Addendum #1 for the O365 Management Tool RFP

Addendum #1 shall be included in the RFP and this addendum shall be part of the RFP documents. All conditions not affected by the addendum shall remain unchanged.

September 9, 2020

Vendor Questions & Minnesota State Answers:

General RFP Questions
1. What are the solution hosting requirements: SaaS, hosted (IaaS provider preference?), managed services, on prem, etc.? **- SaaS is preferred with a connector to local hybrid Active Directory**
2. Are you looking for a single vendor and/or solution for ALL requirements? **- Single solution is preferred.**
3. Is there an incumbent solution that would need to be migrated off of? If so, what is that solution? - **No**

Exhibit I – O365 Mgmt Tool Functional Questions:
1. **Functional Req. #3: Solution allows for delegation of permissions of security tools to security technicians?**
    a. What security tools are used? **- Microsoft/Office 365 and Azure AD built in capabilities.**
2. **Functional Req. #6: Solution can handle users being associated with/affiliated with multiple campuses at the same time?**
    a. Can you clarify what functionality would be required? **- Assigning a user to a single campus can be difficult when an individual can attend multiple institutions simultaneously. Respondent should explain in their proposal how it would handle this scenario.**
    b. Would the users have multiple UPNs or a single UPN? **- Single UPN**
    c. Can you provide some example use cases or describe the specific scenario? **- Student attends both College A and College B at the same time. Faculty member teaches at both College A, College B, and College C at the same time.**
3. **Functional Req. #7: Solution can separate permissions by campus for Teams Phone System administration?**
    a. Requirements? Is there a physical phone system being integrated with Teams? **- Microsoft Teams Phone System is in use via Direct Routing at one campus and is in use with calling plans at various campuses.**
    b. What level of granularity is required? Examples of each if possible. **- Assigning/removing phone numbers, adjusting call queues and auto attendants, etc.**
4. **Functional Req. #8: Solution can separate permissions by campus for Power Platform administration? We are open to what the respondent suggests in their proposal.**
    a. Can you clarify what you would want to view, manage, and delegate permissions for on Power Automate, Power BI, and Power Apps?
    b. What level of granularity is required? Examples of each if possible.
    c. Need specific list of requirements
5. **Functional Req. #9: Solution can separate permissions by campus for Dynamics 365 administration? See response to Question 4.**
    a. What level of granularity is required? Examples of each if possible.
    b. Need specific list of requirements

6. **Functional Req. #10: Solution can separate permissions by campus for Intune/Microsoft EndPoint manager administration?** See response to Question 4.
   a. What level of granularity is required? Examples of each if possible.
   b. Need specific list of requirements
7. **Functional Req. #11: Solution can bypass Microsoft throttling limits?**
   a. What throttling mechanism is being referred to (e.g. Azure AD Connect synchronization)? **Microsoft Graph and PowerShell throttling limits to Azure AD/Office 365**
8. **Functional Req. #12: Solution can virtualize the Azure AD entity ID for SAML applications?**
   a. Can you provide some examples of SAML applications you are looking to use with the solution? **College Scheduler**
   b. What beyond Azure SAML Support is needed? **See 8.c**
   c. Can you please elaborate this requirement further and/or provide an example use case? **Some SAML applications key off of the Azure AD Identifier which limits a tenant to one instance of the application. We are looking for a product or layer that can overcome this limitation by acting as a proxy or virtualize the Azure AD Identifier.**
9. **Functional Req. #13: Solution can delegate permissions for connecting SAML applications that are scoped only to the campus specific users?**
   a. Can you provide some examples of SAML applications you are looking to delegate permissions for? **Campus A has IT staff that needs to create a SAML application but it needs to be limited to only allow Campus A users to access the application. Campus B users and IT staff should not be able to access the Campus A SAML application.**
   b. Why is Azure native capability not acceptable here? **See 9.a**
10. **Functional Req. #14: Solution can scope OAuth admin consented permissions to specific groups and/or campuses?**
    a. Can you provide some examples of the OAuth applications you are looking to work with? **Cisco Unity 11+ requires granting admin consented permissions to the entire tenant.**
    b. Why is Azure native capability not acceptable here? **Applications that require Admin Consent typically are granting consented access to All Users in the tenant. We would like to be able to limit application permissions to only those users that are using the application.**
11. **Functional Req. #18: Solution is extendable to allow global admins to delegate specific functions to delegated technicians?**
    a. Is this intended to manage and control the Microsoft-provided role-based delegation options or provide additional capabilities beyond what Microsoft provides? **We are attempting to delegate responsibilities based on different campuses not based on different Microsoft products. Thus, Campus A IT staff can manage Campus A users and Campus B IT staff can manage Campus B users. We currently know which campus(es) a user is affiliated to by group membership, extension attribute, and/or company field.**
12. **Functional Req. #19: Solution has the capability of regulating resource capacities (Database, logs, files, Forms Pro responses, Flow runs) in the PowerPlatform of Office 365?**
    a. Can you please elaborate and/or provide a use case? **Purchased databased size is currently pooled among all Power platform environments. Would like to limit specific environments to the capacity that was purchased for that environment.**
13. **Functional Req. #20: Vendor can demonstrate regularly keeping current with updates as Microsoft deploys new features?**

a. Is there a reasonable timeframe for "regularly keeping current" that meets the requirement? And, is the current update expected to be available in a polished UI form OR any relative capability until a UI is available (e.g. via a PowerShell script)?
Respondent should indicate in their proposal how they comply with this requirement.