



DALLAS/FORT WORTH  
INTERNATIONAL AIRPORT

## **REQUEST FOR INFORMATION (RFI)**

### **Email as an Enterprise Service**

#### **Deadline for RFI Proposal Submittal:**

**September 22, 2009 at 2:00 p.m. (Central Time)**

*Location: DFW Airport Procurement Office  
3122 East 30th Street (Carbon Road)  
P.O. Box 619428  
DFW Airport, TX 75261*

*OR Submit by facsimile or scan/email to the contact below:*

#### **Airport Board Contact:**

**Ms. Sonji Killyon, Sr. Contract Administrator**  
**972-973-5601 (fax)**  
**skillyon@dfwairport.com**

**NOTE: If you received this document in a PDF format, it can be sent to you in a Word format for ease in response by contacting Ms. Killyon by email. You will receive this document by email reply.**

## **I. INTENT OF THIS RFI**

The Dallas/Fort Worth International Airport Board ("Board") is seeking information from interested parties for a consulting services from a qualified service provider to conduct an assessment of the feasibility, opportunities, issues, and future costs related to a migration to one of several possible future states of DFW email services.

To provide a basic overview of DFW email, the system is an internally hosted Microsoft Exchange 2003 solution with 2000 individual mailboxes. Mail box limits are currently 500 meg and 1 gig. Limits to be raised to 3 gig by October 2009. Archived messages are maintained on network shares in .PST formats. Users have an Outlook 2007 client, Outlook Web Access 2003 client, Blackberry, or Windows mobile client to send and receive email and calendaring.

However, before continuing down a path of upgrading the internally hosted solution, we are assessing opportunities of having a hosted model. This assessment is to include the development of operational, cost, and service comparisons for the varying solutions.

The purpose of this Request for Information (RFI) is to gather information. No award will be made based on the results of this process; however, if sufficient interest is expressed by firms, the Board will consider a separate Request for Proposal process that may result in a contract for email hosting services subject to the Board's approval. The Airport Board's Chief Executive Officer has identified this email hosting service as one of his prime project objectives for the airport and its customers.

## **II. GENERAL INFORMATION ABOUT THE BOARD**

The Dallas/Fort Worth International Airport Board is owned by the City of Dallas, Texas and City of Fort Worth, Texas; as such, Airport Board is a public entity and subdivision of the State of Texas. The DFW International Airport is governed by a Board consisting of seven (7) members from the City of Dallas, Texas, four (4) members from the City of Fort Worth, Texas and one (1) member from the City of Irving. Members are appointed by their respective City Council. Today, DFW International Airport is the third busiest airport in the world and supports one of the largest parking operations of any airport worldwide, with over 40,000 parking spaces available.

The Board's Mission Statement is as follows: "Dallas/Fort Worth International Airport will provide our customers with outstanding facilities and services while expanding global access and economic benefits to those we serve." Our primary goal is to grow our domestic and international passenger and cargo businesses, and we accomplish this by achieving four key results:

- Cost Competitive
- Customer Satisfaction
- Operational Excellence
- Employee Engagement

Our new strategic plan also captures core "beliefs" that will guide us on how we will work together to achieve our goals:

- You're Important! I value you, your contribution and your success.

- Own It! I own the DFW experience, and I do the right things to achieve results.
- Step Up! I overcome obstacles and influence outcomes.
- Reach Out! I collaborate with others to build trust and mutual success.
- Innovations Win! I create leading edge solutions that set the standard.

In the spirit of the Board's mission and its core beliefs, we seek a business partnership that provides an reliable messaging and other productivity services for DFW Airport. Additional background information about the Airport can be obtained by visiting our website at [www.dfwairport.com](http://www.dfwairport.com).

### III. INSTRUCTIONS

Firms shall respond to the questionnaire section of this RFI and provide responses by mail, delivery, facsimile or scan/email using the contact information provided on this RFI cover page. Questions regarding this RFI shall be provided in writing to the contact stated on the RFI cover page. This RFI is issued in a Word format so that you may type your response directly to this form for submittal. Firms do have the option to submit responses on a separate document as long as they provide the identifying Question number in their response document.

RFI Proposals/Responses shall be provide by the due date and time. Any changes to the RFI shall be issued in the form of a written addendum issued by the Board.

#### Anticipated Schedule

If a Request for Proposal is issued, it is estimated to occur by January, 2010. It is the Board's desire to have the mailbox limits raised and in operation by January 1, 2011.

### IV. QUESTIONNAIRE

Interested firms shall review the following questions then submit responses in accordance to the instructions. Firms shall complete all questions and answer each as completely and succinctly as possible.

#### COMPANY INFORMATION

1. Company Name and Headquarters Mailing Address:
2. Contact Name, telephone and email:
3. Company Website URL:
4. Location of Customer Support Staff for the Airport area:
5. Type of Organization (Corporation, Partnership, etc.):
6. How long has the company been in business in its current form?

#### EMAIL HOSTING CAPABILITIES

##### 7. Email Account Management. Describe the processes for:

7.1.1. Setting up new accounts

Response:

7.1.2. Removing old accounts

Response:

7.1.3. Suspending accounts

Response:

7.1.4. Integration with existing Active Directory and/or some LDAP account.

Response:

7.1.5 If yes, what type of customers do you provide this type of service to?

Response:

7.1.6 If no, how do you deal with password resets?

Response:

## **8. Spam filtering:**

8.1 Describe spam filtering process and technologies, including

8.1.1. Setting up white lists

Response:

8.1.2. Reducing black and gray listings

Response:

8.1.3 Releasing spam that has been misidentified

Response:

## **9. Virus and malware protection**

9.1.1 Describe process and technologies for removing any virus or malware from both sent and received email.

Response:

## **10. eDiscovery/open records**

10.1.1 Describe processes for performing eDiscovery/open records requests.

10.1.2 Describe process for managing legal holds?

10.1.3 From a records retention standpoint, what safeguards exist that when records are destroyed all copies (back-ups) of those records are also destroyed?

Response:

## **11. Security**

11.1.1 What safeguards does your company make to ensure that our corporate data is secure in transit and at rest?

Response:

## **12. Storage**

12.1.1 Are there capabilities to establish quotas or limits?

Response:

12.1.2. If so, what automated notifications exist to alert people of either approaching or passing limits?

Response:

### **13. Records Retention and Destruction**

13.1.1 How is e-mail managed including retention and destruction relative to general record retention policies?

Response:

### **14. Ownership of Data**

14.1.1. If data is not the exclusive right of DFW, please explain.

Response:

### **15. Mailbox backup and recover**

15.1.1. What tools and file backup scheme is used to support the periodic back up of user mailboxes?

Response:

15.1.2. What tools and file backup scheme is used to support the periodic back up of the databases?

Response:

15.1.3. Can individual messages be restored?

Response:

15.1.4. What is the expected service level for recovery of a mailbox?

Response:

15.1.5. What is the expected service level for recovery of a database?

Response:

### **16. Specialized user functionality calendaring, delegation, and user search**

16.1.1. Third Party Integration. Describe capabilities to integrate with the following:  
Email content with Oracle's secure enterprise search

Response:

16.1.2. Integrate with unified messaging (Outlook Plug-ins)

Response:

16.2.1. Integrations with application servers that send automated emails outside of:  
Exchange or MAPI connection to our Exchange Server

Response:

16.3.1. Integration with Blackberry Enterprise Server

Response:

16.4.1 Possible integration with Microsoft's Communication Server for instant messaging

and desktop web/video conferencing

Response:

## **17. User Interface**

17.1.1. Describe the typical client(s) for accessing email, such as Outlook desktop client, Outlook web client, or other user interface

Response:

17.1.2. Describe opportunities for branding client with DFW Airport logo, look and feel. Training and Support?

Response:

17.1.3. What limits will users have for sending and receiving attachments?

Response:

17.1.4. What capabilities does your solution have for providing access to email content via mobile devices, such as iPhone, Windows mobile, and Blackberry?

Response:

17.1.5. What search capabilities exist?

Response:

## **18. Implementation**

18.1.1. Describe training requirements for rolling application to over 1,600 users.

Response:

18.1.2. What type of connection/infrastructure upgrade may be required from the provider to ensure faultless connection between DFW and the provider.

Response:

18.1.3. Recommend approach for dealing with archived e-mails in PST format.

Response:

18.1.4. What types of risks/issues have you seen as it relates to making an email migration of this size?

Response:

18.1.5. What recommended approach do you have for migrating an organization to a hosted email model?

Response:

18.1.6. What capabilities exist to offer some email accounts externally hosted as part of a pilot or as a transition path?

Response:

**21. Pricing**

21.1.1 Describe your overall pricing model and estimated costs as it relates to implementation, number of accounts, various service levels, storage space, and other.  
Response:

**22. Contact Info**

22.1.1 Please submit contact information for your firm so that we may coordinate a follow up discussion with you and our evaluation team.  
Response:

**23. Minority and Women Owned Business**

23.1.1 The Airport has one of the most successful Minority and Women Owned Business Enterprise Programs in the area. Does your firm envision any subcontracting opportunities or joint venture opportunities that would involve minority or woman owned businesses?  
Response:

END OF QUESTIONNAIRE

The Dallas/Fort Worth International Airport Board appreciates your participation in this RFI and its interest in partnering with the Board in this revenue opportunity that provides added value services to the Airport's email services. This email hosting service meets both our mission and our core values to provide exceptional customer service and operational excellence producing opportunities to the Board and to the firms we partner with. We look forward to your response.

SUBMITTAL OF RFI RESPONSE

This Response to the RFI is submitted by:

Name of Company	Address	City/State/Zip
Phone	Facsimile	Email Address
Signature	Title	Date