

## Description

These are best-in-class high-level requirements documents for EaaS.

# High Level Requirements Document (generated from user answers)

## Background

Agency is undertaking a procurement effort to acquire email and collaboration services as Software as a Service (SaaS) from a commercial provider of Cloud Computing services and software. The Federal Government has instituted a Cloud First policy to exploit the benefits of cloud computing. In being compliant with this policy, AGENCY will evaluate safe and secure cloud computing options before making any new investments.

AGENCY is pursuing the acquisition of a cloud-based solution with an integrated suite of tools and capabilities that allow the government to transform the way business is conducted today, by increasing employee productivity and collaboration, while also ensuring appropriate security and privacy safeguards. These services must be provisioned in a cloud solution that includes email, calendaring, archiving/e- discovery, instant messaging, desktop video conferencing, and web-based collaboration.

The cloud-based solution must:

- Provide features, functionality and capabilities that meet industry performance and interoperability standards and utilize best practices
- Offer the necessary redundancy, resiliency, and contingency capabilities to ensure service availability that meets AGENCY current and future needs
- Provide a secure information system environment that complies with all required Federal regulations and AGENCY specific security requirements
- Leverage standard commercial service offerings that will require minimum software and/or service development work
- Ensure data portability to another cloud platform upon contract completion/termination

## Business Objectives

AGENCY is seeking an integrated suite of cloud-based email and collaboration services that improves business performance, increases employee productivity, and fosters greater collaboration by providing AGENCY with expanded and new capabilities that reflect industry best practices. The SaaS messaging and collaboration system shall achieve the following objectives:

- Deliver cost-effective, responsive, and efficient management and customer support
- Reduce agency burden related to the management of Cloud-based Email capabilities
- Enable controlled, real-time, on-demand, government-initiated provisioning of mailbox and other collaboration suite services
- Establish Service Level Agreements (SLA) with agreed upon service objectives and consequences for failure to satisfy
- Provide a web-based “dashboard” that enables 24x7 near-real-time monitoring and visibility

- Provide scheduled and ad-hoc reporting on EaaS performance, service status, and KPIs of the system against the established SLAs
- Provide meaningful reporting and analytics that provide up-to-date and comprehensive information regarding technical and management performance
- Provide the ability to establish triggered transactional messages to expedite collaboration and improve operational efficiency
- Leverage a Help Desk solution that understands the operational complexity of the organization to reduce time from issue intake to resolution
- Provide an EaaS solution that preserves privacy to promote highest levels of trusted collaboration
- Provide an EaaS solution that ensures Teleworkers or mobile users have the required connectivity and functionality to accomplish their mission

#### Technical Objectives

The technical objectives of this procurement are to obtain Cloud Services with proven high degree of confidentiality, integrity, reliability and availability which should, at a minimum:

- Provides email, calendar, task management, mobile device support and webmail support
- Provides improved archiving capability for email and the ability to mark and retain data
- Provides expanded access to collaborative tools and capabilities such as instant messaging, desktop video conferencing, soft phone integration, on-line meetings, shared workspace, social media, groupware, workgroup support systems to enhance the ability to conduct business
- Provides frequent technology updates and enhancements that provide access to the most current, commercially available solution offerings
- Provides robust and rapid search (full text) capability to enable forensics and e-discovery across archived and active email messages and files
- Improves workforce efficiency and effectiveness and reduce costs by standardizing via Cloud Email Services, and enable user adoption of expanded functions and new capabilities
- Provides a dedicated computing infrastructure to mitigate disruption and denial of service
- Provides scalability on-demand to meet increased workloads and unplanned events resulting in increased access requirements and provisioning of licenses
- Provides office automation including web-conferencing, video chat, unified communications, integration with VOIP and intranet website creation with user credible content, document repository and wiki capabilities
- Provides Electronic Records Management that integrates document management with email, and provides application programming interface (API) for records management needs and eDiscovery tools that efficiently search through records and files
- Provides migration services for existing email system and data (mail, calendar, and contacts), end- user and administrator training, and services including migrating mobile users, integration with agency directory services, and project management of transition
- Provides integration services that include a broad range of labor categories for development and technical maintenance for integration of applications, project management, and other integration work

- Enables automatic customized responses (Auto Replies) using templates and information parsed from the incoming email whether it is the subject line, header information, or something parsed from the body creating a transactional response
- Creates a Raffle Application where all a user needs to do is send an email to enter. Add all of the incoming messages to a database and use random number generator to identify a winner
- Creates a Voting System that uses inbound messages to tally and track votes by allowing participants to cast votes via email. Includes sending back a transactional message confirming that their vote was counted
- Provides Proxy functionality across several options, including forwarding to a mailbox, analyze content and route it, and push information into a 3rd party system
- Enables Double-Blind-Messaging by using a combination of inbound relay and transactional email, and create anonymous messaging between two parties
- Ensures ethical and compliance challenges are exceeded by enabling exchange of email in a private, protected manner between legal providers and those they represent
- Provides ability to confirm with client receipt of billing electronically, delivery confirmation, and provide electronic transaction operations
- Enables use of email system to send timely notifications that meet or exceed statutory notification requirements
- Provides secure POP and IMAP access that works with most desktop applications and any version of Outlook
- Provides unlimited access to Email Client Setup Tool to accelerate getting systems up and running
- Provides communication and collaboration features in Webmail, including essential calendaring and contact features
- Enables use of Tablet or mobile phone to send and receive email from and POP or IMAP connection
- Ensures Webmail mobile access to Mail and folders, Contacts, Calendar, Tasks, and Notes.

### Security Objectives

The security objectives of this procurement are to obtain Cloud Services with the requisite Security, Confidentiality, Integrity, Availability, and Privacy levels and controls that are compliant with security and regulatory requirements defined by OMB mandate, the Federal Information security Management Act (FISMA), and NIST security control requirements.

Additionally, this procurement will conform and comply with all management, operational and technical security control and continuous monitoring requirements as specified by FedRAMP, a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services.

### Service Level Objectives

The Service Level Objectives of this procurement are to obtain Cloud Services with acceptable terms of service that, at a minimum will:

- Maintain a redundant email and collaboration infrastructure in geographically disparate locations to ensure access for employees in the event of failure at one provider location

- Include effective contingency planning – including backup and recovery capabilities
  - Provide 99.9% availability with an acceptable applied penalty schedule
  - Provide email and collaboration services that are dependable and provide response rates that are consistent with industry standards
  - Prevent the loss of data, service degradation, and/or service disruption in the event of planned or unplanned outage
  - Provide 24 hours per day, seven days a week, 52 weeks a year troubleshooting service and support for inquiries, outages, and issue resolutions
  - Comply with Federally mandated IPv6 requirements for public facing services
  - Meet the National Archives Records Administration (NARA) requirements for records management, and requirements for the Secret Enclave delivery model
  - Provide scalability-on-demand
  - Provide mandatory deliverability, strictly following legal guidelines and receipt reporting better than or equal to USPS certified mail
  - Provide best-in-class option to exchange billing, increase office efficiencies, and decrease the billing cycle
  - Shorten the notification time from months to days and provide receipt reporting better than or equal to USPS certified mail, or whatever represents the mandated timeline for delivery
- In addition to the above minimum SLA requirements, this procurement will adequately address and comply with the following service level considerations:

#### **Technical Support**

- Disaster Recovery
- Restoration
- Public/Personal Mailbox Size Limits
- Email Volume Limits
- Inactive/Disabled Account Policy
- Support and Other Services
- Systems Support
- End-User Support
- Account Administration
- Wireless Service Support

#### **Optional Support Services**

- Application Development
- Form Design
- Data Migration

#### **Service Levels/Penalties**

- Application Service Availability
- Network Availability
- Mail Server Availability
- Exchange Hosting
- Mail Delivery Times
- Protection against Viruses
- Security
- Data Retention

- Penalty for Non-Compliance/Availability
- Maximum Aggregate Credits/Penalties

### **General Provisions**

#### **Rough Order of Magnitude (ROM)**

Vendor is requested to provide ROM pricing for Licensing and associated support and maintenance aligned with the above articulated Business, Technical, Security, and Service Level Objectives. Please submit pricing against the following thresholds:

<b>Mailboxes</b>	<b>License Price</b>	<b>Support and Maintenance</b>	<b>Total License + Support and Maintenance</b>
<b>1000-2499</b>	\$	\$	\$
<b>2500-4999</b>	\$	\$	\$
<b>5000-7499</b>	\$	\$	\$
<b>7500-9999</b>	\$	\$	\$
<b>10,000-29,999</b>	\$	\$	\$
<b>30,000-49,999</b>	\$	\$	\$
<b>50,000-69,999</b>	\$	\$	\$
<b>70,000-99,999</b>	\$	\$	\$
<b>100,000+</b>	\$	\$	\$