



Office of the City Manager

CONSENT CALENDAR
July 24, 2018

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Savita Chaudhary, Director, Department of Information Technology
Subject: Contract: Moran Technology Consulting for Office 365 Exchange Migration and OneDrive Implementation (O365)

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract with Moran Technology Consulting for the implementation of Office 365 Exchange and One-Drive implementation, for a total not-to-exceed (NTE) value of \$89,340 from July 25, 2018 to June 30, 2020.

FISCAL IMPACTS OF RECOMMENDATION

One time funding for this project in the amount of \$89,340 will be appropriated as part of the First Amendment to the FY 2019 Annual Appropriations Ordinance in Information Technology Cost Allocation Plan Fund budget as follows.

	FY 2019: Professional Services
\$89,340	Budget Code: 891-2704-410-3038 (Information Technology Cost Allocation Plan Fund, Network Operations, Professional Services)
\$89,340	Total FY 2019 Professional Services

The contract has been entered into the City’s contract management system and assigned CMS No. GTP45

CURRENT SITUATION AND ITS EFFECTS

The current email architecture utilized at the City consists of on premise email servers. Currently staff access email from Windows 7 and Windows 10 computers using Microsoft Outlook 2013, and email is stored on local on premise Microsoft Exchange 2010 servers. Staff also access email using City-issued mobile devices and through a web browser using Microsoft Office Outlook Web Access (OWA).

On premise email servers do not provide the redundancy of a cloud-based email solution, and although the City has redundant servers in place to mitigate this risk, a

cloud-based email solution would help maintain email functionality in the event of a local disaster or large scale outage. The familiarity and understanding of Microsoft applications will not change and minimal training would be required. Additionally, software upgrades are automatic so the latest version of software will always be available. There is no need to install new version and uninstall old versions. Online access anytime, anywhere, on any device will be available.

Ultimately, the O365 solution will provide a lower cost of ownership when compared to our existing on premise environment; allow for full compatibility with our existing work environment; eliminate onsite hardware, enhance our disaster readiness and redundancy requirements; and provide increased levels of secure functionality.

BACKGROUND

The City of Berkeley owns an Office 365 Enterprise G4 suite, and has already implemented an Office 365 environment in the cloud, including Skype for Business and Self-Service Password Reset. The current Active Directory (AD) security model utilized at the City is compatible with our Office 365 environment. The next phase in the Office 365 implementation is to migrate the current on premise Microsoft Exchange 2010 environment to a hosted Office 365 cloud architecture while maintaining secure and robust access to and from cloud services.

Microsoft Office 365 has been granted “authority to operate” under the Federal Information Security Management Act (FISMA) and is compliant with various security certifications ISO 27001, SAS70 Type II, the Health Insurance Portability and Accountability Act (HIPAA), Criminal Justice Information Systems (CJIS), and the US Family Educational Rights and Privacy act, according to Microsoft.

By hosting email in the cloud the City will eliminate the need for off-site tape storage and retrieval services and provides a remote recovery solution should the City’s facilities be damaged and/or otherwise temporarily unavailable during natural disasters such as earthquakes. Multiple business benefits will be achieved such as:

- Improved employee efficiency and collaboration
- Improved productivity and reduction of IT staff effort for on-going maintenance and software upgrades
- Upgrades of newer software version will be available quicker to end users
- Increased accessibility from all types of devices
- Improve access to information, improve the levels of service in the organization
- Redundancy for disaster recovery

By converting our on premise file share drives and archives to OneDrive City of Berkeley will:

- Provide seamless integration while working on a file within Office 365 as well as supporting over 270 file formats and over 100 languages
- Permit the City to leverage secure encryption through Azure Information Protection
- Reduce and limit our potential downtime to 25.9 seconds per day, or about 0.0002% per year
- Improve the version control and collaboration capabilities on files automatically across Windows, Mac, iOS, and even Android whether on- or off-line, even permitting files to be sync'd across multiple devices
- Seamlessly ensuring that the right information gets to the right person on the right device, through "fine grain" permissions and monitoring the actual use of the data through retention settings, eDiscovery, and even data leak detection.

In January 2018, Staff released a Request for Proposal (RFP) # 17-11152-C for the Office 365 Exchange Migration and OneDrive Implementation.

ENVIRONMENTAL SUSTAINABILITY

Moran Technology Consulting will conduct some of their work remotely, and when they do come on-site for face to face meetings, they will cluster those visits over multiple days to minimize both travel costs and greenhouse gas emissions related to travel. In addition, moving our email solution to the cloud will eliminate the energy consumption of our current on premise email servers in our server room.

RATIONALE FOR RECOMMENDATION

A review committee of five evaluated each of the seven RFP responses and determined that Moran Technology Consulting proposal best fits the City's business needs and fiscal requirements. Moran Technology Consulting has created and deployed O365 migration projects for over 15 years, including Humboldt County, San Diego State University, Calstate LA, and providing IT solutions to UC Berkeley, UC San Francisco, CSU East Bay, and San Jose State University.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered not moving to Office 365, however the ongoing support and maintenance of the local email servers, the reduction of energy consumption, and the increased redundancy of a cloud-based email solution outweigh the benefits of staying with a local email solution.

CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, 510-981-6525

Attachments:
1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT: MORAN TECHNOLOGY CONSULTING FOR OFFICE 365 EXCHANGE
MIGRATION AND ONEDRIVE IMPLEMENTATION

WHEREAS, the City currently supports email for City staff through local on premise email and file servers; and

WHEREAS, a cloud-based email solution will provide additional redundancy in the event of a local disaster; and

WHEREAS, in January 2018, the City issued a request for proposals (RFP) for Office 365 Exchange Migration and OneDrive Implementation (Specification No. 17-11152-C) and received seven qualifying vendor responses; and

WHEREAS, the RFP review committee evaluated each proposal and determined that the Moran Technology Consulting group's proposal best met the City's operational, technological, and fiscal requirements; and

WHEREAS, the funds will be appropriated as part of the First Amendment to the FY 2019 Annual Appropriations Ordinance in Information Technology Cost Allocation Plan Fund budget for this project and this contract has been entered into the City's contract management system and assigned CMS No. GTP45.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract and any amendments with Moran Technology Consulting for the implementation of Office 365 Exchange Migration and OneDrive Implementation, for a total not-to-exceed (NTE) value of \$89,340 from July 25, 2018 to June 30, 2020.

