

## TRANSMITTAL

TO The City Council	DATE 08/22/13	COUNCIL FILE NO. 13-0562
FROM Information Technology Oversight Committee		COUNCIL DISTRICT

At the August 20, 2013 meeting of the Information Technology Oversight Committee (ITOC), the Committee favorably considered a request from the Information Technology Agency (ITA) to release a Request for Proposals (RFP) for E-mail and City Desktop/Enterprise Standards. Pursuant to Los Angeles Administrative Code Sections 10.3 and 10.4, the attached ITA report and draft RFP is being forwarded for your consideration. These Code Sections require that, if a contract will be subject to the approval of the City Council, the specifications for the work, services, and materials to be furnished the City under the proposed contract be submitted to the Council in advance of the posting of the RFP. As the attached draft RFP assumes a resultant contract term exceeding three years, the contract would be subject to Council approval.

It is therefore recommended that the Council authorize the General Manager of the ITA, or his designee, to a) release the E-mail and City Desktop/Enterprise Standards RFP substantially as attached, b) evaluate responses to the RFP, and c) submit a negotiated contract or contracts with the selected vendor(s) to Council for approval.

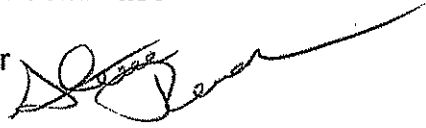
  
Miguel A. Santana, City Administrative Officer  
Chair, Information Technology Oversight Committee

MAS:MAF:11140009h

**CITY OF LOS ANGELES**  
INTER-DEPARTMENTAL CORRESPONDENCE

Date: August 16, 2013 REF: EXE-227-13

To: Information Technology Oversight Committee

From: Steve Reneker, General Manager  
Information Technology Agency 

Subject: **EMAIL AND CITY DESKTOP/ENTREPRISE STANDARDS REQUEST FOR PROPOSALS (RFP)**

**RECOMMENDATION**

That the Information Technology Oversight Committee (ITOC) authorize the General Manager of the Information Technology Agency (ITA), or his designee, to release, and evaluate responses to, the E-mail and City Desktop/Enterprise Standards RFP.

**SUMMARY**

The ITOC requested the Information Technology Agency to draft a Request for Proposals for City e-mail, calendaring, and shared documents, in response to a Council action requesting ITOC to begin drafting an RFP (C.F. 09-1714). The City's current contract with the Computer Sciences Corporation (CSC) for the Google E-mail and Collaboration platform, executed on November 20, 2009, expires on November 20, 2014.

The original RFP that was released to select CSC and the Google platform was focused on consolidating various e-mail systems, hardware and mail system administrators into a common hosted platform know as Software as a Service (SaaS). The solution was implemented, however due to federal CJIS requirements, the LAPD was not able to migrate to Google e-mail and continues to remain on a legacy Novell GroupWise platform. The Google platform also provides various office applications (Google Apps). The migration from Microsoft Office to Google Apps did not fully take place, and all Departments currently still use Microsoft Office. However, an estimated 5-10% of City staff use some aspect of Google Drive and Google Apps for collaboration.

In June 2013, City departments provided the Information Technology Policy Committee (ITPC) with a list of desktop computer products they currently use or intend to use, in order to set a Citywide standard for desktop computer applications. The ITPC's preferred City standard includes the continued use of Google E-mail and Microsoft Office applications. The draft RFP not only requests proposals for this list of Citywide standard applications, but also requests pricing for the two vendors that according to the Gartner Group are leaders in the e-mail vendor community and represent the largest share of the market. Those vendors are Microsoft and Google. Google offers a single SaaS solution where Microsoft offers 3 options. Pricing is available from the City's Compucom Contract for all options as follows:

- Google Cloud - \$41.99/mailbox/year
- Microsoft Cloud - \$47.28/desktop/year

- Microsoft Pure (Cloud & On-Premise) - \$140.64/desktop/year
- Microsoft Pure Enterprise (Pure + Operating System) - \$189.84/desktop/year

In order to ensure the greatest operational continuity possible, the RFP will allow the City to compare pricing for a Google option, three Microsoft options, and the ITPC's City standard solution that is a hybrid of both Google and Microsoft products.

Most City departments today buy perpetual licenses for Microsoft products, which have no upgrade capabilities. Due to budget constraints, most City departments are replacing their desktop computers after 7-9 years which is 3-4 years beyond the normal lifecycle. Additionally, departments currently typically purchase and upgrade to a new operating system and Microsoft Office software at the time the computer is replaced. That strategy will be considered in a Total Cost of Ownership analysis by the RFP evaluation committee and several scenarios will be presented for consideration.

The ITA looks to this RFP to resolve some other standardization and end of life software solutions that are impacting the City's innovation strategies. Those items are included in a section labeled as REQUIRED in the RFP and a not to exceed price for implementation, migration, and training is requested. The REQUIRED RFP components consist of:

- 1) E-Mail, Calendar and Contacts
- 2) Office (Word Processing, Spreadsheet and Presentation desktop software)
- 3) Directory Services (complete City-wide migration to Active Directory)
- 4) Identity Management (replace current end of life Novell solution)
- 5) E-Discovery (for Public Records Requests and handling City retentions of electronic items)
- 6) Mobile Device Management (handling secure access to mobile devices that gain access to E-mail, calendars, contacts and electronic City items)

Other City standard products are included in the RFP as optional, however the intention is to create a contract vehicle for products that are or become City standard for both software and services.

The RFPs will be due by October 11<sup>th</sup>, with proposer interviews and recommendations to be expedited for a November ITOC recommendation.

#### **FISCAL IMPACT STATEMENT**

In 2013-14 the ITA is funded \$852,397 for Google licenses for the non-proprietary departments excluding the LAPD. There will likely be increased costs to consider full implementation of the REQUIRED elements in the RFP, however those exact costs will not be known until such time as the responses are evaluated.

ITOC  
August 16, 2013  
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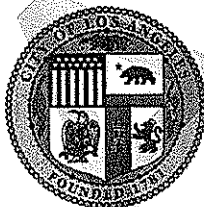
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ITA Executive Team

**REQUEST FOR PROPOSALS**

**E-MAIL & CITY DESKTOP/ENTERPRISE STANDARDS**

**FOR THE**

**CITY OF LOS ANGELES**



**ISSUED BY**

**CITY OF LOS ANGELES  
INFORMATION TECHNOLOGY AGENCY**

**August 30, 2013**

**Request for Proposals**  
E-mail & City Desktop/Enterprise Standards  
City of Los Angeles  
Information Technology Agency

**DATE ISSUED:** August 30, 2013

**TITLE:** E-mail & City Desktop/Enterprise Standards

**DESCRIPTION:** The City of Los Angeles ("City") is seeking proposals from qualified companies interested in the establishment of a City wide e-mail and desktop/enterprise software platform. This includes associated software, maintenance, support and contract services.

**DEADLINE FOR SUBMITTING PROPOSALS:** Proposals must be received at the address shown below by **October 30, 2013** 2:00 p.m. (Pacific Daylight Time)

**PROPOSAL DELIVERY ADDRESS:** Information Technology Agency  
Room 1400, City Hall East  
200 North Main Street  
Los Angeles, CA 90012  
Attention: Irene Mayeda

**TECHNICAL ASSISTANCE:** All questions related to this Request for Proposals shall be submitted in writing via e-mail to Heather Jenoure, Information Systems Manager at [Heather.Jenoure@lacity.org](mailto:Heather.Jenoure@lacity.org) no later than 12:00 p.m. (Pacific Daylight Time), September 9, 2013.

**PROPOSERS' CONFERENCE:** A mandatory Proposers' Conference will be held on September 16, 2013, 9:00 a.m. at 200 N. Main St., Room 1332, City Hall East, Los Angeles, CA 90012. **All Proposers are required to attend.**

# REQUEST FOR PROPOSALS

## E-MAIL & CITY DESKTOP/ENTERPRISE STANDARDS FOR THE CITY OF LOS ANGELES

August 30, 2013

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Appendix A Standard Provisions for City Personal Services Contracts (Rev. 3/09)

Appendix B – Equal Employment Practices (EEP) and Affirmative Action Program



(AAP)

Appendix C – Business Inclusion Program (BIP)

Appendix D - Headquarters/Workforce Information & Declaration of Non-Collusion

Appendix E - Equal Benefits Ordinance (EBO)

Appendix F - Contractor Responsibility Ordinance (CRO) and Pledge of Compliance

Appendix G – Living Wage Ordinance (LWO) & Service Contract Worker Retention (SCWRO) Ordinance

Appendix H – First Source Hiring Ordinance (FSHO)

Appendix I - Slavery Disclosure Ordinance (SDO)

Appendix J - Municipal Lobbying Ordinance (CEC Form 50)

Appendix K – Compliance with Los Angeles Charter Section 470(c)(12)

Appendix L – Local Business Preference Program (LBPP)

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Appendix P – Inventory of Systems by Department

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Appendix S – LACITY IDM/Gmail Infrastructure

Appendix T – Pricing – Required Subscription or Onetime Costs  
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**B: CORE REQUIRED AND OPTIONAL SOLUTIONS CHECKLISTS**

DRAFT

**INFORMATION TECHNOLOGY AGENCY  
REQUEST FOR PROPOSALS  
FOR  
E-MAIL & CITY DESKTOP/ENTERPRISE STANDARDS  
August 30, 2013**

**I. GENERAL INSTRUCTIONS**

**A. OVERVIEW**

In 2009, the City of Los Angeles ("City"), selected Computer Science Corporation (CSC) utilizing Google as its Software as a Service (SaaS) solution for e-mail which included the implementation of Gmail for all of the non-proprietary departments with the exception of the Los Angeles Police Department (LAPD) and certain other public safety departments that are subject to the FBI Criminal Justice Information Services (CJIS) requirements, as regulated and specified by the California Department of Justice, for California law enforcement agencies. After utilizing this solution for the past 4 years, departments have been asked to work with the Information Technology Policy Committee (comprised of the lead IT professionals from the non-proprietary departments) and set standards for desktop/enterprise software products which includes e-mail. This Request for Proposal (RFP) excludes the Department of Water and Power, Los Angeles World Airports, and the Los Angeles Ports, but enables them to leverage the same pricing if desired. Rather than just rebid for a continuation or new e-mail platform, the City desires a total cost of ownership view of the desktop and the applications required by the departments to ensure employee productivity, flexibility and cost are all considered in a final solution.

The City's contract with CSC expires in November of 2014, and the City of Los Angeles is seeking proposals to compare solutions that consider the best total cost of ownership for an e-mail, desktop and enterprise software approach. This will include a series of required products which must consider software licensing, maintenance and implementation transition services, which must include end user and system administrator technical training. It will include optional products that departments will have the flexibility to purchase, if desired which should include software license cost, annual maintenance costs, support costs (if any), training and consulting services for implementation and integration support (hourly rates).

The LAPD, currently on GroupWise 2012 on-premise, will require the respondent to provide an on-premise e-mail platform, unless a State of California approved FBI CJIS-compliant solution for cloud-based hosting is approved prior to the response date of this RFP. If no FBI CJIS-compliant cloud-based solution is approved by the State of California, then the solution, for those City of Los Angeles departments and offices requiring FBI CJIS

compliance, must be an on premise solution. In addition, the solution developed for the LAPD must be extended to those City Departments and entities that are also required to treat their email system in compliance with FBI CJIS requirements, such as the Office of the City Attorney, LAFD Arson Unit, and all other departments and offices identified by the City of Los Angeles.

The City of Los Angeles Fire Department requires that the solution be HIPAA compliant. The **Health Insurance Portability and Accountability Act** of 1996 (**HIPAA**) required the Secretary of the U.S. Department of Health and Human Services (HHS) to develop regulations protecting the privacy and security of certain health information. To fulfill this requirement, HHS published what are commonly known as the **HIPAA Privacy Rule** and the **HIPAA Security Rule**.

The **Privacy Rule**, or Standards for Privacy of Individually Identifiable Health Information, established national standards for the protection of certain health information. The **Security Rule**, or Security Standards for the Protection of Electronic Protected Health Information, established a national set of security standards for protecting certain health information that is held or transferred in electronic form.

The Security Rule operationalizes the protections contained in the Privacy Rule by addressing the technical and non-technical safeguards that organizations called "**covered entities**" must put in place to secure individuals' "**electronic protected health information**" (**e-PHI**). Within HHS, the Office for Civil Rights (OCR) has responsibility for enforcing the Privacy Rule, while the Centers for Medicare & Medicaid (CMS) has responsibility for enforcing the Security Rule, both perform voluntary compliance activities and can impose civil money penalties.

The Security Rule does not expressly prohibit the use of email for sending electronic PHI. However, the standards for access control (45 CFR § 164.312(a)), integrity (45 CFR § 164.312(c)(1)), and transmission security (45 CFR § 164.312(e)(1)) require covered entities to implement policies and procedures to restrict access to, protect the integrity of, and guard against the unauthorized access to electronic PHI sent and received over email communications.

The standard for transmission security (§ 164.312(e)) has been updated to enforce the use of encryption. This means that each covered entity must assess its use of open networks, identify the available and appropriate means to protect electronic PHI as it is transmitted, select a solution, and document the decision. The Security Rule allows for electronic PHI to be sent over an electronic open network as long as it is adequately protected. This capability must be included in the proposal. It is also required that a signed Business Associate Agreement be included in the response.

Prospective bidders to this RFP are herein referred to as "Proposers." In order to transition prior to the Computer Sciences Corporation contract expiration, the City is requiring that this citywide implementation of REQUIRED PRODUCTS be completed no later than October 31, 2014.

The Information Technology Agency finds that this RFP calls for the pricing for licenses and ongoing maintenance or a SaaS solution, and must take into the consideration for existing investments of licenses purchased. The Proposal response must also include implementation services for product included in the CORE REQUIREMENTS section, associated training (including end users and systems administrators), continued 24x7 support to level 2 help desk staff during the term on the agreement, and administrative services. **The minimum administrative services required of the Proposer is to manage all software licenses under this agreement, coordinate and report quarterly on all use or sales tax associated with downloaded software versus packaged software, report quarterly on the use of subcontractor resources as submitted in the City of Los Angeles Business Inclusion Program, and report quarterly on the amounts spent by department on software, maintenance and services to ensure the contract ceiling limits are not reached and to allow for at least 3 months to make the necessary adjustments.**

The City will provide Level 1 help desk to answer and resolve routine questions to end users and the ITA will have a Level 2 help desk for the more technical questions and would be the central point of contact to the vendor to resolve outages and software problems.

Proposers should also submit expert consulting services rates for OPTIONAL products for implementation and integration services (hourly rates) plus classroom training rates for end-users and systems administrators. Fixed prices must be provided for the training, implementation and software licenses for the REQUIRED products. The contract award will be a master contract upon which City departments will pay for their own software and services. All departments are required to fill out Purchase Technology Requests (PTRs) to ensure that all departments follow the product selections approved in the RFP which will be considered as City standard. Some departments may be allowed an exception to the OPTIONAL standard, where there is significant investment in a particular product which is meeting their needs and it is not cost effective to consider migration to the standard. For those departments with those software products, at the time of software license renewal, they will evaluate the costs of migration versus the benefits of moving to the standard.

Factors other than total cost of the system are important for consideration when it evaluates proposals submitted in response to this RFP, and awards contract(s) for the requested services. The City is seeking the best implemented solution, not necessarily the most functions and features. Responsive proposals will, therefore, be evaluated in accordance with the

criteria set forth in this RFP. At a minimum, the scope of this RFP includes as REQUIRED:

- Secured Citywide e-mail solution with standard e-mail capabilities, calendar function, contacts,
- Mobile data management
- e-Discovery
- Data migration (archives, cloud storage and backups)
- Identity management (IDM) platform (City currently utilizes Novell's Identity Management Solution and replacement is required) to accommodate single sign-on through a federated Active Directory with local Administration to about 50% of City Departments. The ability for bidirectional upgrades of directory data between the City's custom developed CityFone Intranet application and the SaaS contacts. If this capability can be provided without an IDM, the vendor must specify how that similar capability is to be provided.
- Complete migration from department Novell's Directory Services (NDS) to Active Directory for those departments still on NDS
- Office solutions (including word processing, spreadsheet, and presentation at a minimum with other products optional).
- All technical and end user training
- All implementation services and knowledge transfer to technical staff

The City's adoption of Google Apps has been below expectation and department's prefer Microsoft Office due to lack of training and perfect conversion between document types.

Additionally, OPTIONAL desktop and enterprise products are to be priced based on the volumes specified in Appendix P. Other technologies may be explored and included at the City's discretion as an option among other features that might be identified in each Proposer's response.

It is the intent of ITA to administer the user accounts for e-mail, mobile data management and the Identity Management Solution. Active Directory will be deployed as a federated tree with local departmental administration with the capability for cross departmental authentication accommodate a single sign approach where applications allow. The RFP must also include the migration of all departments not on Active Directory (see Appendix R) to a federated directory. Therefore, training for technical personnel,

implementation, and integration into the existing infrastructure are part of the RFP.

The City also intends to solicit proposals for Email Services in a subsequent RFP for provision of Citywide Broadband Services. The City may choose to award a contract for Email Services through this Email/Desktop RFP, or through the subsequent Broadband RFP.

The City reserves the right to award one or multiple contracts resulting from this RFP. The City also reserves the right to award a contract(s) based on similar public contracts held by other governmental entities, for the type of services and solutions included in this RFP, when doing would be to the advantage of the City and its taxpayers. Finally, the City reserves the right to cancel the RFP process or to reject all proposals and not award a contract.

## **B. PROPOSAL PROCESS**

The proposal process consists of three discreet phases, each streamlined in order to meet the implementation schedule of the E-MAIL & CITY DESKTOP/ENTERPRISE STANDARDS project. Communication between Proposers and the City will be permitted only during the Open Phase. In the Evaluation and Recommendation Phase, a proposal is selected and recommended. The final phase is Contract Negotiation and Execution.

### **1. Open Phase**

The Open Phase, begins with the issuance of this RFP. During this phase, a mandatory Proposers' Conference will be conducted. **All Proposers are required to attend. Proposers must also sign the attendance sheet, and register at [www.labavn.org](http://www.labavn.org) to be eligible to submit a response to this Request for Proposals (RFP).** All questions related to this Request for Proposals shall be submitted in writing via e-mail to Heather Jenoure, Information Systems Manager at [Heather.Jenoure@lacity.org](mailto:Heather.Jenoure@lacity.org). All questions with answers will be distributed to Proposers at the conference and will be posted as an addendum at [www.labavn.org](http://www.labavn.org) after the conference along with the sign in sheets.

Hard copies of this RFP will not be provided at the mandatory Proposer's Conference. Please bring your own copy to the conference.

### **2. Evaluation and Recommendation Phase**

The Evaluation and Recommendation Phase commences with the submission of proposals on or before the stated deadline. It includes an evaluation period and a notice of award. Finalists may be asked to make oral presentations of their proposal, with questions from the evaluation team or representatives thereof.

### **3. Contract Negotiation and Execution Phase**

Upon adoption of a recommendation and a notice of award, the Contract Negotiation and Execution Phase will commence. The contract(s) resulting from this RFP will be executed promptly in order to meet the implementation schedule of the E-mail and City Desktop/Enterprise Standards project. The City will have the option of using this pricing for five full years following the execution of the contract with the option, at the City's discretion, of renewing the contract in increments of up to five years at the discretion of the General Manager of ITA, for a total of ten years.

#### **C. PROJECT ORGANIZATION**

ITA is authorized to issue this RFP, and with Mayor and Council approval, is authorized to enter into contracts for the equipment, materials, and contractual services necessary to complete this project.

The City will assign an ITA Project Manager who will administer the contracts and monitor the selected contractor's activities to ensure that said contractor meets contract requirements. The ITA Project Manager will coordinate all City activities related to these contracts. The ITA Project Manager will be supported by a Technical Project Lead for the Citywide e-mail and Citywide collaboration solution. The selected contractor shall be responsible for the integration, installation, and maintenance of the systems implemented under this contract.

#### **II. STATEMENT OF WORK**

The E-MAIL & CITY DESKTOP/ENTERPRISE STANDARDS Solution replaces or continues using the hosted Google platform (where currently deployed) as City's current e-mail solution and adds collaboration tools for over forty (40) non-proprietary departments. The solution must be implemented per Section II (A.2 – Required Solution Implementation).

The City expects to implement approximately 16,000 on premise e-mail accounts for the LAPD and approximately 20,400 SaaS City e-mail accounts. This is inclusive of resource mail accounts such as conference rooms, news and other groups. The City agrees to allow the selected proposer(s) to offer this contract vehicle to proprietary City departments and other local public entities at its discretion. It is mandatory for the solution to be CJIS compliant or provide an on-premise solution for the LAPD.

The basis for preparing cost proposals are established in Section III (see section III-P-2 – Content of Proposals) of this RFP. E-mail, eDiscovery, Identity Management, Active Directory, Mobile Data Management and Desktop Office Productivity deployments are the REQUIRED products, along with the necessary training and implementation services to be deployed by October 2014, and any other OPTIONAL product deployments will be done on a departmental basis as budgets allow.



## A. REQUIRED SOLUTIONS

The City intends to establish e-mail services and capabilities provided in a SaaS model (with the possible exception of the FBI CJIS compliant portion of the solution, which may require an on-premise solution). Providers can specify identity management, mobile data management solution, directory services, and office productivity products as a SaaS solution but should list on-premise solutions as well where possible. The City will ONLY consider proposals from firms that have successfully completed implementation of solutions similar to the core preferred requirements identified in this section, for large enterprises with 10,000 or more e-mail user accounts. Proposers are required to complete the RFP Proposer checklist (see Appendix M) as well as provide details on how their proposals meet the City's requirements.

The E-mail solution, if cloud-based, must be FBI CJIS compliant for the LAPD (including options for encryption of e-mails that include California Law Enforcement Telecommunications System (CLETS) derived data) and other City organizations and entities requiring it, or must otherwise be implemented as a standalone on-premise solution. If an on-premise solution is provided, consideration must also be given to Active Directory, Identity Management, eDiscovery, Mobile Data Management, and office operating is that same environment and integrating to the City's SaaS products. FBI CJIS compliance for the purposes of this RFP is defined as the technological and operational capabilities of the cloud service to enable the City of Los Angeles to manage or configure the cloud services to meet the requirements of the current FBI Criminal Justice Information Services (CJIS) Security Policies as well as those enumerated by the State of California's Department of Justice in reference to FBI CJIS requirements, as encapsulated within the most current version of the California DOJ-authored document entitled "CLETS Policies, Practices and Procedures" (CLETS PPP). This includes all text, numerical data, database records, media files, demographic information, search history, or geo-location information generated by all users or contractors associated with the City of Los Angeles that are contained within or without the FBI CJIS-compliant email solution proposed for the City of Los Angeles departments and entities requiring it (LAPD, Office of the City Attorney, LAFD Arson, etc). The City of Los Angeles must retain the full ownership of all data within such a solution.

Irrespective of whether the data is contained inside or outside of the SaaS portion of the solution that is FBI CJIS compliant, if such is proposed, the provider must not independently respond to requests from any end users without the City of Los Angeles' prior written consent, except where required by applicable law. Provider must not disclose City of Los Angeles data to another law enforcement agency unless required by law and must attempt to redirect the other law enforcement agency to request that data directly from the City of Los Angeles. If compelled to disclose City of Los Angeles data to

any other law enforcement agency, the provider must use commercially reasonable efforts to notify the City of Los Angeles in advance of such a disclosure, unless legally prohibited by Federal or California law.

If provider becomes aware of any unauthorized access to, or attempts to access, any data stored on behalf of the City of Los Angeles, inside or outside of the portions of the system that are FBI CJIS-compliant on provider's equipment or in provider's facilities, or unauthorized access to such equipment or facilities resulting in loss, disclosure, or alteration of such protected data (wherein any one of these occurrences will henceforth be identified as a "Security Incident"), provider must promptly: (a) notify the City of Los Angeles of the Security Incident; (b) investigate the Security Incident and provide the City of Los Angeles with detailed information about the Security Incident; and (c) take reasonable steps to mitigate the effects and to minimize any damage resulting from the Security Incident, unless the Security Incident is governed by stricter standards.

Provider must take all reasonably feasible, physical, technical, administrative, and procedural measures to ensure that no unauthorized use of City of Los Angeles data occurs. Provider must warrant that all active and latent technical capabilities to conduct data mining or other processing that would constitute an unauthorized use of City of Los Angeles data have been either removed from its cloud service or disabled entirely.

For the purposes of this requirement, the phrase "unauthorized use of City of Los Angeles" means the data mining or other processing of City of Los Angeles data, stored or transmitted by the service, for unrelated commercial purposes, advertising or advertising-related purposes, or for any other purpose other than security analysis that is not explicitly authorized by City of Los Angeles, and the phrase "data mining or other processing" means the capturing, maintaining, scanning, indexing, sharing with third parties, or any other form of data analysis or processing of City of Los Angeles data provided to the provider by City of Los Angeles.

Provider's cloud service provided to City of Los Angeles requiring FBI CJIS compliance must be logically separate from its consumer cloud service, and may not be hosted in a multi-tenant fashion with any of the provider's commercial customers. Provider Data, data in provider's consumer online services, and data created by or resulting from provider's scanning, indexing, or data-mining activities, must not be commingled unless expressly approved by City of Los Angeles in advance.

Provider must log access and use of information systems containing City of Los Angeles data, registering the access ID, time, authorization granted or denied, and relevant activity.

Provider personnel must not process City of Los Angeles data without authorization from City of Los Angeles. Provider personnel must be obligated

to maintain the confidentiality of any City of Los Angeles data and this obligation must continue even after their engagement ends.

If there is a conflict between any provision in this solicitation and any provision in provider's commercial terms, including any privacy statement or policy, this solicitation must control.

Due to the highly sensitive nature of the information stored and transmitted by the system, the City of Los Angeles needs to ensure (i) the capability to comply with applicable regulatory and policy restrictions placed on the use and disclosure of that information and (ii) that the contractor will not utilize any of the information for its own or any third party's commercial purposes. Specifically, to protect law enforcement personnel, evidentiary and citizen information, the agency needs to be assured that its data is used only in connection with provision of the services to the agency, and is not being data-mined or commingled with other data for financial or other benefit, direct or indirect, of the service provider or any third party.

A Provider proposal must be submitted based on one of the solution listed in Appendix S, List of Considered Options. The products designated as City Standards were determined by a survey of product usage in all City departments; the products in which the City has made the most significant, long-term investment and which satisfy business requirements were determined to be the Standard. Based on pricing and the preference of the Information Technology Policy Committee (ITPC) and the Information Technology Oversight Committee (ITOC), one of three options or some combination of the three will be considered. Proposers may also include other related solutions or capabilities included in their proposed solutions, but not specifically listed in this section.

DRAFT

## 1. CORE REQUIREMENTS

### a) E-MAIL

Provide details on how proposed solution meets the following e-mail criteria:

- (1) Basic e-mail functionality, including but not limited to send, receive, format, and attachment;
- (2) Ability to create user defined e-mail groups or personal folders based on search criteria;
- (3) Ability to define rules for e-mail handling;
- (4) Ability to add both personal signatures and notes;
- (5) Ability to push contact lists and web links to mobile devices;
- (6) Ability to retain e-mail (List per-user limit, if any);
- (7) Ability to copy, move, and store information to desktop or local storage;
- (8) Ability to print stored information locally;
- (9) Ability to scan or fax from multifunction devices to e-mail;
- (10) Work with City staff to establish remote printing to a City facility;
- (11) Ability to send, assign and delegate tasks;
- (12) Ability to use e-mail system remotely;
- (13) Ability to delegate e-mail functionality to another staff member (i.e., proxy assignments, including mail/phone, appointments, reminder notes, tasks, etc.);
- (14) Ability to define proxy access limitations (e.g., Read/Write; Subscribe to Alarms and Appointments, Modify Options, Rules, and Folders); and
- (15) Retract and/or retrieve within City e-mail system.
- (16) Ability to scan e-mails for known viruses
- (17) Ability to provide anti-spam tools

## **b) CONTACT MANAGEMENT**

Provide details on how the proposed contact management solution meets the following criteria:

- (1) Basic contact management functionality, including but not limited to last name, first name, middle initial, department, title, phone number, cell number, mailing address, e-mail address, business address, photo, contact log, notes, etc.;
- (2) Ability to synchronize contact information with desktop applications (including but not limited to Active Directory)
- (3) Ability to synchronize contact information with industry standard mobile devices;
- (4) Ability to share contact lists;

## **c) CALENDAR**

Provide details on how the proposed calendar solution meets the following criteria:

- (1) Basic calendaring functionality, including but not limited to appointment, event, and sharing;
- (2) Ability to view multiple calendars at same time (both personal and global);
- (3) Ability to schedule resources, including but not limited to facilities, conference rooms, and equipment;
- (4) Ability to manage resources by proxy (e.g., delegate calendar management, set "view-only" or "edit" rights, etc.) to another staff member;
- (5) Ability to print calendars locally in standard formats (such as daily, weekly, monthly, Franklin format, etc.);
- (6) Ability to view and schedule from "free-busy" information; and
- (7) Ability to view or hide appointment details.

## **d) e-DISCOVERY**

Provide details on how the proposed e-Discovery solution (or multiple solutions) identifies and retrieves data, per the following criteria:

(1) Ability to search based on the following criteria (centrally versus delegated store of all incoming and outgoing mail):

- (a) Content using complex Boolean searches;
- (b) Sender and/or recipient;
- (c) Date range; and
- (d) Metadata.

(2) Ability to store search results with any metadata; and to add and delete from search results to create an e-Discovery set.

3) Ability to accommodate legal holds.

4) Enables separate hold notices to be sent to custodians and IT administrators

5) Allows hold reminders and escalations to be automatically scheduled and issued

6) Describe how your solution maintains a defensible record of all legal hold activity

7) Automatically tracks the status of all hold notices across all custodians and provides a consolidated report of all key information in a single view

8) Ability to work with SaaS E-mail and file stores

9) Provides the ability to issue online surveys to custodians.

10) Summarizes survey responses from custodians automatically and provides result in both a summarized and custodian-specific views

11) Allows administrators to manage and flexibly store collected data in multiple preservation storage locations depending on the matter.

12) Automatically sends a release notice to custodians when they are released from a legal hold.

13) Enables custodians to be dynamically populated into the solution from Microsoft Active Directory as well as a IDM.

14) Provides search and identification capabilities for File

Shares.

15) Provides search and identification capabilities for Desktops/Laptops.

16) File type support for retrieval of the following:

- a) Adobe Acrobat PDF
- b) File type support for ASCII Text
- c) File type support for Microsoft Access
- d) File type support for Microsoft Excel
- e) File type support for Microsoft PowerPoint
- f) File type support for Microsoft Word
- g) File type support for Google Docs
- h) File type support for HTML
- i) File type support for Zips and other container files
- j) File Type support for TIFF/OCR pairs
- k) Google Mail and Google Docs

17) Support for the inclusion or exclusion of system file types

18) Support reporting on encrypted and protected files

19) Provides capability to account for name changes, aliases, and different naming conventions that may relate to the custodians being searched

20) Support for collection of files from GroupWise Email server and archive database.

21) Solution is certified to collect data directly from the Google Vault and/or Postini archive.

22) Support for collection of files from Microsoft SharePoint server on the network or hosted in the cloud.

23) Support for collection of files from file shares located on servers and SAN/NAS storage devices attached to corporate network.

24) Support for agentless collection of files from desktops and laptops attached to corporate network.

25) Support for secure on-site collections from laptops, PCs, and files shares onto an external hard drive. (No end user interaction required other than double-clicking an execution file).

26) Provides on-site collection configuration parameters enabling the copying of data onto a pre-defined network location or a USB drive.

27) Provides a complete portfolio of analytical charts and tables displaying volumes and types of collected by custodian that can be exported in CSV or XLS formats.

28) Support average processing speeds of at least 10 GB per hour.

29) Describe the ability for your solution to log administrative and user actions such as login, logout, search, tag, print, and export.

30) Support the LAPD if a separate on-premise solution is provided.

**e) Directory Services**

Provide how the proposed solution meets the following directory service requirements:

(1) Ability to convert all departments on Novell Directory Services (NDS) in Appendix P to Active Directory

(2) Ability to implement a federated tree that allows local administration of user accounts.

(3) Ability to leverage a federated tree for authentication to systems in other departments based on a single sign on.

(4) Ability to integrate to Identity Management solution (requires design and implementation of an IDM system).

**f) Identity Management**

Provide how the proposed solution meets the following identity management requirements:

(1) Ability to leverage existing Novell Identity Management solution or design and implement a new separate Citywide solution

(2) Ability to integrate with Active Directory, Google, PAYSR and CityFone to provide identity synchronization, user password resets and user provisioning



### **g) Mobile Data Management**

Provide how the proposed solution meets the following mobile data management requirements:

- (1) Ability to provision both City issued and Bring Your Own Device (BYOD) mobile devices
- (2) Ability to require 4 digit pass code
- (3) Ability to provide remote wipe of the device
- (4) Ability to provide encryption of City e-mail and data send to and from the mobile device

### **h) Archive and Backup**

Provide how the proposed solution meets the following Archival requirements:

- (1) Ability to store and retrieve all live e-mail data for a minimum of 180 days: 90 days available to the user and 90 additional days available to System Administrators before data is automatically processed for long-term archive.
- (2) Ability to archive data based on content, sender, recipient, and/or other metadata with different archival periods per City policy or legal requirements;
- (3) Ability to retrieve or e-Discover archived data based on content, sender, recipient, and/or other metadata with different archival periods;
- (4) Ability to view, and perform all normal e-mail functions on archive by an e-mail administrator without having to restore; and
- (5) Ability to restore archived e-mail data to "live" status.

### **i) Collaboration**

Provide details on how the proposed collaboration solution meets the following criteria:

- (1) Ability to share data and files stored within the solution;
- (2) Ability to have multiple staff members work on common files at the same time from various City work locations;
- (3) Ability to collaborate with staff members that are

telecommuting or otherwise away from a City facility;

(4) Availability of a Wiki type solution for collaboration that allows changes to be tracked by user; and

(5) Ability to maintain version control (i.e., who, what, when).

## **j) SOLUTION ADMINISTRATION**

(1) Ability, from the administrative console, to:

(a) Fully manage all City accounts within the City network, including but not limited to addition, deletion, manipulation and suspension;

(b) Fully manage SaaS identity and user accounts;

(c) Control SPAM or provides anti-spam;

(d) Control virus or provide anti-virus (including spyware);

(e) Apply content filter;

(f) Ability to apply policies in managing solutions;

(g) Review restricted e-mail;

(h) View all calendars and appointments;

(i) Print historical, statistical and usage reports locally;

(j) Prioritize e-mail accounts;

(k) Manage attachment size;

(l) Setup mail routing;

(m) Manage multiple separate Global Address Lists (GALs);

(n) Use "Whitelist", "Blacklist", and aliases;

(o) Provide Data Loss and Data Leak Protection; and

(p) Ability to manage optional solutions as cited in Section II.B below.

(2) Ability to use all domain names used within City as e-mail extensions;

(3) Ability to synchronize e-mail identities with identities that are managed in an identity management solution and Active Directory;

(4) Ability to control Android and iOS and other such mobile/smart Devices, including the ability to synchronize calendar, contacts and e-mail;

(5) Ability to control e-mail storage limits per user based on maximum storage limits;

(6) Ability to integrate with internal applications using e-mail, specifically using SMTP, IMAP, SOAP, POP3, etc.;

(7) Ability to manage DNS;

(8) Ability to migrate Historical or user Archives from current proprietary format to proposed solution after implementation; and

(9) Extent to which administration can be implemented in a distributed manner to different departments

#### **k) MATERIALS AND EQUIPMENT**

Provide the following material and equipment requirements:

(1) All items (tools, software, network throughput, and hardware) that is/are required within the City's internal network to support the proposed solution; and

(2) Service Level Agreement for escalation of issues or product improvement; and

(3) Minimum workstation requirements for the proposed solution; and

(4) Indicate whether the existing e-mail client and SaaS must remain active during migration of archived e-mail.

#### **l) SERVICE LEVEL AGREEMENTS (SLAS) / SUSTAINABILITY**

Provide the following SLA for guaranteed 99.9% uptime and sustainability for all services proposed under the Statement of Work section:

- (1) Provide SLAs;
- (2) Provide system uptimes over past year for proposed solution;
- (3) Ability to provide outage reports that explain reason(s) for outage and steps to prevent in the future;
- (4) Provide copies of responses to other governmental agencies for similar service offerings;
- (5) Provide solution upgrade philosophy, user affect and lifecycle;
- (6) Provide demonstrated availability statistics as provided to actual customers, including the customers being sited;
- (7) Any proposed plan should take into consideration minimizing disruption to City business during implementation;
- (8) Describe system's High Availability (HA) strategy solution which includes fault tolerance and fail-over in order to provide 99.9% system availability; and
- (9) Describe approach to ensure system and data integrity;
- (10) Describe penalties or credits for not meeting high availability or service level agreements.

**m) ADMINISTRATIVE REQUIREMENTS**

Provide a plan for how the Proposer will:

- (1) manage all software licenses under this agreement,
- (2) coordinate and report quarterly on all use or sales tax associated with downloaded software versus packaged software,
- (3) report quarterly on the use of subcontractor resources as submitted in the City of Los Angeles Business Inclusion Program, and
- (4) report quarterly on the amounts spent by department on software, maintenance and services to ensure the contract ceiling limits are not reached and to allow for at least 3 months to make the necessary adjustments.

## 2. PROPOSED SOLUTION IMPLEMENTATION OF CORE REQUIREMENTS

### a) INSTALLATION

Provide a high level implementation plan for the proposed solution based on each of the following installation scenarios:

(1) Design and Implement Active Directory for those departments in Appendix F and provide a federated tree that allows departments to manage their own environments with the ability to accommodate for single sign-on.

(2) Design, Implement or integrate with existing Identity Management Solution

(3) Migrate the LAPD to a local on-premise or CJIS supported SaaS solution and allow for all historical data.

(4) Implement SaaS e-mail system for all other City Departments with all historic data and archives by October 30, 2014.

(5) Implement latest local and/or SaaS Office Solution to all desktops

(6) Implement E-Discovery tool to work with LAPD's and City's e-mail solution.

(7) Implement Mobile Data Management solution for iOS/Android devices to provide basic 4 digit passcodes, encrypted e-mail and data, and remote wipe capabilities based (counts should be provided based on desktop counts with the assumption of 1 mobile device per user – actual numbers will be negotiation at time of contract negotiations)

### b) INTEGRATION

Provide specific details on how the proposed solution integrates with each of the following:

(1) Mobile Devices;

(2) Applications that use e-mail notifications;

(3) Infrastructure devices that use e-mail notifications;

(4) Novell Identity Management;

- (5) Microsoft Active Directory;
- (6) Various Web Browsers (Chrome and Internet Explorer);
- (7) Proposed eDiscovery Tool; and
- (8) Files stored on-site.
- (9) City customized applications – PAYSR and CityFone

**c) TRAINING**

Provide a high level overview of the training to be included with the proposed solution based on each of the following:

- (1) Coordinated one hour tips and techniques training open to all staff
- (2) Train-the-Trainer for in-house citywide staff training.
  - (a) City plans to have a core group of at least 100 trainers trained that will train the remaining City staff.
- (3) Administrative Staff;
- (4) Technical Systems Administration Training; and
- (5) Availability of on-line training (by function).

**d) SECURITY**

Provide specific details on how the proposed solution addresses each of the following:

- (1) Segregation of City data from other data in the cloud and within the continental United States;
- (2) Secure Access to City data by City staff in the cloud;
- (3) Secure Access to City data by non-City staff in the cloud;
- (4) Encryption of data;
- (5) City data remaining within the continental United States; and
- (6) Supports and provide moderate guarantees for the Federal Information Security Management Act of 2002 (FISMA).

## **B. OPTIONAL SOLUTIONS**

In addition to the "Required Solutions" listed in the Statement of Work section of this RFP (see Section II-A – Required Solutions), the City is also interested in reviewing proposal for technology solutions, services and capabilities available for consideration. Examples of those solutions are listed in this section. Proposers have the option of including a section in their proposals to highlight any or all of the listed solutions. Proposers may also include other optional solutions, not listed in this section. A cost proposal is required for every Optional Solution proposed.

Provide specific details on how the proposed solution addresses each of the following:

### **1. OPERATING SYSTEM**

The city intends to remain on the version of the operating system through the life of the hardware. All systems in the City will be on Windows 7.0 by April 30, 2014. The proposed solutions must indicate any benefits that can be leveraged by this operating system through configuration issues that allow:

- a) Service Packs to enable latest security support;
- b) Energy power management to control power utilization when systems are not in use, and
- c) Ability for systems administrators to control settings to enforce common look and feel and ease support.

### **2. BROWSER**

Provide details on how the proposed solution can optionally meet support of various browsers:

- a) To support SaaS solutions;
- b) Ability to support in house solutions through controlled upgrades; and
- c) To apply security patches.

### **3. ELECTRONIC FORMS**

Provide details on how the proposed solution can optionally meet the following Electronic Forms conversion from Lotus Note Pure Edge to a unlimited XML based license platform that will accommodate:

- a) The conversion of ITA's 250 Forms;
- b) The conversion of LAPD's approximately 650 forms; and
- c) Both viewer and designer with workflow approver capabilities.

### **4. INSTANT MESSAGING**

Provide details on how the proposed solution can optionally meet the following Instant Messaging criteria:

- a) Internally;
- b) Externally;
- c) Handling Public Records Requests;
- d) Integration of voice, photos and video;
- e) Detection of users logged on or not; and
- f) Tracking Options.

### **5. UNLIMITED EMAIL ATTACHMENT SIZE**

Indicate any system constraints to email attachment size and propose how these constraints may be mitigated. The City currently uses YouSendIt when transmitting large files.

### **6. EMAIL MASS DISTRIBUTION**

Indicate any system constraints on the number of addressees that may receive an email, or constraints on the number of addresses that may be entered into a contact group and propose how these constraints may be mitigated. The City currently uses Simple Send when transmitting to large groups.



## **7. OFFICE PRODUCTIVITY APPLICATIONS**

Provide details on how the proposed solution can optionally meet the following local and SaaS Office Applications criteria:

- a) Local Database;
- b) Note Taking;
- c) Business Organization (Task Management); and
- d) Data Management (report writing).

## **8. VIDEO CONFERENCING**

Provide details on how the proposed solution can optionally meet the following Video Conferencing criteria:

- a) One-to-one internally;
- b) One to many internally;
- c) One to many externally and/or internally;
- d) Multiple locations internally;
- e) Ability to use saved video files within office productivity tools;
- f) Real-time on-screen notation;
- g) Remote Desktop Access/Control;
- h) Identify limit on number of participants; and
- i) Tracking options.

## **9. VIRTUAL DRIVES**

Provide details on how the proposed solution can optionally meet the following virtual drive and SaaS storage criteria:

- a) Ability to store files (all types) and work as a virtual drive on the PC desktop and with the operating system file manager;
- b) Ability to search (e-Discovery) files;
- c) Ability to use local and SaaS office productivity tools

- d) Availability of List serve capabilities; and
- e) Tracking Options.

## **10. UNIFIED COMMUNICATION SERVICES**

Provide details on how proposed solution can optionally meet the following communication services criteria within the proposed solutions:

- a) Ability to translate electronic communication; and
- b) Ability to use "TTY" communication
- c) Ability to store/send voice mail as e-mail; and
- d) Ability to provide a voice over IP solution that could replace PBX or key system capabilities.

## **11. GRAPHICAL DRAWING APPLICATION**

Provide details on how the proposed solution can optionally meet the following graphical drawing application criteria:

- a) Ability to replace Org Plus organization diagrams;
- b) Ability to draw floor plans;
- c) Ability to create work flow diagrams; and
- d) Ability to cut and paste into office productivity tools.

## **12. PROJECT MANAGEMENT**

Provide details on how the proposed solution can optionally meet the following project management criteria:

- a) Ability to create work breakdown structures with large number of tasks;
- b) Ability to set milestones;
- c) Ability to PERT and Gantt diagrams to determine dependencies and critical paths;
- d) Ability to track staff time and expenses against project tasks; and
- e) Reporting.

### **13. DESKTOP ANTIVIRUS**

Provide details on how the proposed solution can optionally meet the following anti-virus criteria: Ability to scan and eradicate viruses, Trojans, spyware, bots, zero-day threats, and root kits;

- a) Ability to stay current on latest signatures; and
- b) Ability to use local and/or SaaS.

### **14. ENTERPRISE OPERATING SYSTEM**

Provide details on how the proposed solution can optionally meet the following enterprise server operating system criteria:

- a) Ability support virtualization utilizing VM-Ware;
- b) Ability to tune to support high availability and capacity;
- c) Ability to support flexible storage solutions; and
- d) Ability for remote management and trouble shooting.

### **15. ENTERPRISE COLLABORATION**

Provide details on how the proposed solution can optionally meet the following enterprise collaboration criteria:

- a) Ability to integrate with social media;
- b) Ability to publish content inside and outside the organization;
- c) Ability to share documents on a mobile device or tablet;
- d) Ability to leverage solution for Internet and Intranet; and
- e) Ability to leverage as a content management solution.

### **16. ENTERPRISE SYSTEMS AND OPERATIONS MANAGEMENT**

Provide details on how the proposed solution can optionally meet the following enterprise system management criteria:

- a) Ability to centrally manage computer systems in a network;
- b) Ability to inventory hardware and software;
- c) Ability to provide software distribution and installation;
- d) Ability to manage shared applications; and

- e) Ability to monitor network and applications.

#### **17. ENTERPRISE PROJECT MANGEMENT SERVICES**

Provide details on how the proposed solution can optionally meet the following enterprise project management services criteria:

- a) Ability to provide project portfolio management;
- b) Ability to collaborate and provide project updates;
- c) Ability to provide dashboards; and
- d) Optional SaaS.

#### **18. ENTERPRISE DATABASE SERVICES**

Provide details on how the proposed solution can optionally meet the following enterprise database services criteria:

- a) Ability to provide a relational data base management;
- b) Ability to support data warehousing;
- c) Ability to support business intelligence;
- d) Ability to provide reporting services; and
- e) Ability to support dashboards

#### **19. ENTERPRISE CUSTOMIZED SEARCH**

Provide details on how the proposed solution can optionally meet the following enterprise customized criteria:

- a) Ability to integrate search within a web page; and
- b) Embedding Search in applications.

#### **20. INTEGRATED PROXY, FIREWALL, THREAT MANAGEMENT SERVICES**

Provide details on how the proposed solution can optionally meet the following integrated proxy, firewall, threat management services criteria:

- a) Ability to provide enhanced web protection;
- b) Ability to provide malware protection at the application level;
- c) Ability to provide proxy services and reporting;

- d) Availability to provide firewall capabilities; and
- e) Ability to support web caching.

## 21. ENTERPRISE ON-LINE SERVICES

Provide details on how the proposed solution can optionally meet the following cloud computing platform for on-line services criteria:

- a) Ability to support Platform as a Service (PaaS);
- b) Ability to support Infrastructure as a Service (IaaS);
- c) Ability to host web sites; and
- d) Ability to host database and applications services.

## 22. VIRTUAL DRIVES

Provide details on how the proposed solution can optionally meet the following virtual drive and SaaS storage criteria:

- a) Ability to store files (all types) and work as a virtual drive on the PC desktop and with the operating system file manager;
- b) Ability to search (e-Discovery) files;
- c) Ability to use local and SaaS office productivity tools
- d) Availability of List-serve capabilities; and
- e) Tracking Options.

### III. SUBMITTAL REQUIREMENTS

#### **ALL PROPOSERS MUST SUBMIT:**

One (1) original proposal and a cover letter, each signed in ink, and 1 (one) hard copy of the proposal, and 7 USB Memory Keys or CD-ROMs each containing PDF version copies of the proposal (including all forms, attachments, appendices, and exhibits). **Proposers' submissions must be received by the ITA at the Proposal Delivery Address specified in this RFP no later than October 30, 2:00 p.m. (Pacific Daylight Time).** The City will not accept late proposals, received after 2:00 p.m. (Pacific Daylight Time).

In addition, all Proposers must supply one unbound copy of their proposal with any redacted sections "blacked out" (see Section D – Confidential Information). This copy will be used in case of a request under the California Public Records Act pursuant to applicable provisions.

All proposals to this RFP should be mailed to:

Information Technology Agency  
Business and Administrative Services  
200 N. Main Street, Room 1400  
Los Angeles, California 90012  
Attention: Irene Mayeda

**A. DETAILED COMPANY INFORMATION – COVER LETTER**

Each proposal must be accompanied by a cover letter limited to two pages that references the title of this RFP, contains a general statement of the purpose for submission, and includes the following detailed company information:

1. Full legal name of the Proposer;
2. Legal business status (individual, partnership, corporation, etc.), address, and telephone number of the Proposer;
3. If Proposer is a corporation, partnership, LLP, LLC, etc., identify the state under whose laws Proposer is organized. Otherwise, if Proposer is an individual, identify the state where Proposer is domiciled; and
4. Name, title, address and telephone number of the person or persons authorized to represent the Proposer in order to enter into negotiations with the City with respect to the RFP and any subsequent awarded contract. The cover letter must also indicate any limitation of authority for any person named.

**B. EXPERIENCE**

In order to evaluate Proposers' qualifications and experience, as set forth in this RFP, all proposals submitted in response to this RFP must include detailed information regarding applicable experience, including but not limited to, the following:

A **detailed** description of respondent's qualifications and experience in providing services similar to those proposed in this RFP within the past three (3) to five (5) years.

A representative list of clients for which the **Proposer** has provided services, within the **past** three (3) to five (5) years, similar to those proposed in the RFP. References must include a contact name and telephone number of an individual familiar with the described services.

**List of government entities with whom the Proposer holds current contracts for services and solutions similar to those proposed in the RFP.**

1. Describe Proposer's commitment to sustaining and future development of submitted solutions.

**C. WRITTEN SUBMISSIONS FORMAT**

To be considered responsive, a proposal must be submitted in typewritten English language. All applicable documents, including forms, attachments, appendices, and exhibits to this RFP, must be completed and returned with the proposal. The City may deem a proposer non-responsive if the proposer fails to provide all required documentation and copies.

**D. CONFIDENTIAL INFORMATION**

Proposals submitted in response to this RFP are subject to the California Public Records Act, California Government Code Section 6250 et seq. If you claim that a portion of your submission contains information that you would like to protect from disclosure, please include that notification in your proposal cover letter. The City will endeavor to notify you of any requests for your information. However, you may be required to seek a court determination of the protected status, or that the City determines is required or appropriate.

**E. FORMAT AND SUBMISSION REQUIREMENTS**

Responses to this RFP must be made in accordance with the format set forth in this RFP. Failure to adhere to this format may be cause for rejection of the proposal as non-responsive.

Responses to this RFP submitted shall be based on the material contained in the RFP, the Proposer's Conference responses, attachments, amendments, addenda, and other material published by the City or the ITA relating to this RFP. The proposer shall disregard any previous draft material and oral presentations that may have been obtained by the Proposer.

Proposals shall be submitted in accordance with the requirements set in this RFP and shall constitute acknowledgement and acceptance of all terms and conditions set forth herein. Any implied costs for services shall be itemized in the proposal. Exceptions with any of the terms and conditions set forth herein shall be itemized in the proposal. Failure to do so will be construed as acceptance of all RFP provisions, requirements and specifications.

**F. ACCURACY AND COMPLETENESS**

The cover letter and proposal must set forth accurate and complete information as required in this RFP. Unclear, incomplete, and/or inaccurate documentation will not be considered. Falsification of any information may result in disqualification from the selection process, or in termination of a contract, if discovered in the future. If a Proposer knowingly and willfully submits false performance or other data, the City reserves the right to reject

the Proposer's proposal. If it is determined that a contract was awarded as a result of false performance or other data submitted in response to this RFP, the City reserves the right to terminate the contract. Portions of a proposal that include content from this RFP that have been altered in any manner must be footnoted and referenced in a separate appendix to the proposal.

**G. SIGNATURE REQUIREMENTS**

The proposal and cover letter must be signed by a representative or officer of the Proposer and that representative shall be authorized to bind the Proposer to all provisions of the proposal, the RFP, any subsequent changes, and to the contract if an award is made.

If the Proposer is a partnership, the proposal and cover letter must be signed in the name of the partnership by a general partner thereof. If the Proposer is a corporation, the proposal and cover letter must be signed on behalf of the corporation by **two (2)** authorized officers (a Chairman of the Board, President or Vice-President and a secretary, treasurer or chief financial officer) or an officer authorized by the Board of Directors to execute such documents on behalf of the corporation.

All above signatures must be original and in ink.

**H. FINANCIAL INFORMATION**

Proposer shall provide validated evidence of its financial condition. The last three (3) years of CPA certified annual reports or annual operating statements, and any interim statement supplement completed within the prior six (6) months, is one way of satisfying this requirement.

**I. PERSONNEL INFORMATION**

The personnel assigned to a project must have prior experience successfully implementing projects of similar scope and complexity.

Proposer shall include the names of all key personnel who are employed by the Proposer and the proposed subcontractor(s) who would be assigned to perform services pursuant to a contract. The selected Proposer shall use only experienced, responsible, and capable people in the performance of the work. The selected Proposer shall remove from the job employees who endanger persons, property, or whose continued employment under contract is inconsistent with the interest of the City. Any provider staff assigned to the e-mail implementation project, and has responsibility to administer or manage data contained within the FBI CJIS-compliant portion of the system, shall be required to undergo fingerprint-based background checks by the Los Angeles Police Department in downtown Los Angeles, prior to starting any work on the project.



Proposer shall designate a Project Manager with full authority to administer the contract for the project's design, development, installation, acceptance testing, and training on behalf of the Proposer.

Proposers shall also provide an organizational chart of the contractor's company, depicting its parent company, subsidiaries and subdivisions if any, plus relationships to such other companies.

The chart shall also illustrate the chain of command from the head of the company to the Project Manager.

**J. REFERENCES**

Proposer shall include a list of similar recent projects of equal or greater size that were successfully completed.

Proposer shall provide a description, the size of each implementation, and the name and phone number of a person the evaluation team can contact for verification purposes.

Proposers are required to provide references for the last three (3) to five (5) years.

**K. LANGUAGE AND UNITS OF MEASUREMENTS**

Proposals and all documents submitted in connection with this RFP shall be written in the English language and all numerical data furnished herein shall use the dollar-foot-pound-second system of units of measurement, except where specified.

**L. SUPPORT SERVICES**

The City will not provide parking, clerical, office/storage space, telephone services or reproduction services throughout the proposal process.

**M. CONTRACT DOCUMENTATION**

Contract documentation will begin immediately following the final decision by the evaluation team.

The City/ITA will be free of any obligation to reimburse any unsuccessful contractor for expenses incurred or for work performed in anticipation of a contract.

No contract awarded, pursuant to a proposal submitted in response to this RFP, may be assigned either in whole, or in part, without first receiving written consent from the City. Any attempted assignment, either in whole, or in part, without such consent shall be null and void, and in such an event the City shall have the right, at its option and without penalty, to terminate the contract.

**N. TERMS OF WITHDRAWAL**

All proposals shall be firm offers and may not be withdrawn for a period of one year following the month submitted.

**O. RIGHT OF REJECTION BY CITY**

Notwithstanding any other provision of this RFP, the City reserves the right to reject any or all proposals and to waive any informality in a proposal when to do so would be to the advantage of the City and its taxpayers.

**P. ALTERNATIVES**

Alternatives that do not substantially meet the City's requirements cannot be considered. Proposals offered subject to conditions and/or limitations may be rejected as non-responsive.

**Q. MULTIPLE PROPOSALS**

Proposers may submit multiple proposals in response to this RFP. Each solution option must be submitted in a separate proposal to facilitate scoring.

**R. PROPOSAL ERRORS**

Proposer is liable for all errors or omissions incurred by Proposer in preparing the proposal. Proposer will not be allowed to alter proposal document after the due date for submission.

**S. WAIVER OF MINOR ADMINISTRATIVE IRREGULARITIES**

The City reserves the right at its sole discretion to waive minor administrative irregularities contained in any proposal.

**T. ADDENDUM(A)**

The ITA reserves the right to issue addendum(a) to this RFP which may add additional requirements to be considered responsive. All Proposers must acknowledge addendum(a) issued as a result of any change in this RFP. Failure to indicate receipt of addendum(a) may result in a proposal being rejected as non-responsive.

**U. COST OF RFP**

The City is not responsible for any costs incurred by the Proposer while preparing and submitting proposals. All proposers who respond to this RFP do so solely at their own expense. Proposals shall not include any such expenses as part of the proposed budget. The City will not provide parking,

clerical, office/storage space, telephone services or reproduction services throughout the RFP process.

## **V. CONTENT OF PROPOSALS**

The purpose of this section is to identify the information that shall be submitted in response to this RFP as well as the order in which it shall appear in the proposal.

Each proposal shall be submitted in three separate volumes. Volume I shall be identified as the "Technical and Managerial Proposal". Volume II shall be identified as the "Financial Proposal". Volume III shall be identified as the "General Requirements".

Each page (excluding charts and drawings) shall be 8-1/2" x 11" in size, typed double-spaced using a font no smaller than Arial 12 point. Letterhead stationery should not be used, except for the cover sheet. Typed material shall not be subject to photo-reduction.

### **1. Volume I -Technical and Managerial Proposal**

#### **a) Cover Letter**

Volume I shall contain a cover letter, which will include the company name and address, and the name and telephone number of the person or persons who will be authorized to represent the Proposer regarding all matters related to the proposal and any contract subsequently awarded to said Proposer.

This letter shall be signed by a person(s) authorized to bind the company to all commitments made in the proposal.

#### **b) Table of Contents**

The proposal shall have a table of contents that must identify the information set forth therein by sequential page number and section reference number.

#### **c) Executive Summary**

The executive summary shall be placed after the table of contents and shall provide an overview of the proposed system, the installation approach, project staffing, project schedules, and proposed interfaces with City personnel.

If subcontractors are to be used, a management structure shall be provided for each. The method for resolution of subcontractor disputes shall also be described in this summary.

**d) Solutions, Products and Services**

The proposal must include all proposed products, services and activities necessary to develop and implement the project.

**e) Work Plan by Task**

A project schedule shall be furnished, by phase, indicating the plan for accomplishing the design, development, implementation, acceptance testing, training, and any other support for the proposed project. If the City's participation is required, the contractor shall identify the tasks/sub-tasks which must be completed by City resources and identify, in relative terms, when they must be complete.

**f) Project Schedule**

A project schedule shall be furnished by the Proposer showing the deliverables for each such task, and the significant completion dates (days after contract start) for major tasks of the project. Appropriate review periods may be indicated.

**g) Joint Ventures**

Any proposal that is a joint venture must submit the qualification documentation requested herein for each member of the joint venture.

**h) Subcontractors/Major Suppliers**

The identification of each proposed subcontractor/major supplier, its tasks/products, schedule, etc., shall be included in Schedule A (See Appendix C). A report will be required quarterly on the amount spent on subcontractors for the duration of this contract.

The form and content of all subcontractor/major-supplier provided deliverables shall be described in detail.

## **2. Volume II - Financial Proposal**

The total cost to complete the implementation of the solutions proposed in response to this RFP must be reasonable and competitive. The financial proposal must include a cost breakdown for all required and any proposed optional solutions (and features) listed in the Statement of Work (Section II) of this RFP. The City currently has a contract with COMPUCOM for software and the City will reserve the right to purchase software from either the vendor awarded this contract or COMPUCOM whichever is less.

Cost proposals must be submitted for the implementation and training for all of the REQUIRED products as a fixed not to exceed price. The Proposer shall state any applicable hourly rates for standard hours and extended hours (overtime), as well as any applicable discounts.

### **a) E-mail and Desktop/Enterprise Standards Proposal – Required Solutions**

A complete cost proposal, showing equipment and materials, installation services man-hours at standard and premium rates, and other costs shall be submitted for the all capabilities and services listed as "Required Solutions" in the RFP's Statement of Work Section (see section II-A – Required Solutions). The City expects to implement approximately 16,000 on premise e-mail accounts for the LAPD and approximately 20,400 SaaS City e-mail accounts. Cost proposals are required for each scenario (LAPD, LAPD and the City, or just City).

Any special pricing, introductory offer, buy back, or other incentive pricing shall be detailed in the E-mail and Desktop/Enterprise Software cost proposal. All costs shall be the contract price offered to the City for materials, equipment, or services.

### **b) Optional Solutions Cost Proposal (Optional)**

A complete cost proposal, showing cost for services (hourly rate) and resources (perpetual license and annual maintenance fee and/or SaaS pricing) related to each proposed optional solution at standard and premium rates (see section II-B – Optional Solutions).

## **3. Volume III – General Requirements**

#### IV. GENERAL REQUIREMENTS

In order for a proposal to be considered responsive, all requested information described in the attached "General Requirements" (Attachment A – Appendices A-M) must be included in the proposal.

Additional information regarding General Requirements may be obtained by e-mailing Heather Jenoure at [heather.jenoure@lacity.org](mailto:heather.jenoure@lacity.org) using the subject heading "Email & City Desktop Enterprise Standards RFP ASB-216-13."

#### V. PROHIBITION OF COMMUNICATION DURING RFP EVALUATION PERIOD

After the submittal of proposals and continuing until a contract has been awarded, all City personnel involved in the project will be specifically directed against holding any meetings, conferences or technical discussions with any Proposer except as provided in the RFP. Proposers shall not initiate communication in any manner with City personnel regarding this RFP or the proposals during this period of time, unless authorized, in advance, by the City or the ITA. Failure to comply with this requirement may automatically terminate further consideration of that Proposer's proposal(s).

#### VI. PROPOSAL EVALUATION AND EVALUATION CRITERIA

After receipt of a proposal, but prior to award of any contract, the City, at its sole discretion, may require any or all Proposers to submit additional information and/or to meet in person with City personnel.

Failure of a Proposer to specifically respond to each RFP item, or any other information requested by the City, shall be grounds for rejecting that Proposer's proposal.

The City, at its option, may reject any and all proposals submitted in response to this RFP, or waive any informality in a proposal when to do so would be to the advantage of the City or its taxpayers.

**The City will ONLY consider proposals from firms that have successfully completed implementation of e-mail and collaboration solutions identified in this RFP, for large enterprises with 10,000 or more users and passed the Business Inclusion Program (BIP) subcontractor outreach.** The successful proposal(s) will not necessarily be those that set forth the lowest price or total cost of ownership. The proposal must contain sufficient information that will establish the viability of the Proposer's work plan. The City must be assured that, when completed, the new solution will meet or exceed the requirements identified in this RFP.

Proposals will be evaluated by a Proposal Review Committee composed of representatives from ITA, and other City Departments. The Proposal Review Committee will review all responsive proposals for the core preferred requirements sought for Required Solutions listed in this RFP (see Section II-A Required Solutions).

At the City's discretion, a limited number of proposals will be considered as "Finalists" for further review and will advance to the oral presentations. Following oral presentations, the

Proposal Review Committee will finalize the selection by rating Finalists' proposals based on the following Evaluation Criteria. The result of this evaluation step will be the Committee's recommendation for a new system.

Proposals will be evaluated based on the following criteria:

Evaluation Criteria	Points
Adequacy of Solutions and Soundness of Approach	25
Implementation Strategy of REQUIRED Products	20
Capabilities of Organization and Personnel	5
Project Schedule and Ease of Implementation	10
Training and Promotion of User Adoption	15
Financial Proposal and Total Cost of Implemented Ownership	25
Total	100

For each of the Required and Optional Solutions proposed, criteria to be applied by the City in evaluating the proposals will include, but are not limited to the details discussed below:

**A. ADEQUACY OF SOLUTIONS AND SOUNDNESS OF APPROACH**

Proposer must exhibit a sound understanding of this RFP. Proposer must exhibit a thorough knowledge of each task required and the tasks relationship to the project's objectives. The compliance with technical requirements; estimate of resources, man-hours, and service classes are factors in establishing the degree of understanding.

Proposer must identify foreseeable problem areas and indicate familiarity with the detailed aspects of the problems each task presents. The level of detail described and associated costs for each task and problem area will provide insight into the Proposer's understanding of this RFP.

Proposer must identify and justify the actions recommended to solve specific problem areas and indicate that the system implications of the proposed solutions have been thoroughly considered.

The adequacy of the "Required Solutions" will be evaluated with respect to meeting the specific needs of the E-mail and Desktop/Enterprise Software Proposal, and the requirements articulated in section II.A – Required Solutions. The technical capabilities, overall reliability, sustainability and life of the system and simplicity of approach are factors in determining the viability of the proposed systems.

**B. IMPLEMENTATION STRATEGY OF REQUIRED PRODUCTS**

Proposer must AT A MINIMUM provide complete implementation strategy (including a fixed price for all implementation, training, knowledge transfer) to convert all City

Departments to Active Directory, a Mobile Data Management Solution and an Identity Management. The LAPD, and other City organizations and entities requiring CJIS compliance, must be migrated to a CJIS compliant e-mail system (on-premise only if not CJIS compliant system exists at the time the proposal is submitted) and the rest of the City of a common SaaS e-mail solution. Office productivity tools must be provided with either one or both local and SaaS solutions with more than 25Gb of cloud storage.

### **C. CAPABILITIES OF ORGANIZATION AND PERSONNEL**

The City considers the organization to be the Proposer and any subcontractor(s) or vendor(s) included in the proposal. Consideration will be given to the perceived level and degree of the Proposer's responsibility, motivation, dedication to a successful effort, and to the overall capability of the contractor.

Proposer's history, financial stability, core competency, expected growth, past performance on similar size projects, and reputation will also be considered.

The evaluation team will also consider the experience, educational background, and availability of the personnel to be assigned to the project. Consideration will be given primarily for specific experience in the technical fields required to successfully implement the specific project and meet or exceed the requirements set forth in this RFP. Sufficient personnel must be provided to fulfill the project's objectives.

### **D. PROJECT SCHEDULE AND EASE OF IMPLEMENTATION**

The schedule established by the Information Technology Agency and listed below is estimated and subject to change. Proposals will be reviewed based on the Proposer's ability to plan and execute implementation activities with minimum interruption to the City's business. Ease of implementation, degree of work required by City personnel and details relative to various implementation scenarios will be considered. Proposer's history and past performance relative to successful implementation of similar solutions will also be considered.

#### **Proposals must be able to meet the schedule, including change:**

RFP Release/Bidder's Conference & Open Period – September- October 2013

Proposal Review - November 2013

Vendor Selection– December/January 2013-14

Contract Negotiation & Approval – February/March 2014

Active Directory and Identity Management Deployment – April/May 2014

E-mail, Mobile Data Management, and E-Discovery Implementation – May – August 2014



**E. TRAINING AND PROMOTION OF USER ADOPTION**

The City is seeking the proposal that will provide the best implemented result. Having experienced projects that fall short of expectations and do not provide the anticipated benefits due to insufficient user training and incomplete user adoption, the City is emphasizing the vendor's responsibility to deliver a project in which the City truly avails itself of all the features and enhancements for which it is paying.

**F. FINANCIAL AND TOTAL COST OF OWNERSHIP PROPOSAL**

The City will select the proposal that appears to be in its best interest. Therefore, matters other than financial will also be considered in determining the award. The overall cost of each solution (Required or Optional) will weigh no more than 25% of the points available for each of the Required and Optional Solutions. Credit for existing licenses must be considered in the financial proposal.

**VII. ORAL PRESENTATIONS AND PLANNING SESSIONS**

Finalists will be evaluated based on oral presentations to be made during the month of November 2013 (dates to be specified by the City).

The oral presentations may be made to the Proposal Review Committee and representatives of technology groups throughout the City. Each oral presentation will consist of a 2-hour presentation by the Proposer, followed by a 2-hour Question and Answer period.

During the oral presentations, the Project Manager designated by the Proposer responsible for implementing the City's project must be present to meet in person with City staff and may lead parts of the presentation, along with other key members of the proposed project team, to the extent possible. A review of the contracting mechanisms may also take place during the Oral Presentations and Planning Sessions.

**VIII. TERM OF CONTRACT**

- A. The initial term of a contract resulting from this RFP shall be five (5) years. The City may, at its sole discretion, extend the initial term of the resulting contract under the same terms and conditions for up to two (2) successive two (2)-year periods and one (1) successive one year period upon written notice prior to the ending date of the initial term or any extension thereof.
- B. Proposer should provide details on how portions of City's hosted e-mail data will be returned to the City (in an industry standard data format) and an estimated time frame for return of said data if and when the contract is not renewed. No City data can be retained by Proposer in any media (including hard copies) after termination of this contract.

## **IX. AWARD OF CONTRACT**

### **A. CONTRACT AWARD RECOMMENDATION**

After the evaluation of the proposals has been completed, the Proposal Review Committee will make a written recommendation to the General Manager for negotiation of a contract(s) with one or more designated Proposers. The General Manager will authorize negotiation of the contracts. The negotiated contract will be submitted for approval to the Mayor and City Council. The [www.labavn.org](http://www.labavn.org) will notify proposers and registered users who bookmark the opportunity electronically that a bidder has been selected and award is pending. When the contract has been fully executed [www.labavn.org](http://www.labavn.org) will electronically notify proposers that the contract has been awarded and will direct the proposer to the website for more information.

### **B. POST-AWARD CONTRACT NEGOTIATION**

Immediately following the recommendation to the General Manager for negotiation of a contract, the Proposer(s) designated by the City may be required to attend negotiation meetings that may be scheduled at a later date. The intent of the meeting(s) will be to discuss and negotiate contract requirements including, but not limited to; prices, detailed scope of work specifications, invoicing, and payment procedures. Final execution of contract is subject to Mayor and Council approval.

### **B. RESULTING CONTRACT**

The Proposer to whom a contract is awarded shall be required to enter into a written contract with the City of Los Angeles in a form approved by the City Attorney. This RFP and the proposal, or any part thereof, may be incorporated into and made a part of the final contract. However, the City reserves the right to further negotiate the terms of the contract with the selected Proposer. All work assigned to the Proposer under a resulting contract will be subject to available funding, and no minimum level of work or funding is guaranteed.

### **C. OWNERSHIP OF DATA**

All data, including but not limited to e-mail, attachments, collaboration files, etc., migrated from or entered into Proposer's solution from the City or its authorized users, remains the sole property of the City. This data also includes archived, backed-up, current, or data stored by or for the City in any other form.

Ownership of the data will remain the sole property of the City in the event the Proposer sells, reorganizes, or liquidates the business as it may change the Proposer's legal business name as identified in Section III.A.1 of this RFP. The City will also maintain ownership of said data under any other business condition in which a corporate reorganization transfers

assets from Proposer's legal business name to another.

**X. PROPOSAL PROTESTS**

**A. WRITTEN PROTEST REQUIRED**

All Proposers will be afforded the opportunity to protest the awarding of a contract under this RFP. Any protest must be submitted in writing to the ITA General Manager at the address shown below within fourteen (14) calendar days of the [www.labavn.org](http://www.labavn.org) electronically notifying proposers of a change in the RFP status to "bidder selected."

The procedure and time limits set forth in this paragraph are mandatory and are the Proposers' sole and exclusive remedy in the event of a protest. Failure by a party originating a protest to comply with these procedures shall constitute a waiver of any right to further pursue the protest, including filing a Government Code claim or legal proceedings.

At a minimum, any written protest document must include the following:

1. Name, address, and telephone number of the protesting party;
2. Name and number of this RFP;
3. Name, address, and telephone number of the person representing the protesting party;
4. Detailed statement of the legal and factual grounds of the protest, including copies of all relevant documents. The statement must also refer to the specific portion of the documents that form the basis of the protest;
5. Request for a ruling from the ITA; and
6. Statement as to the form of relief requested.

Protests and attached documentation must be sent to the following address:

Steve Reneker, General Manager  
INFORMATION TECHNOLOGY AGENCY  
Room 1400, City Hall East  
200 North Main Street  
Los Angeles, CA 90012

**B. ADDITIONAL INFORMATION REQUESTED BY ITA**

After the receipt of a timely written protest, the City, at its sole discretion, may require the protesting party, and/or any other Proposer to submit additional information and/or to meet in person with City personnel.

**C. DECISION FOLLOWING PROTEST**

The ITA General Manager or his/her designee will consider the Proposal Review Committee's recommendation for awarding a contract, together with all timely written protests and other pertinent information, and will select the Proposer to be awarded the contract and notify all Proposers of the final selection.

**XI. PROPOSERS' CONFERENCE**

A mandatory Proposers' Conference will be held on September 16, 2013, 9:00 AM. at 200 N. Main Street, Room 1332, City Hall East, Los Angeles, CA 90012. **All prospective Proposers are required to attend.**

All questions related to this Request for Proposals shall be submitted in writing via e-mail to the Project Manager, Heather Jenoure, Information Systems Manager, at [heather.jenoure@lacity.org](mailto:heather.jenoure@lacity.org) no later than September 9, 2013, 12:00 PM (Pacific Daylight Time). Responses to questions that cannot be answered during the conference will be provided in writing following the Proposers' Conference as a written addendum.

DRAFT

Appendix P – Inventory of Systems by Department

<b>City of LA Department</b>	<b># Servers</b>	<b># Workstations</b>
Aging	6	41
Animal Services	17	173
Building and Safety	57	931
Chief Legislative Analyst	6	60
City Administrative Office	6	115
City Attorney	13	654
City Clerk	19	132
Community Development	4	263
Contract Admin	7	325
Controller	21	146
Convention Center	23	200
Council	7	399
Cultural Affairs	0	78
Disability	0	17
El Pueblo	0	31
Emergency Management	0	35
Emergency Operations Center	34	116
Employee Relations Board	0	2
Ethics	4	21
Finance	52	360
Fire	72	1200
General Services	32	753
Housing	31	616
ITA	129	470
Library	133	3378
Mayor	4	323
Neighborhood Empowerment	6	34
Personnel	21	326
Planning	40	250
Police	136	7877
Public Works - Board	0	143
Public Works - Engineering	73	939
Public Works - Sanitation	177	1677
Public Works - Street Lighting	4	149
Public Works - Street Services	12	484
Recreation & Parks	56	687
Transportation	43	483
Zoo	3	142
<b>Total</b>	<b>1,245</b>	<b>24,032</b>

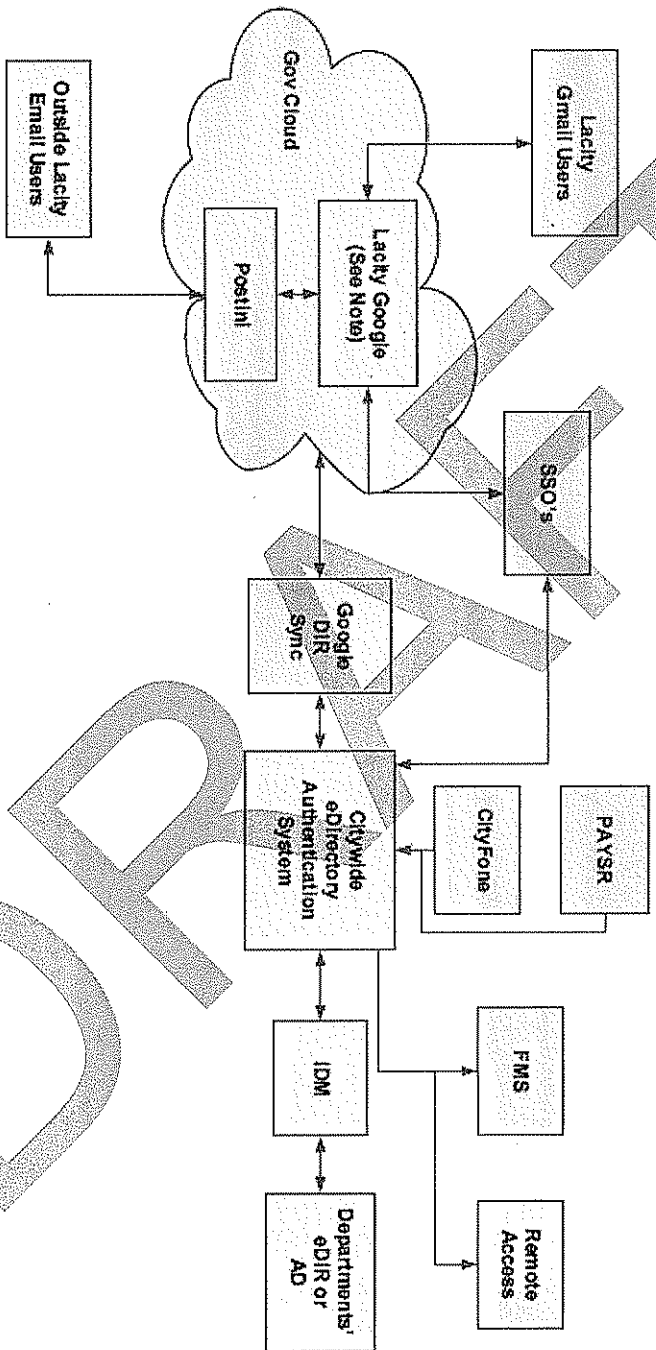
Appendix Q – List of Active Directory Deployments

City of LA Department	ACTIVE DIRECTORY	NETWARE
Aging	X	
Animal Services	X	
Building and Safety		X
Chief Legislative Analyst		X
City Administrative Office	X	
City Attorney		X
City Clerk	X	
Community Development		X
Contract Admin		X
Controller		X
Convention Center	X	
Council		X
Cultural Affairs		X
Disability		X
El Pueblo		X
Emergency Management	X	
Emergency Operations Center		X
Employee Relations Board		X
Ethics	X	
Finance	X	
Fire	X	
General Services		X
Housing	X	
ITA		X
Library	X	
Mayor		X
Neighborhood Empowerment		X
Personnel	X	
Planning	X	
Police		X
Public Works - Board		X
Public Works - Engineering	X	
Public Works - Sanitation	X	
Public Works - Street Lighting		X
Public Works - Street Services		X
Recreation & Parks		X
Transportation	X	
Zoo		X

## Appendix R – List of Considered Options

Product Categories	Microsoft Pure	Google Pure	Standards by Department Hybrid Preference
	Shaded areas below represent bundles/enterprise agreements		
<b>Software</b>			
<b>Desktop Standards</b>			
Operating System	Microsoft Windows 8	Chrome, Android	Windows 7
Browser	Microsoft Internet Explorer 8	Google Chrome	Chrome & Internet Explorer B
Word Processing	Microsoft Word 2013	Google Docs	Word 2013
Spreadsheet	Microsoft Excel 2013	Google Sheets	Excel 2013
Presentation	Microsoft PowerPoint 2013	Google Slides	PowerPoint 2013
Local Database Services	Microsoft Access 2013	Google Sheets/Google Apps Scripts	Access 2013
Instant Messaging, Presence, Voice, Conferencing, Video	Microsoft Lync 2013	Google Hangouts	Microsoft Lync 2013
Note taking, Business organization, Data Management	Microsoft OneNote 2013	Google Keep	Microsoft OneNote 2013
Design and implement XML based Electronic Forms	Microsoft InfoPath 2013	Google Forms and Google Apps Script	Adobe Forms Central
Local Integrated Messaging and Communications Client	Microsoft Outlook 2013	GMail Web UI and GMail Mobile Apps	Gmail
Graphical Object Drawing Application	Microsoft Visio 2013	Google Drawing	Microsoft Visio 2013
Project Management	Microsoft Project 2013	Google marketplace or Chrome Web Store	Project 2013
Desktop Virus/Spam Management	Microsoft System Center Endpoint Protection (Virus/spam for desktop)	Google Apps Email Security	Symantec Endpoint Protection Adobe Acrobat
PDF Software			
<b>Enterprise Services Standards</b>			
Enterprise Operating System	Microsoft Server 8	Google Compute Engine (roadmap)	Windows Server 8
Enterprise Messaging on Premise or in the Cloud	Microsoft Exchange Server 2013	Google Email System	Google E-mail System
Online virus/spam Protection	Microsoft Forefront Online Protection for Exchange (FOPE)	Google Content Compliance	Symantec Endpoint Protection
Enterprise Collaboration, Records Management, E-Discovery and Application Development Environment	Microsoft SharePoint Server 2013	Google Sites	Microsoft Sharepoint Server 2013
Enterprise Systems Management	Microsoft Systems Center 2013	Not necessary in Google environment	Microsoft Systems Center 2013
Operations Management			Internal Developed Solution (SOS)
Enterprise Project Management Services	Microsoft Project Server 2013		Microsoft Project Server 2013
Enterprise Database Services	Microsoft SQL Server Standard/Enterprise or Datacenter	Google CloudSQL	Oracle 11G, SQL Server 2008
Enterprise Customized Search integrated into platform	Microsoft FAST Search for SharePoint	Google Search Appliance	Google Search
Identity Management	Microsoft Forefront Identity Manager 2010	May be irrelevant in a Google environment. Google Apps Directory Sync integrates with AD for provisioning/deprovisioning. Google supports SAML v2.0 for authentication. Google also supports OpenID.	Novell Identity Management
Integrated Proxy, firewall, Threat management Services	Microsoft Forefront Threat Management Gateway 2010	Google Apps Email Security, Google Safe Browsing, Google Content Compliance Policies	Bluecoat, Checkpoint, Cisco
Enterprise Communication Services including full PBX replacement	Microsoft Lync Server 2010	Google Hangouts/Google Chat	Avaya
<b>On-line Services Standards</b>			
Cloud based desktop applications (Word processing, spreadsheet, presentation)	Microsoft Office 365 for Productivity	Google Drive and QuickOffice for Google Apps	Google Docs
Allows applications to be built using many different programming languages, tools or frameworks	Microsoft AZURE for online OS, DB and development of apps	Google App Engine and Google Cloud Storage	Google Cloud

# LACITY IDM/Gmail Infrastructure



Notes:  
 Core Google Services: Contacts, Drive and Docs, Gmail, Google Calendar, Google Groups for Business, Google Sites, Google Talk, Video  
 Additional Services: (not covered by Google Apps Customer Agreement, including the technical support service guidelines) Blogger, Fusion Tables, Google Groups, Google Reader, Google Takeout, Google Voice, Partner Desk, Private Web Albums.

Prepared by Canh Pham 06/08/2013



**Appendix T – Pricing for Required and Optional Items**

**Required Items - Desktop products pricing should be based on 24,000 personal computers. Indicate any credit given for recent Office license purchases.**

City of LA REQUIRED	Product Proposed	Microsoft Cloud Solution Pure SAAS	Microsoft Pure (Cloud/On-Premise)	Microsoft Pure Enterprise Services	Google Enterprise Cloud Services	Hybrid of City Standards
Enterprise Messaging in the Cloud - 20,400 non-public safety users						
Option A: CJIS compliant Enterprise Messaging in the Cloud – 16,000 public safety users						
Option B: CJIS compliant Enterprise Messaging on premise – 16,000 public safety users						
Additional tiers of email storage						
Additional tiers of file storage						
Word Processing						
Spreadsheet						
Presentation						
eDiscovery						
Identity Management						
Directory Services						
Mobile Data Management						
<b>Average annual cost per user/desktop</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Average monthly cost per user/desktop</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

**Optional Items – Provide the cost on a per unit basis, for either an annual subscription a perpetual license.**

City of LA OPTIONAL	Product Proposed	Microsoft Cloud Solution Pure SAAS	Microsoft Pure (Cloud/On-Premise)	Microsoft Pure Enterprise	Google Enterprise Cloud Services	Hybrid of City Standards
Operating System						
Online virus/spam Protection						
Local Database						
Instant Messaging						
Unlimited email attachment size						
Email mass distribution						
Note Taking, Business Organization, Data Management						
Design and implement XML based Electronic Forms						
Local Integrated Messaging and Communication Client						
Desktop Virus Management/Spam Management						
Enterprise Collaboration and web platforms						
Enterprise Communication Services						
Enterprise Operating System						
<b>Average annual cost per user/desktop</b>			\$0.00	\$0.00	\$0.00	\$0.00
<b>Average monthly cost per user/desktop</b>			\$0.00	\$0.00	\$0.00	\$0.00

## Pricing – Training

City of LA REQUIRED	Product	Price per user for on-line user training	Price per user for instructor-led user training	Price per person to train System Administrators
Enterprise Messaging in the Cloud – 20,400 non-public safety users				
Option A: CJIS compliant Enterprise Messaging in the Cloud – 16,000 public safety users				
Option B: CJIS compliant Enterprise Messaging on Premise – 16,000 public safety users				
Word Processing				
Spreadsheet				
Presentation				
eDiscovery				
Identity Management				
Directory Services				
Mobile Data Management				
<b>Average cost per user/desktop</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

City of LA OPTIONAL	Product	Price per user for on-line user training	Price per user for instructor-led user training	Price per person to train System Administrators
Operating System				
Online virus/spam Protection				
Local Database				
Instant Messaging				
Unlimited email attachment size				
Email mass distribution				
Note Taking, Business Organization, Data Management				
Design and implement XML based Electronic Forms				
Local Integrated Messaging and Communication Client				
Desktop Virus Management/Spam Management				
Enterprise Collaboration and web platforms				
Enterprise Communication Services				
Enterprise Operating System				
<b>Cost per user/desktop</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

**Pricing – Implementation Services and Knowledge Transfer**

*Total price should be based on 24,000 personal computers*

City of LA REQUIRED	Product	Implementation Cost - Fixed Price	Technical Account Support (If Applicable)	As-Needed Consultant Service Hourly Rate	Consultant Service Proposed Resource Classification
Enterprise Messaging in the Cloud – 20,400 non-public safety users					
Option A: CJIS compliant Enterprise Messaging in the Cloud – 16,000 public safety users					
Option B: CJIS compliant Enterprise Messaging on Premise – 16,000 public safety users					
Business Productivity Products					
eDiscovery					
Identity Management					
Directory Services					
Mobile Data Management					

City of LA OPTIONAL	Product	Implementation Cost - Fixed Price	Technical Account Support (If Applicable)	As-Needed Consultant Service Hourly Rate	Consultant Service Proposed Resource Classification
Operating System					
Online virus/spam Protection					
Local Database					
Instant Messaging					
Note Taking, Business Organization, Data Management					
Design and implement XML based Electronic Forms					
Local Integrated Messaging and Communication Client					
Desktop Virus Management/Spam Management					
Enterprise Collaboration and web platforms					
Enterprise Communication Services					
Enterprise Operating System					