

Internet2 NET+ Cloud Services

Request for Information (RFI)

Data Migration Tools for Content Collaboration Services

The University Corporation for Advanced Internet Development d/b/a Internet2 (“**Internet2**,” “**we**,” or “**our**”) is distributing this Request for Information (“**RFI**”) to solicit information in connection with the possible selection of one or more service providers (a “Service Provider”) to engage in the [NET+ Service Evaluation process](#) with the goal of inclusion in the [Internet2 NET+ Program](#) (the “**NET+ Program**”).

You are invited to respond to this RFI consistent with its instructions. This is not an RFP.

I. Internet2 NET+ Cloud Services

Internet2 is a non-profit organization committed to advancing research and education through collaboration via innovative technologies. Internet2 members include higher education institutions, research and education networks, research and education-oriented non-profits, and for-profit organizations committed to promoting the development and deployment of advanced research and education network applications and services.

The **NET+ Program** is a product of the collaborative efforts of the research and education (R&E) community and continues to be driven by the needs of our members. The NET+ Program is designed to provide the R&E community with cost-effective, efficient solutions to select, develop and deliver cloud services and applications, tailored and tuned to its diverse user community. In facilitating the delivery of such tailored services, the NET+ Program will also leverage its own trust and identity technologies. The NET+ Program facilitates partnerships through which commercial cloud providers work with institutions in the R&E community, directly or through service providers, to provide tailored offerings. Prior to an offering being made available to the R&E community through the NET+ Program, the services (as well as the provider and service providers) undergo rigorous, peer-driven security, accessibility and performance reviews.

II. Purpose

The purpose of the RFI is to gain a better understanding of the products and services offered by Service Providers to facilitate data migration from one location to other cloud-based platforms or on premise storage solutions and whether such services could provide value as part of the NET+ Program. We are interested in learning primarily about your data migration services and tools focused on moving from Google Workspace for Education, but we also would like to learn about ancillary and other services you may offer that might be beneficial to the R&E community. In addition, we would like to better understand your interest and potential to participate in the NET+ Program. The NET+ Program is not solely a contract vehicle but provides the means for collaborative work across the United States Research & Education community. Internet2 facilitates regular meetings of subscribing institutions to learn the basics, share best practices, and advocate for shared needs in an effort to best utilize important cloud services, and maximize adoption.

III. Response Requirements

To participate, you must submit your responses in writing and follow the timeline set out below. We may request additional information as appropriate and relevant to facilitate our understanding and review of your response.

A. No Binding Agreement

Responding to this RFI in no way obligates Internet2 to enter into an agreement with or ensure further business with you. We reserve the right to amend, modify or withdraw this RFI or any related documents at any time. Neither your receipt of this RFI nor your submission of any information (including any quotes or proposals or any other documents) will create any obligation on our part to negotiate or enter into an agreement with you of any nature whatsoever, or any expectation of a future business relationship with Internet2. This RFI should not be interpreted as a firm offer by Internet2 to enter into any agreement, and

it will not restrict our ability to negotiate or enter into any agreement with any one or more companies for the same or different goods or services in connection with or separate from this RFI.

We will not be liable for any costs you incur in connection with preparing, presenting, or any other aspect whatsoever of or relating to any documents you provide in response to this RFI. Also, Internet2 shall not incur any liability to you in connection with this RFI, nor shall Internet2 incur any obligation relating to the subject matter of this RFI unless and until Internet2 executes a binding agreement relating to the subject matter of this RFI.

B. Single Point of Contact

The Internet2 Contact is:

Name: Dana C. Voss
Title: Program Manager, NET+ Cloud Services
Email address: netplus@internet2.edu

Direct all correspondence related to this RFI to the Internet2 Contact via email. The Internet2 Contact is the sole source of official information regarding this RFI. Do not contact personnel at Internet2 other than the Internet2 Contact about this RFI. Do not rely on information from sources other than this RFI or the Internet2 Contact when preparing your response.

C. Key Dates

RFI Issued: **February 14, 2023**
RFI Questions Due Date: **February 24, 2023**
Target Date for Answers: **March 7, 2023**
Response Due Date: **March 17, 2023**

D. Delivery Instructions and Internet2 Responses

Submit any questions you have about this RFI via e-mail to the Internet2 Contact by the deadline noted above. We will attempt to respond to all questions by the Target Date for Answers set forth above. If we are unable to respond by this date, we will inform you as soon as practicable. Answers to any questions may be made available to all Service Providers.

All responses must be submitted to the Internet Contact via email by the above noted deadline. Following our review of responses, we may negotiate and enter into agreements with the company or companies that we, in our sole and absolute discretion, determine to be the most advantageous.

E. Response Format

Your response should contain the elements and responses identified in Section IV, as well as the certifications following the table in Section IV. We anticipate that your response will be concise and prepared simply and economically. Displays, bindings, or promotional/marketing materials are neither desired nor required. These instructions are not intended to limit your response's content or exclude any relevant data. Pertinent supplemental information (e.g., technical diagrams, audit reports) should be referenced and included as attachments.

F. Confidentiality

In connection with this RFI, Internet2 and the Service Provider may gain access to the other's confidential information (i.e., information that is non-public, confidential, personal, and/or proprietary in nature that is designated as confidential by the disclosing party at the time of disclosure or that the receiving party should have reasonably known is confidential). All such confidential information acquired

by the receiving person under this RFI shall be kept confidential by the receiving person and, except as otherwise set forth in this RFI, not disclosed to any third party for three years from the date of this RFI. The receiving person may disclose such confidential information: (a) to the extent it becomes legally compelled to disclose such confidential information; or (b) on a need-to-know basis to its employees, agents, attorneys or other advisors who agree to be bound by such confidentiality obligations. Internet2 may copy, distribute, and/or share any information and materials received from Service Provider with its independent auditors, its board of directors, board of trustees or other governing boards and bodies; in addition, as part of its evaluation and review Internet2 may share any information and materials it receives from or about Service Provider with its higher education members, and if applicable, Google. Service Provider acknowledges that, as part of its evaluation and review, Internet2 may consult and solicit feedback from its advisory board and other member institutions that have experience with Service Provider. Confidential information does not include information that becomes available to the public without breach of a person's fiduciary or contractual obligations.

G. Material Ownership and Return

All materials you submit under this RFI will become our property. We may permanently retain, return, or destroy any materials you submit relating to this RFI at our sole option. Following the termination or expiration of this RFP process you agree to return or destroy (with evidence of destruction provided upon request) of any confidential materials of Internet2.

H. Disclaimer

INTERNET2 MAKES NO WARRANTIES WITH RESPECT TO THIS RFI, TO ANY RELATED DOCUMENTS, OR TO THE INFORMATION CONTAINED HEREIN OR THEREIN, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. FURTHER, INTERNET2 MAKES NO WARRANTIES THAT SUCH DOCUMENTS AND/OR INFORMATION ARE ACCURATE OR ERROR-FREE.

IV. Request for Information

Please provide information regarding your products and services by responding to the questions on the following page(s) using the table format provided. Please acknowledge as instructed below this table to complete your submission.

A. Feature Requirements

#	Questions	Response
1	Describe where the product or service runs. Is it Software as a Service, does the customer run it on their local hardware, or is it run by the customer in a cloud provider like AWS or GCP?	
2	Does your product or service provide support for Administrator driven migrations? Please describe.	
3	Does your product or service provide self-serve tools for End Users for data migration? Please describe.	
4	Does your product or service have the ability to manage migrations through the command line? Please describe.	
5	Does your product or service have the ability to manage migrations through a web interface? Please describe.	
6	Describe where the data is stored during the migration process.	

7	Describe your data retention rules; what is retained during and after a migration. For example data should only be present in other/staging systems during migration and should be removed when complete.	
8	Does your product or service provide the ability to limit who can perform self-migrations to a particular group or OU? Please describe.	
9	Describe what data encryption options the tool provides.	
10	Does your product or service have the ability to move large accounts (~25TB+)?	
11	Does your product or service have the ability to move large files (~250GB+)?	
12	Describe how your tool scales to support migration of thousands of accounts and TB per day.	
13	What average data rates can be expected while moving data from Google Workspace to other destinations? What are the limiting factors on those transfer rates?	
14	List all the supported sources/destinations. Some examples include: - migration within Google Workspace for Education from a Google Drive to Google Shared Drives - migration within Google Workspace for Education from a Google Drive to a Google Drive owned by other owner(s) - migration within Google Workspace for Education of email, calendar, tasks from one account to another - migration within Google Workspace for Education of photos from one account to another - migration from Google Workspace for Education to Google Cloud Service, AWS, Microsoft OneDrive for Business, Microsoft SharePoint Online, Microsoft 365 Groups/Teams, etc	
15	Does your product or service provide options to either convert Google native files to other file types (e.g. Google Docs to Microsoft Word, Sheets to Microsoft Excel, Microsoft Slides to Powerpoint, etc), or transfer the native files as-is? Please describe your tool's capabilities.	
16	Does your product or service provide options to migrate email data to Office 365, other personal Google account(s), or other platforms? Please describe.	
17	Does your product or service provide the option to choose to move data and delete data from the source, or preserve data at the source? Please describe.	
18	Does your product or service provide the ability to choose specific	

	file types to migrate? Please describe.	
19	Does your product or service provide the ability to ignore certain file types (e.g. MIME Types)? Please describe.	
20	Does your product or service provide support for Shared Drive migrations? Describe how Shared Drive migrations are handled.	
21	Describe how you handle Google's file ownership and permissions, specifically migrations when a user owns content in another user's drive or a shared drive.	
22	Does your product or service give administrators and/or end-users the ability to limit migrations only to the content that a user owns, and exclude content that's shared? Please describe.	
23	Does your product or service automatically resume the transfer when the component comes back online? Please describe.	
24	Does your product or service identify whether the target location has adequate space to accommodate the migration before it begins?	
27	If an issue requires action from the Customer, such as an expired credential or exceeded disk quota, does your product or service resume the transfer after the Customer remedies the problem?	
28	How does your product or service handle a transfer that has not made progress after a period of time (e.g. 3 days)?	
29	Describe the type of errors that are automatically remediated during a migration (file naming, special characters, file path length)	
30	How is data integrity verified after transfer? What is done if verification fails?	
31	How are failed transfers handled?	
32	Does your product or service support flexible logging? Examples include: log all, log errors, identify issues, identify filename mappings or path length issues.	
33	Does your product or service provide open APIs to allow integration into third-party IT processes and tools and automation of data migrations? Please describe the API capabilities.	
34	Can you product or service pre-migrate data to the destination location (stage the data) so the final cutover time is reduced? Please describe.	
35	Does your product or service preserve the sharing, storage and collaboration methods from Google Workspace for Education specifically the ability to generate anonymous links to content?	
36	Does your product or service preserve the sharing, storage and collaboration methods from Google Workspace for Education specifically the ability to re-share migrated data with specific people	

	internal to the tenant?	
37	Does your product or service preserve the sharing, storage and collaboration methods from Google Workspace for Education specifically the ability to re-share migrated data with specific people outside of the tenant?	
38	Does your product or service provide options to customize the type and frequency of notifications for internal users when re-sharing data?	
39	Does your product or service provide options to customize the type and frequency of notifications for external users when re-sharing data?	
40	Does your product or service provide notifications to customer when the migration begins?	
41	Does your product or service provide notifications to customer when the migration ends?	
42	Upon completion of the data migration, does your product or service provide a report to the customer with a list of the data migrated, and any issues encountered during the migration?	
43	Does your product or service provide the ability for the tool to automatically set user quotas on Google Drive upon completion of the migration?	
44	Does your product or service provide the ability for the tool to automatically set quotas on Google Shared Drive upon completion of migration?	
45	Describe the network path(s) used between Workspace and the migration targets.	
46	Do you provide an option for end-users to pay for the data migration themselves?	

B. Qualifications and Experience

	Question	Response
1.	How long has your company worked with Higher Education? And with Google?	
2.	What is your experience with Google Workspace for Education?	
3.	Are you currently working with any large universities? Please provide the name or names of such universities and the approximate dates of your relationship.	

4.	What states is your company authorized to sell into? If there are territory restrictions (whether in place with Google or another party, by contract or otherwise) – please identify them clearly.	
5.	How many employees does your organization have?	
6.	Where is your headquarters? Are your representatives available to come on campus?	
	What are your support hours in EST?	

C. Training and Support

	Question	Response
1.	Describe types of support provided.	
2.	Describe consulting resources and fees for higher education	
3.	What type of documentation is made available to support administrators?	
4.	What type of documentation is made available to support end-users?	

D. NET+ Service Evaluation Process

The NET+ Program supports cloud vendors in a variety of ways. [Details can be found on our website.](#) If selected, you will be required to go through the [NET+ Service Evaluation process](#). The [key steps of the service evaluation process](#) include: functional assessment; comprehensive security assessment; federated identity integration; network integration and testing; and completion of a business and customer agreement. The sponsor and all other institutions participating in the Service Evaluation process work very closely on all of these steps.

E. NET+ Program Administration

	Terms	Confirmation / Negative Response with Explanation and Elaboration
Below are typical terms that a Service Provider would agree to in connection with participation in the NET+ Program. Please confirm your ability to agree and adhere to these terms. If you cannot agree to these terms, please provide an explanation as to why not and what similar or alternative terms you would find agreeable.		
7.	As a Service Provider, you would be expected to pay a Facilitation Fee (as a percent of the total license cost) to	

	Internet2 to support the program administration and development of an ongoing community of practice.	
8.	As a Service Provider, you would be expected to provide monthly reporting to Internet2. Such reporting typically includes new signups and renewals with the following information: name of institution, annual contract value, contract term, name of lead contact, contact information for the lead contact. In addition, the Service Provider would be expected to provide relevant updates reflecting usage, cancellation and/or material issues.	
9.	As a Service Provider, have you in the past been flexible on pricing structures for enterprise customers? Could you work with NET+ on developing a pricing structure? .	
10.	As a Service Provider, you would be expected to agree to covenants and representations around their compliance with laws, including: A. Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d, and the regulations issued pursuant thereto and any related implementing regulations; B. Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794, and any related implementing regulations; C. Age Discrimination Act of 1975, 42 U.S.C. § 6101 et seq., as implemented by the Department of Health and Human Services regulations at 45 C.F.R. § 90 and any related implementing regulations; D. Executive Order 11246, providing Equal Employment Opportunity, as amended, 41 C.F.R. § 60 as regulated by the Department of Labor; E. The Federal Acquisition Regulations (“FARs”) imposed on Internet2 that would be applicable to a contractor or subcontractor relating to the subject matter of this RFI; and F. The Family Educational Rights and Privacy Act, 20 U.S.C. §1232g, and its implementing regulations.	
11.	Have you in prior agreements with the higher education community or are you willing to be acknowledged as a	

	"school official" with a "legitimate educational interest" for purposes of FERPA?	
12.	As a Service Provider, you would be expected to certify that neither you nor your principals are presently subject to an outstanding tax lien.	
13.	As a Service Provider, you would be expected to certify your status with respect to suspensions and debarment.	
14.	As a Service Provider, you would be expected to maintain adequate insurance, including workers' compensation, commercial general liability, errors and omissions, and cyber liability, and may be asked to provide evidence of insurance to customers and/or Internet2. Please indicate whether you provide options for individual customers to purchase additional insurance coverage as part of the NET+ agreement.	
15.	As a Service Provider, you would be expected to agree to handle any disputes with customers in the NET+ Program under the governing law in the jurisdiction/ forum of the main campus of such customer.	
16.	As a Service Provider, you would be expected to make the following acknowledgement: <i>"Service Provider acknowledges that Internet2's role in the Internet2 NET+ Program is neither a Service Provider nor a provider of any of the Services."</i>	
17.	As a Service Provider, you would be expected to enter into a Service Provider facilitation agreement with Internet2 reflecting among other things the terms listed above.	

Internet2 understands that there may be multiple ways to deliver the Services and that each Service Provider may offer its own unique take or specific advantages. Through this RFI process, Internet2 is looking for your collaboration and input as it strives to deliver innovative solutions to its members. To that end, your response may provide additional commentary and information – particularly to any questions that we did not ask, but you feel are important or that we should have asked.

By submitting this response to the RFI to Internet2, the Service Provider represents, warrants and covenants to Internet2 as follows:

- A. Debarment and Suspension.** Neither you nor your principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in any transaction related to this RFI, by any governmental department or agency. If you cannot certify this statement, attach a written explanation for our review. If you or any of your principals are debarred by any governmental entity after your submission, please immediately notify the Internet2 Contact of such debarment via e-mail.
- B. Authority.** The signatory certifies that he/she is authorized to act as an agent for the Service Provider to tender this response to Internet2 NET+ Cloud Services' Request for Information.

- C. Compliance with Law. You have and will comply with all applicable laws in the preparation of your response to this RFI and in all your interactions with Internet2 in connection with the RFI.

Please acknowledge your agreement with the above by initialing here: _____

Service Provider Contact Information:

Company:

Primary Contact Person:

Name:

Title

Email:

Telephone:

Other Contact Persons: