SUBJECT: Approval to award a contract for Microsoft Office 365 implementation services to Access Interactive in the amount of $41,250. Contract pricing based on Oakland County's G2G Marketplace competitively bid contract.

SUBMITTING DEPARTMENT: Integrated Solutions, Technology Division

EXPENDITURE REQUIRED	**$ 41,250**
AMOUNT BUDGETED	**$ 76,350**
APPROPRIATION REQUIRED	**$ 0**
LINE ITEM NUMBER	**101-205.00-850.002**

BACKGROUND INFORMATION: The City of Novi's current email platform consists of Microsoft Exchange 2010 on the server side and Microsoft Office 2010 on the client desktop. The 2019-2020 City of Novi budget allocated funds to migrate the current email platform to Microsoft Office 365. The success of this product migration relies on a strategy that focuses on the requirements that need to be in place before the launch of the subscription service (Office 365). The professional services hours within this proposal will be dedicated to determining deployment goals, inventorying our current environment, making key deployment decisions, resolving any potential deployment roadblocks, configuring Office 365, and rolling out an initial beta group. Access Interactive, a City of Novi business, has an extensive background in the implementation of Office 365. The Technology Division has reached out to multiple communities to verify Access Interactive's ability to perform the tasks in the attached scope of work and have received positive responses.

RECOMMENDED ACTION: Approval to award a contract for Microsoft Office 365 implementation services to Access Interactive in the amount of $41,250. Contract pricing based on Oakland County's G2G Marketplace competitively bid contract.

Office 365 Implementation
Scope of Work

Prepared by:

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CURRENT MICROSOFT AD & MS EXCHANGE MESSAGING ENVIRONMENT

1) Single Forest & Single Domain AD setup

2) DC servers run on 2012 R2 & 2016 OS. AD Functional are levels at 2008 R2

3) Single Exchange 2010 Server with HT, CAS & MBX roles installed. Edge Role is not setup and UM Role is not used. Exchange is patched to current Rollup 29.

4) Client OS is mix of Windows 7 & 10 and MsOffice Versions are 2010 and above. (Recommend using at least 2016 & above for best End User Experience).

5) Mail filtering is done on-prem using Barracuda

6) Backup is done using Veeam Application

7) AD has no external trusts or UPN suffix added

8) AD Recycle bin has been enabled

9) FRS to DFSR Migration is completed

10) GPO is using central repository

11) Antivirus product is Symantec End Point Protection

12) AD Sites are created, and subnets assigned

13) DNS Forwarders point to opendns.com & conditional forwarders in use

14) DNS Zone Scavenging is enabled

15) NPS Role enabled for RADIUS Authentication on 2008 R2 Server

16) Enterprise Root CA configured

17) Exchange 2010 has single Database & uses Public Folder. Around 200Gb of usable data needs to be migrated.

18) Only one email domain is configured – cityofnovi.org

19) Valid SAN Certificate installed from GoDaddy

20) Outlook Anywhere is enabled with Basic Auth.

21) Internal CAS URL is not matched to External URL – mail.cityofnovi.org

22) OWA uses FBA with username only option

23) SMTP Relay connector setup for internal devices and applications

24) Autodiscover A record not setup in Internal DNS. External record setup.

25) MRS Proxy service is not enabled for mailbox migration

ISSUES TO ADDRESS FOR OFFICE 365 MIGRATION

1) Review AD Readiness & Health for Office 365 migration
2) Review Exchange Readiness & Health for Hybrid Co-existence
3) Check Network Performance Metrics for Office 365 traffic
4) Advise on Office 365 services licensing as per customer requirements
5) Assist in setting up tenant in Office 365 Government Cloud
6) Determine Office 365 Authentication options for SSO capability
7) Setup Hybrid Co-Existence environment with approved mail flow
8) Implement O365 Services as per Security & Compliance Best Practices
9) Implement O365 Backup & Archiving based on approved solution
10) Install supported Exchange Server version for future Hybrid Management
11) De-commission Legacy Exchange 2010 Environment

PROPOSED SCOPE OF WORK

1) Document current AD Environment & Roles implemented
2) Document current Exchange 2010 Messaging Environment
3) Advise Patching of servers or applications to meet O365 System Requirements
4) Do AD Health Check using Native Tools & fix any issues found in Health check
5) Verify Infrastructure Readiness for Office 365 Migration & run BPA
6) Cleanup Exchange 2003 from Exchange Management Console
7) Activate Tenant in Microsoft Government Cloud and confirm Licensing
8) Add primary SMTP domain to Tenant
9) Add additional approved email domains to tenant if required
10) Implement mail flow security as per project approval
11) Implement Archiving services as per vendor guidelines
12) Implement Backup services as per vendor guidelines
13) Implement DNS records as needed for Office 365 mailbox migrations
14) Setup SPF, DKIM, DMARC DNS Records as per best practice for email security
15) Configure Azure Sync using AADConnect
16) Implement ADFS infrastructure for Federated authentication (If required)
17) Implement WAP Proxy in DMZ if ADFS implemented
18) Configure for Hybrid Modern Auth (if compatible) & SSO
19) Setup Firewall Rules as per Office 365 mail flow and mail migration requirements
20) Run Hybrid Configuration Wizard for coexistence with mail flow requirements
21) Setup Mail Migration Endpoint for data migration
22) Plan & Execute Pilot Mailbox Migration's and troubleshoot any related issues
23) Configure Connectivity to on-prem Public Folders for cloud users
24) Validate End User Experience of using cloud mailboxes
25) Document and get approval for Office 365 deployment rollout to end users
26) Communicate to end users of upcoming changes & 2FA usage process

27) Plan & Create Migration Batches for Mailbox Migration
28) License Migrating batch users in Office 365
29) Run Migration Batch and complete batch based on Migration status
30) Implement SMTP Relay for required devices & applications
31) Migrate Public Folders to Office 365 after Mailbox Migration. Downtime Required
32) Cleanup DNS records post migration if required
33) Post Mailbox Migration migrate legacy Exchange 2020 to Exchange 2016
34) De-commission Exchange 2010 environment
35) De-commission on-prem Archiving and email security environment
36) Knowledge transfer management of Hybrid setup
37) Document changes done and get project sign off.

 NOTE:
a) Project steps can vary as per scope changes and project progression
b) All Office 365 System Requirements must be met including OS, Office, Mobile and Browser requirements
c) Trusted Certificates will be provided by customer as per requirements
d) Downtime will be provided for service cutover
e) Hours are estimated

PROFESSIONAL SERVICES:

Hours estimated are for preparation of the steps above for a pilot O365 migration. City of Novi will handle the bulk of the migrations once Access Interactive has implemented a successful pilot. Hours are also included for post-migration support. Actual hours will be documented and tracked.

Microsoft Sr. Engineer – 250 Hours @ $165.00 per hour $ 41,250.00

PROJECT COSTS:

EQUIPMENT:	$ 0.00
MI SALES TAX:	$ EXEMPT
SUBTOTAL:	$ 0.00
SERVICES:	$ 41,250.00
SHIPPING:	$ NA
TOTAL:	**$ 41,250.00**

Quote Valid for 30-Days. Prices Subject to Change with Notice Depending on Current Market Conditions. Shipping charges not included. Terms: 50% Upon Acceptance, 25% Upon Delivery, Remainder Net 30. 25% Restocking Fee Applied to Project Costs for Returned Merchandise.

Authorized Signature: _____ **Date:** _____

Printed Name: _____ **Purchase Order No:** _____

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