

 <p style="text-align: center;">Council Communication Office of the City Manager</p>	Date: September 9, 2013
	Agenda Item No. 30 Roll Call No. <u>13-1404</u> Communication No. <u>13-462</u> Submitted by: John Newman, CIO, Information Technology Department

AGENDA HEADING:

Approval of recommendation to procure Microsoft Office 365 implementation services from Catapult Systems, LLC (Greg Schlather, General Manager, 1221 S. MoPac Expressway, Austin, TX 78746), and authorizing the City Manager or his designee to negotiate and sign the resulting contract, subject to no appeal being timely filed, and receipt of a certificate of insurance in compliance with the Request for Proposals (RFP) requirements.

SYNOPSIS:

Recommending approval to procure Microsoft Office 365 implementation from Catapult Systems, LLC and authorizing the City Manager or his designee to negotiate and sign the resulting contract. The City conducted a RFP to secure the services of a professional consultant to assist the City with a successful transition from Google Apps for Government to a new hybrid environment using Microsoft Exchange and Office 365. The RFP was issued on July 25, 2013, and selection criteria included: technical approach, qualifications (including experience and references), cost, and local preference. Three (3) proposals were received and evaluated, and it was determined the most qualified proposer to be Catapult Systems, LLC.

FISCAL IMPACT:

Amount: \$100,749 (with \$57,800 to be covered by the Microsoft Deployment Reimbursement Fee)

Funding Source: Funding Source: 2014-2018 Capital Improvement Program, Miscellaneous Improvements, Enhanced City-wide Information and Communication Systems, MSC001 CP051, IFT990000, page Municipal Improvements – 7.

ADDITIONAL INFORMATION:

In December 2011, the City of Des Moines selected Tyler Technology as our enterprise resource planning (ERP) vendor. The selection was made after an extensive RFP process. Tyler was one of four (4) finalists in the selection process. Tyler uses the Microsoft platform for all application processing. There is no integration from Tyler with any other email/office suite vendor. For the City to take advantage of the workflow process (using notifications, approvals, alerts, etc.) that is built into the Tyler system, we must use a Microsoft platform for email, documents and spreadsheets.

On June 24, 2013, the City Council approved the purchase of Microsoft Office 365 to serve as its primary messaging and office application software platform. The City currently uses Google Apps for

Government for e-mail, archiving, calendaring and other office productivity applications, hosting 1,789 mailboxes. The City also maintains a Microsoft Exchange Server 2007 email system which currently maintains legacy data for 1,875 mailboxes, 260 Distribution Lists, and 2,063 Contacts.

On July 25, 2013, the City Procurement Office released an RFP seeking a consultant who was a Microsoft Gold Certified Partner and who clearly possessed the experience and resources necessary to plan and successfully implement a transition from Google Apps for Government to a new hybrid environment running on Microsoft Exchange Server 2013 and Office 365, and who has done so for an organization of at least similar size and complexity as the City of Des Moines. Services required include: software configuration, technical integration, data migration and interoperability. It is expected the consultant will advise City technical staff on system design/architecture/configuration recommendations to optimize the migration process. The vendor will also suggest or provide software tools and custom scripting to simplify data migration and administration tasks when needed as well as perform proof of concept migration of pilot users to verify successful migration processes or highlight problem areas needing further refinement prior to mass migration and service cut-over.

An RFP was issued on July 25, 2013. Three (3) proposals were received by the Procurement Office. Requests for clarifying questions were received from two (2) of the vendors and responded to by the City on August 9, 2013. The proposals were evaluated by the selection committee based on the stated selection criteria; and telephone interviews were conducted with the two (2) top scoring vendors on August 29, 2013. Proposals and qualifications were re-evaluated by the selection committee, who determined the most qualified proposer to be: Catapult Systems, LLC (Greg Schlather, General Manager, 1221 S. MoPac Expressway, Austin, TX 78746).

PREVIOUS COUNCIL ACTION(S):

Date: June 24, 2013

Roll Call Number: [13-1009](#)

Action: [Amendment](#) to the Microsoft Enterprise Agreement to add licensing for Office 365 software, a subscription based office suite built around the standard Microsoft Office platform. ([Council Communication No. 13-336](#)) Moved by Hensley to adopt. Motion Carried 7-0.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:

Negotiation and signing of the resulting contract, subject to no appeal being timely filed, and receipt of a certificate of insurance by the City's Finance Department in compliance with the RFP requirements.

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