department.
Further breakdown of machine information:

- 4,700 staff Windows PCs
- 1,900 staff Mac PCs
- 1,200 lab Windows PCs
- 250 lab Mac PCs

18. Are roaming profiles currently in use?

    ANSWER:
    Yes in some locations, through various domains. Roaming profiles are not currently widely used.

19. How large is the UMS IT Staff and how many will be participating this it project? How many UMS hours will be dedicated to this project on a weekly basis.

    ANSWER: There are approximately 180 US:IT staff located at seven campuses, and not all will directly participate in this implementation. Local campus services IT staff will be committed to this project during the implementation, and that number will vary depending on the campus location (approximately 2-8 per location). Other IT staff serving in unified service delivery teams that support the overall University of Maine System, will be allocated as necessary, in order to provide appropriate resources.

    There are 11 staff members on the core project team who are dedicated to this project and are currently spending approximately (6 - 8 hours) per week. The hours will adjust accordingly as the project team enters the design and implementation phases of the project, and is dependent upon the established migration plan.

20. Will the IT Staff be responsible for the User Mappings?   (User in Domain x to Domain y)

    ANSWER:
    UMS IT staff will identify and provide identity data for each campus for the vendor to utilize in their migration solution.

21. Have group mappings been discussed? How will conflicts be resolved (i.e. what if there is a finance group that exists in all domains?)

    ANSWER:

The project team will assess the existing group mappings across the system. Groups will need to be renamed to comply with the standard naming conventions, which are prefaced with a three letter campus code. Processes are in place to handle group management

22. Is Small Business Server installed on the network?

ANSWER:
NO.

23. Is Windows XP or Windows Server 2003 in use?

ANSWER:
Although Windows XP is not a supported operating systems by UMS, there are some instances on campuses which will need to be reimaged prior to migrating to the system-wide Active Directory. The selected vendor will not be responsible for upgrading Windows XP machines.

Windows 2003 is in use, but the selected vendor will not be responsible for migrating Windows 2003 servers to the new domain.

24. Can you elaborate on the end-state of the project? Will the legacy domains be decommissioned as part of this project? Will application servers continue to run in the legacy domains?

ANSWER:
Although decommissioning legacy domains is the goal, that is not considered in scope for the work of the vendor or completion of this project. Application servers will remain in the legacy domains until UMS IT staff migrate them to the new domain. All client workstations should be in the new domain.

25. What versions and editions of windows workstation are currently deployed?

ANSWER:
Windows 7 Professional, Windows 7 Enterprise, Windows 8/8.1 Professional, Windows 8/8.1 Enterprise, Windows 10 Professional, Windows 10 Enterprise. Windows 7 Home is currently in use at some locations, but UMS IT staff will be responsible for imaging those machines to Windows 7 Enterprise before joining the new domain.