



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Department Name:** General Services  
**Department No.:** 063  
**For Agenda Of:** December 15, 2020  
**Placement:** Administrative  
**Estimated Time:** N/A  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** 4/5

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**TO:** Board of Supervisors  
**FROM:** General Services Janette D. Pell, Director (805) 560-1011  
Contact Info: Andre Monostori, Interim Assistant Director (805) 568-2606  
**SUBJECT:** Approval of Microsoft Office 365 Upgrade Project; All Districts

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**County Counsel Concurrence**

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- a) Receive and file Executive Summary from DynTek Phase A – Develop Customized Implementation Plan for Office 365 Upgrade Project;
- b) Approve the option for DynTek Phase B – Implementation services in an amount not to exceed \$902,421.00, per agreement signed on July 14, 2020;
- c) Approve and authorize the Director of General Services to issue amendments to the above agreement for Phase B in an amount not to exceed an additional 5%, or \$45,121.00;
- d) Approve the attached budget revision request BJE 0007328; and
- e) Determine that the above actions are not a project under the California Environmental Quality Act (CEQA) pursuant to Section 15378(b)(5) of the CEQA guidelines because they consist of administrative activities of government that will not result in direct or indirect physical changes in the environment.

**Summary Text:**

The County of Santa Barbara is seeking to improve business productivity through the modernization of office information technology through the implementation of Microsoft's cloud-based Office 365 (O365) platform. This investment requires dedicated professional services to enable a successful migration by ensuring countywide acceptance while minimizing service disruption. The firm, DynTek, was selected as part of a request for proposal by a multi-departmental selection panel using quantitatively scored criteria.

The O365 Phase A – Develop Customized Implementation Plan has been completed and includes a current state assessment, future state assessment, post migration plan, and communication plan (Attachment 1). Phase B will complete the implementation of O365 for all departments except the Sheriff.

**Background:**

On July 14, 2020, the Board of Supervisors approved the O365 Implementation project (Attachment 2). This project directly aligns with the Renew 22 initiative through the migration of on-premise services to the cloud while concurrently achieving software standardization. Similarly, the project is aligned with the Countywide Technology Strategic Plan in that it is an investment in modernizing technology and improving accessibility.

This project will also facilitate the management of County data through additional governance capabilities that include data classification and retention. This will reduce risk to the County through increased visibility into sensitive data types and allow for more efficient data storage via retention policies.

Additionally, the Office 365 cloud offers offsite datacenter resiliency while removing the need for costly hardware investments. A reduction in risk will also be realized as the project will decommission the Skype platform, a product that will no longer be supported by Microsoft as of July 2021. The new services offered by Office 365 are also expected to improve employee collaboration, particularly at a time where remote workforce capabilities are becoming more important.

On November 18, 2020, the Executive Information Technology Council (EITC):

1. Recommended the option for DynTek Phase B – Implementation services in an amount not to exceed \$902,421.00, per agreement signed on July 14, 2020, plus a 5% contingency of \$45,121.00, for an amount not to exceed \$947,542.00;
2. Recommended additional services to complete the implementation: migration of DSS Active Directory computers and user objects, email threat protection migration to the cloud, CoreView multi-department administration tool, O365 licensing from January 2021 through December 2021, and CoreView training; and
3. Provided support and backing for Departments to prioritize implementation of approved configuration standards required for the migration by January 2021.

**Key Contract Risks**

The negotiated contract is based on a time and materials proposal. Project oversight will be important to mitigate against cost overruns.

**Fiscal and Facilities Impacts:**

Budgeted: Yes **Fiscal Analysis:**

	<u>Funding Source</u>	<u>FY 2020-21</u>	<u>Annualized On-going Cost</u>	<u>Total One-time Contract Cost</u>
<b>Phase A</b>	Technology Investment Fund 0001	\$ 190,400.00		\$ 190,400.00
	<b>Total - Phase A</b>	<b>\$ 190,400.00</b>		<b>\$ 190,400.00</b>
<b>Phase B</b>	Technology Investment Fund 0001-DynTek Implementation Svcs	\$ 875,300.00		\$ 875,300.00
	Technology Investment Fund 0001-DynTek Migration Tools	\$ 27,121.00		\$ 27,121.00
	<b>Total - Phase B <sup>1</sup></b>	<b>\$ 902,421.00</b>		<b>\$ 902,421.00</b>
	<b>Total Phase A + Phase B Contract Cost</b>	<b>\$ 1,092,821.00</b>		
	<sup>1</sup> Does not include Phase B Contingency	\$ 45,121.00		\$ 45,121.00

Narrative: Budget Revision attached.

**Attachments:**

1. Executive Summary Office 365 Design Document
2. July 14, 2020, Agreement with DynTek, for Microsoft Office 365 Implementation Services
3. BJE 0007328

**Authored by:**

Andre Monostori, Interim Assistant Director

**cc:**