



**Information &
Communications
Technology
COUNTY OF TULARE
AGENDA ITEM**

BOARD OF SUPERVISORS

KUYLER CROCKER
District One

PETE VANDER POEL
District Two

AMY SHUKLIAN
District Three

EDDIE VALERO
District Four

DENNIS TOWNSEND
District Five

AGENDA DATE: September 29, 2020

Public Hearing Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Scheduled Public Hearing w/Clerk	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Published Notice Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Advertised Published Notice	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Meet & Confer Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Electronic file(s) has been sent	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Budget Transfer (Aud 308) attached	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Personnel Resolution attached	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s)	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
CONTACT PERSON: Marilyn Lucas PHONE: 559-622-7313				

SUBJECT: Approve an Agreement with Novacoast for professional services required to implement Microsoft Office 365

REQUEST(S):
That the Board of Supervisors:

1. Approve an Agreement with Novacoast for professional services required to implement of Microsoft Office 365 in an amount not to exceed \$278,000, for the period of October 1, 2020 through June 30, 2021.
2. Authorize the Chair to sign one (1) copy of the agreement.

SUMMARY:
Currently, the County of Tulare uses Microsoft Office as its software of choice for word processing, spreadsheet calculations, presentation development and other business office applications. This software and its data are all housed on Tulare County premises. This software is purchased and upgraded on an as needed basis by each department.

As the County of Tulare moves forward in 2020, departments have more employees than ever before working remotely. With this implementation, the County of Tulare will be able to provide access to files and realize improved cost efficiencies of multiple devices for the Microsoft Office Suite.

With the surge in telework, due to the COVID 19 pandemic, the purchase of Microsoft Office 365 will provide improved remote access for the employees that need to utilize their Microsoft Office applications and County systems. It will also

SUBJECT: Approve an Agreement with Novacoast for professional services required to implement Microsoft Office 365

DATE: September 29, 2020

allow for enhanced communication between County workers with the usage of the collaborative Teams platform; allowing employees to message, meet virtually, call, and collaborate on one platform, no matter where they are located.

Additionally, the SharePoint platform is included in the Microsoft Office 365 bundle. The implementation of SharePoint will allow the County to share and manage content, knowledge, and other information. This will in turn empower teamwork, shorten the time needed to find information, and allow staff to seamlessly collaborate across the County.

Novacoast will provide assistance in the implementation of Microsoft Office 365, deploy OneDrive, SharePoint, and Teams, Configure Active Directory security features, and other post-migration support.

FISCAL IMPACT/FINANCING:

The cost of this agreement is in an amount not to exceed \$278,000 to be paid from account number 071-090-2900-7043. There is no Net County Cost to the General Fund.

LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:

The County's five-year strategic plan includes the Organizational Performance Initiative to continuously improve organizational effectiveness. The implementation of Microsoft Office 365 helps fulfill this initiative by integrating industry standard technology to provide better service delivery.

ADMINISTRATIVE SIGN-OFF:



Kennon Keeseyan

Information & Communications Technology Assistant Director

cc: County Administrative Office

Attachment(s)
Attachment A – Agreement

**BEFORE THE BOARD OF SUPERVISORS
COUNTY OF TULARE, STATE OF CALIFORNIA**

IN THE MATTER OF APPROVE AN)
AGREEMENT WITH NOVACOAST FOR) Resolution No. _____
PROFESSIONAL SERVICES REQUIRED) Agreement No. _____
TO IMPLEMENT MICROSOFT OFFICE 365)

UPON MOTION OF SUPERVISOR _____, SECONDED BY
SUPERVISOR _____, THE FOLLOWING WAS ADOPTED BY THE
BOARD OF SUPERVISORS, AT AN OFFICIAL MEETING HELD _____
_____, BY THE FOLLOWING VOTE:

AYES:
NOES:
ABSTAIN:
ABSENT:

ATTEST: JASON T. BRITT
COUNTY ADMINISTRATIVE OFFICER/
CLERK, BOARD OF SUPERVISORS

BY: _____
Deputy Clerk

* * * * *

1. Approved an Agreement with Novacoast for professional services required to implement of Microsoft Office 365 in an amount not to exceed \$278,000, for the period of October 1, 2020 through June 30, 2021.
2. Authorized the Chair to sign one (1) copy of the agreement.

Statement of Work

Novacoast Corporate Office | 1505 Chapala St. Santa Barbara, CA 93101 | P: 800.949.9933 F: 805.564.1809

Customer Name: **Customer Contact:** **SOW Type**

**County of Tulare
TCiCT** **Alicia Beal**

Time and Materials

Novacoast CMAS Contract# 3-19-70-1974E

Issued Date **Contact Phone:** **Contact Email:**

September 3, 2020 559-972-6698 abeal@co.tulare.ca.us

Novacoast Client Executive: **Client Executive Phone** **Client Executive Email**

Shelly Cobb **805-453-8792** **scobb@novacoast.com**

Novacoast Sales Engineer: **Sales Engineer Phone** **Sales Engineer Email**

Michael Howden **800-949-9933 x5140** **mhowden@novacoast.com**

Customer has requested a Time and Materials agreement with Novacoast. Tasks will be provided by customer upon project initiation to Novacoast Delivery resources.

Novacoast includes delivery management services on all T&M agreements to provide formal or informal weekly status reports and ensure Novacoast technical resources are meeting or exceeding expectations and to provide issue escalation for the customer.

WORK DESCRIPTION

Assistance with implementation of Microsoft 365 cloud workloads; specifically, OneDrive for Business, SharePoint Online, and Teams, as well as Microsoft Azure Premium Plan 1 security features enabled for employees to securely work from home.

- Run the Microsoft Connectivity Test tool to review tenant configuration recommendations
- Review and estimate network bandwidth
- Run the Microsoft Remote Connectivity Analyzer tool
- Review and configure DNS and IP requirements for firewalls and QoS
- Review and publish naming policy
- Review and create Teams templates
- Setup policies for Office 365 Groups
- Review and configure governance for OneDrive, SharePoint, and Teams
- Review and configure guest users for Teams
- Review and manage Azure AD guest accounts
- Assign management roles for OneDrive, SharePoint, and Teams
- Review and configure compliance features
 - Retention Policies
 - Sensitivity Labels
 - eDiscovery
- Review and configure security and compliance alerts
- Review and assist with deployment of Teams on end user devices
 - Review and configure configuration profiles and device settings
- Review and configure Teams Rooms

Statement of Work

Novacoast Corporate Office | 1505 Chapala St. Santa Barbara, CA 93101 | P: 800.949.9933 F:805.564.1809

- Review and configure OneDrive, SharePoint and Teams analytics and reports
- Develop and communicate OneDrive, SharePoint, and Teams project collateral for end user basic training

Deploy OneDrive, SharePoint, and Teams by department

- Review and communicate use cases for each department
- Verify current File Share infrastructure for OneDrive, including
 - Users to migrate
 - Data distribution
 - Amount of data to move
 - Number of files to move
 - Individual file sizes and/or file sizes on average
- Prepare user mapping CSV
- Prepare PowerShell (migration tool) for upload
- Scan data to gather files and permissions
- Migrate all user data (H Drive) to OneDrive
- Create department Teams
 - Add requested channels
 - Provide review sessions to walk through use cases
- Review feedback and lessons learned
- Provide customer education and knowledge transfer for IT staff and end users

Configure Azure Active Directory security features

- Review and communicate use cases for MFA, SSPR and Conditional Access
 - Configure password protection, policies, and reports

Gwava Retain Archive Data Extraction

- Review and validate live email archive data (~10TB total)
- Export live archive data to Retain Publisher per required timeframe
- Export Retain Publisher data to PST files per mailbox
- Transfer all exported PST files to encrypted external hard drive(s) per solution requirement

Office 365 Post-Migration Support and Documentation Review

- Novacoast will provide as-built documentation to Customer team.
 - **Active Directory**
 - Review Active Directory environment
 - **Office 365**
 - Review Office 365 environment including Exchange Online and OneDrive
 - **Email Archive**
 - Review email archive environment configuration
- **Support**
 - Novacoast will work with Customer to provide Tier 2/3 support for migration
 - Review help desk tickets to ensure completion
 - Assist with any outstanding issues
- **Communication**
 - Assist with help desk user training sessions as needed

Statement of Work

Novacoast Corporate Office | 1505 Chapala St. Santa Barbara, CA 93101 | P: 800.949.9933 F:805.564.1809

Office 365 Project Closeout

Novacoast will meet with key stakeholders to review project documentation and goals

- Review key project elements to ensure completion
- Close out any outstanding issues or open items
- Review lessons learned
- Complete project sign-off documentation

The below pricing is based on Novacoast's CMAS Contract Number: 3-19-70-1974E and GSA Schedule Number GS-35F-346BA.

RESOURCES	HOURS	RATE	COST
Security Assessment Analyst – Senior	560	\$206.54 / hour	\$115,662.40
Computer Systems Engineer – Senior	440	\$165.23 / hour	\$72,701.20
Computer Systems Engineer – Junior	420	\$123.92 / hour	\$52,046.40
Project Management	120	\$144.58 / hour	\$17,349.60
		Travel Expenses*	<i>Actual</i>
		Cost + Travel Total	\$257,759.60 + Travel

*Travel costs are charged at actuals. Pricing shown in this column are estimates and do not represent a minimum or maximum. Optional components may result in an adjustment to travel estimate.

All dollar amounts are in US Dollars unless otherwise noted. The undersigned acknowledge that they are authorized to enter into this SOW on behalf of their respective organizations. Signatures below will constitute acceptance of all terms contained in this change order and any supporting documents referenced throughout.

This is a time & materials agreement. Payment for hourly work is due upon receipt of invoice. An authorized signature shall constitute acceptance of these services and products in the attached document and is required to schedule Novacoast resources.

This Contract is governed by Novacoast's standard Time and Material terms and conditions detailed here:

<https://www.novacoast.com/tmterms/>

Customer and Novacoast understand and acknowledge that this is a time and materials engagement. All hours assigned to a particular phase or project goal are estimates. Novacoast will use best efforts to accomplish the goals as set forth in this document within the time allocated. Nothing in this document shall be read as a promise by Novacoast to fully deliver within the allocated time, and the parties therefore agree to make mutually agreed upon adjustments as needed.

Statement of Work

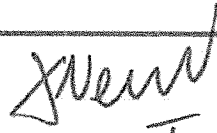
Novacoast Corporate Office | 1505 Chapala St. Santa Barbara, CA 93101 | P: 800.949.9933 F:805.564.1809

The undersigned acknowledge that they are authorized to enter into this SOW on behalf of their respective organizations. Signatures below will constitute acceptance of all terms contained in this SOW and any supporting documents referenced throughout.

COUNTY OF TULARE TCICT

NOVACOAST

Signature



Printed Name

J. Newton

Date

9/17/2020