
Moneybags Financial
SharePoint Consulting
REQUEST FOR PROPOSAL

Original: Wednesday, September 1st, 2010

Revised:

PREPARED BY
David, Jason and Dawn

TABLE OF CONTENTS

Executive Summary..... 3

Key Project Deliverables 4

RFP Questions / Response 4

 SharePoint 2010 Architecture and Design..... 4

 SharePoint 2010 Installation and Configuration Documentation..... 6

 SharePoint Governance Model..... 6

 CMG SharePoint 2007 to Moneybags SharePoint 2010 Migration Plan 8

 Integration and Best Practices 8

 Training Plan 8

Methodology..... 9

Comparable Work..... 10

Resources..... 11

Confidentiality of Proprietary Information – Appendix A..... 14

Price and Timeline – Appendix B 14

Executive Summary

It is Pro-Tech's understanding that as part of the acquisition of Arizona Management Group (CMG), Moneybags is planning for the migration of the CMG SharePoint 2007 environment into a newly created Moneybags SharePoint 2010 environment. SharePoint is not currently used at Moneybags and therefore this project is to operationalize SharePoint in the Moneybags environment. This phase of the project does not involve the actual migration of any data.

Key Project Deliverables

Pro-Tech's is committed to providing Moneybags with the steps and insight to maximize SharePoint's value to the organization. To do so, Pro-Tech will provide Moneybags with following deliverables:

1. SharePoint 2010 Architecture and Design
2. SharePoint 2010 Installation and Configuration Documentation
3. SharePoint Governance Model
4. CMG SharePoint 2007 to Moneybags SharePoint 2010 Migration Plan
5. Integration and Best Practices
6. Training Plan

The above deliverables are designed for upgrading CMG to SharePoint 2010 in a new SharePoint Farm. These deliverables include documentation that prepares Moneybags to use SharePoint across the enterprise. Specifically, we will develop the deliverables to provide Moneybags with the insight to succeed at migrating CMG to SharePoint 2010 *and* to prepare Moneybags for using SharePoint as the organization's Intranet.

RFP Questions / Response

SharePoint 2010 Architecture and Design

SharePoint is powerful and can increase organizational productivity and reduce costs. As organizations increase their capabilities while using SharePoint, demands on what it's asked to do also increase. To ensure SharePoint can accommodate both seen and unforeseen demands, it must be properly designed for Moneybags.

Pro-Tech will architect a SharePoint 2010 environment for CMG that can be scaled to accommodate the organizational as a whole¹. Whether this environment is scaled or built to support the larger environment, the Architecture and Design documentation is relevant to either approach.

The architecture and design accommodates the following:

- Initially 1500 users, with step-by-step directions (in Deliverable 2) to scale the servers to support 5000 users. Hardware, software, and security specifications to build a development², testing³, staging⁴ and production environment⁵ (documented in Deliverable 2). We will also provide procedures on best

¹ Some exceptions may apply if Moneybags intends to support resources (such as Advisors) beyond the corporate network.

² SharePoint customization is not identical to traditional software development methodologies. Therefore best practices suggest 4 environments. The development environment is either on a local machine or a virtual machine. The entire farm should be on one image. Source control should be available to developer tools.

³ The testing environment should be a scaled down, shared environment that supports debugging. Usage should be scheduled. Environment should be virtualized to support snapshots/rebuild.

⁴ The staging environment should mirror the production environment as much as possible. Environment should be used for deployment, stress, and performance testing. Code should be pushed to the Staging environment though the team responsible for deploying to production. Remote debugging should be installed, but used only in special circumstances.

⁵ The server-side changes to the production environment should occur according to SharePoint Governance Plan.

practices for configuring and using each environment. In addition, we will share best practices on promoting custom solutions across each environment.

- Disaster recovery, monitoring and reporting procedures will be designed into the production architecture to ensure 24X7 / 99.99% availability. To do so, directions for how to configure SharePoint's native tools for monitoring and reporting will be documented in Deliverable 2. Third party tools will be compared and recommended. The architecture will factor redundancy, failovers, and clustering to eliminate all points of failure.
- SharePoint Application Pages will load in less than 4 seconds (5 is too slow in our opinion).
- Architecture will support AFI security & compliance requirements, including:
 - Legal
 - Compliance
 - Archive, Supervision, Retrieval, and Surveillance
- Security Models⁶ will be designed to standardize access and grant privileges to users. These models will exist in Active Directory and can be used in conjunction with SharePoint Groups. Best Practices on using AD and SharePoint Groups will be outlined in Deliverable 5, "Integration and Best Practices".
- How users are given rights to manage who can access what and whether or not they have rights to grant users access to specific resources will be part of the SharePoint Governance Plan and will be an inherent part of the security model.
- 3rd Party Product Integration is especially important for organizations like Moneybags. We will help establish the strategy and value propositions around SSO technology and DLP solutions. In addition, we'll document the selected products installation and configuration steps in Deliverable 2.
- Strategic use of Web Applications, Site Collections, and Site Navigation enables optimal isolation, flexibility, scalability, and usability of SharePoint. Properly segmenting these must take into account organizational structure, content, integration and usage, among other things. We will prepare Moneybags to most effectively segment these and how best manage SharePoint's growth from a Content Management and DLP perspective. Top level navigation will be defined to provide intuitive traversing across Web Applications and Site Collections.
- Enterprise Search in SharePoint is a key service that must be deployed, configured and managed properly. In addition, it must be scalable to accommodate future content sources, such as indexing File Server content. Pro-Tech will prepare Moneybags to harness the full capacity of Microsoft FAST. This includes, properly preparing the installation and configuration instructions, including part of the training plan, and establishing policies and procedures for how to support, extend, and monitor its usage.⁷
- Integrating SharePoint with Exchange 2010 and Office Communication Server (OCS) enhances organizational productivity and collaboration. Our expertise integrating these products and others, such as Project Server, PerformancePoint and SQL Server Reporting Services will provide clear steps to get up and running with integrating Exchange and OCS and offer best practices in increasing user adoption.

⁶ Security Models are and should be an evolving part of the organization. In addition to primary security models, we will establish patterns for integrating additional models. We have designed similar models for MN Department of Revenue, International Dairy Queen, and General Mills.

⁷ Pro-Tech has extensive experience performing similar work for organizations including General Mills, the MN Department of Revenue, and SuperValu. We have also replaced 8 Google Appliances with SharePoint Enterprise Search or FAST and have integrated numerous content sources into the search process.

- SharePoint 2010 divides its technology into Application Services, including Search Services, User Profiles Services, Business Services, Form Services, Excel Services, Access Services, and many others. Each of these services impacts the performance of the system, its scalability, and the expertise to support and sustain. We will work with Moneybags to establish the correct mix of functionality while ensuring that the SharePoint Farms are architected to promote maximum performance and scalability.
- We establish actionable plans for mitigating and monitoring threats, typically using Microsoft Forefront Technology. Products like Forefront Threat Management Gateway (TMG) will be incorporated into the design. Multiple authentications will be minimized and all authentications will use secure protocols.
- Our experience building mid-sized and large SharePoint environments has exposed us to numerous licensing topics. We can work with Moneybags to ensure all plans for growth take into account licensing issues so that real costs are known ahead of time and licensing compliance is maintained and manageable.

SharePoint 2010 Installation and Configuration Documentation

The SharePoint 2010 Installation and Configuration guide will provide Moneybags with step-by-step instructions necessary to install and configure SharePoint 2010, integrate designated add-ons, and guide when and how to scale SharePoint as needed. Following best-practices, the documentation will:

- In addition to hardware specifications and server topology, the document will provide specifications and configuration instructions on firewall, load balancer, and SQL Server clustering.
- Instruct to scale the SharePoint Farm and its services as usage increases.
- Provide steps to properly secure SharePoint and its services, including FAST Search Server, with the best practice of using Least Privileged Accounts.
- Will include instructions on how to integrate Exchange, Communicator, and SQL Server Reporting Services (in Integrated Mode).
- Will include instructions on how to configure SSO in SharePoint and Forefront Threat Management Gateway (TMG).
- Will include instructions for implementing the Data Loss Prevention (DLP) strategy.

All of the above will be prepared for a hosting provider to perform the install. In addition, a SharePoint Engineer will be available for to support the Host Provider during installation.

SharePoint Governance Model

Maximizing SharePoint extends beyond having the right architecture and installing it properly. An organization must have sound governance and support models to ensure SharePoint grows in controlled ways that support people, processes and technologies.

Pro-Tech has proven leadership on establishing governance and support models for SharePoint. Using best practices from Microsoft, leading frameworks (like [CORBIT](#) and [ITIL](#)) and field experience, our consultants will tailor a SharePoint Governance Model to meet the needs of Moneybags. Specifically, the SharePoint Governance Model will:

- Define the roles, responsibilities and staffing levels necessary to manage SharePoint.
- Define policies for help establish committees to govern what is allow (and isn't allowed) on each type of site throughout SharePoint

- Ensure control over how SharePoint evolves so that it is used as intended and aligns with business objectives
- Support and promote short and long range goals of the organization
- Leverage features and technologies to enforce policies

Moreover, the SharePoint Governance Model will ensure lasting value by:

- Define recommended roles & responsibilities for AFI, governance around roles, and controls.
- Documenting how to create and communicate policies and procedures
- Prevent ambiguity around security, customization, content management (including composition, disposition, and archival requirements) and site provisioning.
- Outline custom development and deployment procedures.
- Conform to operation management processes at Moneybags.
- Establish health monitoring thresholds around CPU, disk, bandwidth, memory and other sources for potential bottlenecks and stability risks.
- Establishing a site and content taxonomy with policies and procedures.
- Outline when the environment should be scaled (how it should be scaled will be documented in Deliverable 2).
- Establish standards around customization and development procedures, along with code-walkthrough requirements and testing procedures.
- Establish on-going maintenance recommendations that include procedures on how to apply hotfixes and updates while maintaining 99.99% availability.
- Promote templates and distribution guidelines along with standards that guide how to promote reuse across the organization.
- Create policies around versioning, site quotes, and usage. Include notification procedures and possibly charge-back procedures when policies are broken.

CMG SharePoint 2007 to Moneybags SharePoint 2010 Migration Plan

Pro-Tech's has a noteworthy background in migrating SharePoint content. Whether it's a version upgrade, porting content to a new taxonomy or an automated migration using 3rd party products like AvePoint's DocAve, Pro-Tech will develop a Migration Plan that factors every dependency minimizes user disruption.

To do so, we will complete the following:

1. Review the completed CMG long net SharePoint 2007 analysis

We have extensive experience cataloging content and analyzing various logs to assess what needs to be moved and establishing plans around how and where to move the content. For example, we redesigned General Mills Intranet which originally consisted of over ten thousand site collections. We distilled that down to 5 types of sites: Division, Business Unit, Process, Project, and Executive Leadership. Ongoing surveys throughout the first month reporting an average 2 hour productivity improvement per week, leading to an anticipated \$3M savings per year. Usage Analysis indicated a 400% increase in new usage as a result of the improvements.

2. Work with teams to gather additional information needed

Our consultants are very personable and able to ask specific questions of what where looking for. We are cognizant of the question's impact to your employees' schedules and aim at minimizing the effort wherever possible.

3. Provide migration plan for up to 74 sites from CMG to Moneybags including any required tools, dependencies, testing, and timelines

Unless specifically told otherwise, we are anticipating that the migration will fit into the larger corporate taxonomy. We will plan either a direct migration or one that conforms to the new structure. We're also familiar with how SharePoint 2010's Application Services impact

4. Ensure migration plan accounts for migrating data, permissions, and hierarchies from one environment to another

On a side note, our consultants have extensive experience migrating organizations off of Lotus Notes.

Integration and Best Practices

1. Integration considerations and best practices around:
 - a. InfoPath
 - b. Office 2010
 - c. Project
 - d. Forms Server
 - e. Internal facing SharePoint and external facing SharePoint
 - f. Development tools and approaches (Visual Studio, SharePoint Designer)
 - g. Consideration for future mergers & acquisitions or divestitures of SharePoint environments

Training Plan

1. Establish Training Plan

- a. Create a quick start guide and best practices use of SharePoint for AFI user base depending on roles
- b. Recommended training approach for Service Desk, Admin Support, and Developers

Methodology

Managing SharePoint projects is about efficient utilization of expertise, risk management, accurate estimation of budgets and timelines, and on-going communication with key stakeholders. To this end, Pro-Tech uses an Iterative Methodology to continually drive and assess its performance.

The benefits of Pro-Tech's Iterative Methodology include the following:

- Quick feedback loop from business stakeholders to engineering back to business stakeholders
- Rapid response to new information that impact design and deliverables
- Continual reassessment to stay focused and remain on-time and in-budget
- Risk mitigation

On the onset of every project we develop a comprehensive Project Management Plan (PMP) that establishes the following:

- **Communication Plan** – Establish how the team will communicate with stakeholders and field questions.
- **Roles and Responsibilities** – Define who does what on the project team; reporting and escalation mechanisms.
- **Project Audit Plan** – Determine project checkpoints when audits will be conducted to ensure policies and procedures followed consistently.
- **Change Control Process** – Formalize procedures for requesting a change to the scope or requirements of a project and how to reach sign off by both the client and our team on each change request.
- **Security Policies and Procedures** – In addition to having our consultants agree to following policies and procedures, we review them at the start of each project and audit conformance on an on-going basis.

At Pro-Tech, the entire project team is committed to delivering the highest level of quality. In addition, our project managers and lead consultants are accountable for maintaining Quality Assurance standards.

Comparable Work

COMPARIBLE SERVICES PROVIDED										
	Strategy & Planing	Install	Customize	Governance	Security	Brand	Train	Env	Budget	Users
Cargill	X		X	X	X			SP App	1-5M	600
CarVal	X		X		X	X		SP App	<1M	350
Coldwell Banker			X		X	X	X	SP App	<500K	400
General Mills	X		X	X	X	X	X	Intranet	<1M	25,000
Gfk			X		X			Extranet	<1M	10,000
International Dairy Queen	X	X	X	X	X	X	X	Extranet	<1M	12,000
Medtronic			X			X	X	SP App	<500K	38,000
MN Dept. of Revenue	X	X	X	X	X	X	X	Intranet	10M	6,500
MN Dept. of Corrections	X	X	X	X	X	X		Intranet	1-5M	1,000
Realogy	X							Extranet	<1M	35,000
SuperValu	X	X	X	X	X	X	X	Intranet	1M-5M	38,000
Target	X		X			X	X	Intranet	<1M	100

Resources

Our mission for this project is to pass on the skills, strategy, and procedures that establish self-reliance using Microsoft SharePoint. We have consultants committed to this end in each of the following roles:

- Project Lead
- Senior SharePoint Engineers
- SharePoint Engineer
- Senior Governance Specialist
- Technical Writer
- Editor
- Training Developer
- Project Manager

We have deep experience working on project of similar scale and scope. Our consultants are local to Minnesota and:

- Have bachelor's degrees or higher.
- Industry certifications including MCST, MCSD, MCDBA, MCSE, and Black Belt (Six Sigma)
- Experience leading mission critical projects with budgets over \$1M.
- Experience architecting and deploying more than 5 SharePoint environments.

The following includes profiles of our consultants:

Project Lead

Our Project Lead is an innovative software architect and solution developer with extensive experience architecting and implementing mission critical enterprise solutions that are highly scalable, extensible, and secure. With 12 years of notable excellence in numerous Microsoft technologies and languages, including SQL Server, Office SharePoint Server and BizTalk Server, our consultant has designed and delivered successful solutions to financial, commerce, marketing, education, real estate, construction, government and nonprofit organizations. Our Project Lead has lead projects as large as \$10M and built systems to manage transactions as high as \$3.2 Trillion.

Senior SharePoint Engineer

Our Senior SharePoint Engineer has been working with SharePoint since 2000. He has designed SharePoint environments, taxonomies and information architectures for a broad range of clients and lead projects. He has extensive experience leading teams on projects as large as \$2M. Our Senior SharePoint Engineer has Master's Degree in Software Systems from Saint Thomas, 15 years of field experience, and holds a Six Sigma Black Belt. He has also created numerous training plans and conducted numerous training programs.

SharePoint Engineer

Our SharePoint Engineer has extensive experience designing environments, including SharePoint 2003, 2007 and 2010 environments with unique users totaling as high as 35,000. He is deeply versed in Active Directory, Edge Security, and hardware planning.

Senior Governance Specialists

We work with some of the most notable Governance Specialists in the city. Our SharePoint Governance and Taxonomy specialist has experience designing and implementing Governance Policies and Taxonomies in dozens of

Fortune 500 companies. He is versed in SharePoint 2010's new Managed Meta Data, which should be a part of the Moneybags Taxonomy. In addition, our Governance Specialist is deeply versed in building Term Stores and leveraging Content Types to improve content management and process flow across the enterprise.

Technical Writer / Editor

Our technical writer has written for numerous companies including Wells Fargo, Target, and IBM. She is versed in SharePoint, diligent, and committed to excellence. She has over 12 years of experience and graduated from Metropolitan State University with a Degree in Technical Communication.

Project Manager

[David]

The following is the list of technical developers / specialists needed to provide installation and development activities to support this effort:

- Sr. Adobe LiveCycle Process Developer

The following resources are being proposed for this project:

Sr. LiveCycle Form / Process Developer, Tech-Lead & Architect

LiveCycle Experience: 5 years

Skills: Adobe Designer 7.0, ES & ES2; Adobe Process Designer 7.2, ES & ES2; Adobe LiveCycle Workbench ES & ES2; Adobe Acrobat 7.0 thru 9.x; Adobe LiveCycle Reader Extensions 7.2, ES & ES2; Forms (Server) ES & ES2; Adobe LiveCycle Digital Signatures ES & ES2; Adobe LiveCycle Form Manager 7.0; Adobe LiveCycle Content Services ES & ES2; Flex Builder 3.0; JavaScript; Java; BizTalk; AppTalk; MQ Series; XML; XSD/XSL/XSLT; HTML; imaging, OMR; OCR; ICR; barcoding; SQL; Oracle; Data Modeling & Analysis; System Architecture; Enterprise Integration & Security; Unix; WebSphere; WebLogic; JBoss; AIX; Web Services; WebMethods; OnBase and Documentum (LiveCycle connector)

The following is the list of technical developers/specialists that may need to provide assistance for additional development and support:

- Sr. Adobe Process Developer
- Sr. Adobe Forms Developer

Note: More than one technical developer / specialist may be needed to assist in the development and support efforts as needed.

Confidentiality of Proprietary Information – Appendix A

The information contained in these documents is confidential and proprietary to Pro-Tech, Inc. and cannot be used unless specifically permitted in writing by Pro-Tech, Inc. Moneybags will hold these documents and its content in strict confidence and to protect the same from loss, theft or unauthorized use. These documents shall not be copied or communicated to any third party or vendor, in whole or in part, by any means without the prior written consent of Pro-Tech, Inc.

Documentation of this nature will have a “Proprietary Information Notice” or copyright notice by Pro-Tech, Inc. clearly designated on such materials.

Price and Timeline – Appendix B

Professional fees and terms for this engagement are as follows:

The following fees and terms apply to the management, development and delivery of the SharePoint:

1. The following is the list of technical developers / specialists provided by Pro-Tech that will be utilized for this effort:
 - Project Manager
 - Senior SharePoint Consultant x 2
2. The following partially-concurrent deliverables are ESTIMATED given what is known and what has been communicated at the time of this writing:

<i>Project (Duration Estimated at Days)</i>	<i>Est. Work</i>	<i>Est. Cost</i>

3. Any additional work, beyond what is agreed to in the ESTIMATED Work Plan (see Appendix B) and what is eligible for Additional Development and Support (see page **Error! Bookmark not defined.**), will be billed at the following rates:

<i>Role</i>	<i>Resource</i>	<i>Hourly Rate</i>
Sr. Adobe LiveCycle Form Developer		
Sr. Adobe LiveCycle Process Developers		

Sample Governance Document - Appendix C

The attached Governance Document provides a sample of the end deliverable prepared for the Minnesota Department of Revenue. Some information has been removed to protect the confidentiality of individuals and systems. Additional information is available upon request.

