



Agenda Item

City Council

Item #: 3.7.

7/13/2021

File #: 21-0370

TO: Honorable Mayor and Members of the City Council

THRU: Rick Otto, City Manager

FROM: Will Kolbow, Assistant City Manager/Administrative Services Director

1. SUBJECT

Agreement with Core BTS, Inc. for Microsoft Office 365 Migration.

2. SUMMARY

IT staff is recommending the City migrate its two on premise Exchange messaging services to an Office 365 Exchange Online tenant. In addition, this project will add a self-service password reset portal, and add Multi-Factor Authentication for all VPN connections, bringing services up to current Microsoft standards while greatly improving the security posture for any external connections.

3. RECOMMENDED ACTION

Approve the agreement with Core BTS, Inc. in the amount of \$129,220 for Microsoft Office 365 migration; and authorize the Mayor and City Clerk to execute on behalf of the City.

4. FISCAL IMPACT

The total expenditure for this agreement is \$129,220 and will be funded in Mobile Device Management Platform (20292) through Computer Replacement (790).

5. STRATEGIC PLAN GOALS

Goal 4: Provide outstanding public service.

c: Enhance technology to improve public accessibility to information and services.

6. DISCUSSION AND BACKGROUND

The messaging systems (Microsoft Exchange) for both Civic Center and Orange PD have reached end of support with Microsoft and are in need of upgrading. Microsoft now provides the ability for customers to migrate their messaging workloads to a Microsoft hosted datacenter. This will allow the City to remain on a current messaging system and also provide greater resiliency. Part of this project will be to combine the two separate Exchange environments into one unified messaging system to provide a single global address list and sharing of free/busy time between the Civic Center and Orange PD.

Adding a self-service password reset portal will allow all end users to reset their passwords should their account become locked or if they have forgotten their password, without waiting for IT support. The addition of multi-factor authentication (MFA) for all VPN connections will significantly improve our security posture by requiring an additional source of verification before allowing access to the

network from outside connections. IT staff has selected Core BTS to be their partner in completing this migration. As part of our Microsoft Enterprise Agreement approved in March 2021, the City is able to spend "FastTrack" credits with gold level partners that have been authorized by Microsoft. The Microsoft FastTrack Partner Program is a benefit for remote guidance and support provided by Microsoft for customers with eligible cloud licenses in specific project use-cases. Core BTS has 16 Microsoft Gold Competencies and has a proven record of accomplishment in enterprise consulting, cloud platform migration, custom application development, managed services, user adoption and change management.

7. ATTACHMENTS

- Agreement with Core BTS