



Legislation Details (With Text)

File #:	R-2020-154	Version:	1	Name:	Microsoft Enterprise Agreement
Type:	Resolution	Status:	Passed		
File created:	5/21/2020	In control:	Department of Information Technology		
On agenda:	7/1/2020	Final action:	7/1/2020		
Title:	A Resolution Of The City Commission Of The City Of Hollywood, Florida, Authorizing The Appropriate City Officials To Execute The State Of Florida Piggyback Agreement With Microsoft Via SHI International Corp. For The Provision Of Microsoft Licenses And Services For Three Years For An Estimated Amount Of \$487,000.00 Each Year, Based On The State Of Florida Department Of Management Services ITN NO. 07-43230000-L And In Accordance With Section 38.40(C)(5) Of The Code Of Ordinances (Piggyback).				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	1. Reso - TMP-2020-285.pdf, 2. 0_LSP Contract with Addendums - ADA Compliant.pdf, 3. 1_SHI LSP Amendment No 1 - Audit SLAs - 4323000-15-02-LSP, 4. 2_SHI LSP Amendment No 2 - Renewal of 43230000-15-02-LSP, 5. 3_Microsoft LSP Amendment No 3 - Renewal, 6. SHI Quote-18952417.pdf, 7. tershiinternational.pdf				

Date	Ver.	Action By	Action	Result
7/1/2020	1	Regular City Commission Meeting	adopt	Pass

A Resolution Of The City Commission Of The City Of Hollywood, Florida, Authorizing The Appropriate City Officials To Execute The State Of Florida Piggyback Agreement With Microsoft Via SHI International Corp. For The Provision Of Microsoft Licenses And Services For Three Years For An Estimated Amount Of \$487,000.00 Each Year, Based On The State Of Florida Department Of Management Services ITN NO. 07-43230000-L And In Accordance With Section 38.40(C)(5) Of The Code Of Ordinances (Piggyback).

Resilience & Sustainability

Staff Recommends: Approval of the attached Resolution.

Explanation:

In July 3, 2017 the City of Hollywood adopted resolution R-2017-194 to enter into a 3 year Microsoft Enterprise Agreement (EA) and migrated to the Government cloud G1 O365 subscription for improved business continuity and disaster recovery.

Our current O365 subscription does not include advanced email threat protection, has no reporting or auditing tools, or licenses for Windows OS or desktop Office applications.

The OEM licenses we purchased do not allow for enterprise-class management meaning they are inherently less secure, do not provide disk encryption, and do not comply with security and compliance policies. Also, the vast majority of computers are running Windows 7 and Office 2013 which are several versions behind, and no longer receiving security patches, software patches, and tech support. Using OEM licenses and end-of-life software potentially increases our vulnerability to cyber threats. According to Gartner, a leading IT industry expert, ransomware has increased 700% since 2016, in 2019 at least seven Florida cities were hit with ransomware, and the City of Atlanta spent an estimated \$9.5 million to deal with a \$51,000.00 ransomware event. Supported software with security patches and disk encryption is a base requirement for security best practices and is required to be compliant with regulatory requirements such as City Audit, CJIS, FDLE, HIPPA, and PCI.

In addition, our endpoint protection is not as feature rich as Microsoft's solution and does not offer any email security. Both of which are covered in this new agreement.

Summary of what we will be receiving in this new agreement:

- Advanced features for O365 services such as reporting, auditing, larger mailboxes, and data loss prevention.
- Email and endpoint threat protection including virus, malware, and ransomware.
- Email Archiving
- Current and all future versions of Windows Enterprise and desktop Office software

The cost is approximately \$487,000.00 per year for 3 years and will require renewal and City Commission approval in the fourth year.

The City will be piggybacking the State of Florida, Department of Management Services contract for Microsoft Premier Support and Consulting Services (Microsoft Licenses) awarded to SHI International Corp. via Contract Number 43230000-15-02, which was procured by competitive bid.

Fiscal Impact:

A portion of the funding for this service is available in the following FY 2020 Operating Budget account numbers:

- 557.130101.51900.564410.000000.000.000 (\$42,000.00)
- 557.130101.51900.564420.000000.000.000 (\$330,000.00)
- 557.130301.51900.546330.000000.000.000 (\$115,000.00)

This service will be budgeted in subsequent fiscal years' operating budget subject to the approval and adoption by the City Commission.

Recommended for inclusion on the agenda by:
Raheem Seecharan, Director, Information Technology
Paul A. Bassar, Director of Procurement & Contract Compliance
Adam Reichbach, Assistant City Manager for Finance & Administration