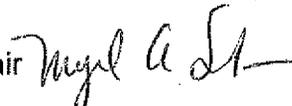


CITY OF LOS ANGELES
INTER-DEPARTMENTAL CORRESPONDENCE

0150-08813-0010

Date: May 9, 2013

To: Honorable Members of the City Council

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

Subject: **FUTURE DIRECTION OF THE CITY'S EMAIL SYSTEM (C.F. 09-1714)**

SUMMARY

On December 4, 2012, the Council authorized the General Manager of the Information Technology Agency (ITA) to execute Amendment No. 3 to City Contract C-116359 with the Computer Sciences Corporation (CSC) for the Software as a Service Email and Collaboration Solution using the Google, Inc. (Google) platform (Contract) in order to extend the Contract through November 19, 2013 (C.F. 09-1714). The City currently has access to 19,790 user accounts for Google email (Gmail), calendaring, and shared documents through this Contract. The Council also instructed the Information Technology Oversight Committee (ITOC), which is comprised of the City Administrative Officer as chair, the Chief Legislative Analyst, and the Office of the Mayor, to begin drafting a Request for Proposals (RFP) for City email, calendaring, and shared documents and to report back to the Information Technology and General Services Committee in four months with an update on this issue.

On March 14, 2013, the ITOC favorably considered a report from ITA regarding the future direction of the City's email system and a strategy for the RFP. This report is attached. ITA proposes to release an RFP that not only addresses the City's email, but also solicits proposals regarding other desktop and enterprise software products. Various City departments currently utilize different desktop and enterprise software products for items such as operating systems, virus protection, and identity management. ITA proposes to work with the City's Information Technology Policy Committee (ITPC), which is primarily comprised of systems managers from all City departments, to develop Citywide standards for all desktop and enterprise software products. The RFP will then solicit proposals for Citywide email and volume purchasing of the selected standard desktop and enterprise software. The RFP will also require vendors to propose email solutions which incorporate the needs of the Los Angeles Police Department (LAPD), in order to adhere to Federal Bureau of Investigation (FBI) Criminal Justice Information Services Division (CJIS) security requirements.

ITA indicates that the proposed RFP will be released in the summer of 2013, with the goal of selecting a vendor by the end of the 2013 calendar year. The current CSC contract for Gmail expires November 19, 2013. It is, therefore, recommended that ITA be authorized to negotiate and execute Amendment No. 4 to the Contract, which would exercise the Contract's final renewal option, subject to the availability of budgeted funds and the prior approval of the ITOC.

Amendment No. 4 would result in a total overall Contract term of five years, through November 19, 2014. Approval of the proposed Amendment No. 4 will allow an anticipated ten months for the City to transition to a new email system should an email product other than Gmail be selected as a result of the RFP.

Additional detail regarding the proposed strategy for the RFP as well as background information on the CSC Contract and Gmail implementation can be found within the Attachment.

RECOMMENDATION

That the City Council approve and authorize the General Manager of ITA, or designee, to negotiate and execute an amendment to City Contract No. C-116359 with the Computer Sciences Corporation, in order to exercise the second of the two one-year renewal options provided within the Contract, for a revised term effective five years from November 20, 2009 through November 19, 2014, subject to the availability of budgeted funds and the prior approval of the Information Technology Oversight Committee and the City Attorney.

FISCAL IMPACT STATEMENT

Approval of the recommendations of this report will allow the Information Technology Agency (ITA) to execute Amendment No. 4 to City Contract No. C-116359 with the Computer Sciences Corporation (CSC) in order to extend the term of the Contract by one year through November 19, 2014. Anticipated Contract expenditures during the term of the Amendment No. 4 are \$831,000. As this Amendment is subject to the availability of budgeted funds, approval of this recommendation is also in compliance with the City's Financial Policies.

MAS:MAF:13110033h

Attachment: Report from the Information Technology Agency dated March 11, 2013 regarding the Future Direction of the City's Email System and Strategy for Request for Proposal

CITY OF LOS ANGELES
INTER-DEPARTMENTAL CORRESPONDENCE

Date: March 11, 2013 REF: EXE-058-13

To: Information Technology Oversight Committee

From: Steve Reneker, General Manager
Information Technology Agency 

Subject: **FUTURE DIRECTION OF THE CITY'S E-MAIL SYSTEM AND STRATEGY FOR REQUEST FOR PROPOSAL (CF 09-1714)**

RECOMMENDATIONS

That the Information Technology Oversight Committee (ITOC) approve this report and forward to the Mayor and Council a recommendation to:

1. Authorize the General Manager of the Information Technology Agency (ITA), or his designee, to release Request for Proposal (RFP) for a new contract for City-wide e-mail and volume purchasing of standard desktop and enterprise software incorporating the inclusion of LAPD if there is opportunity to do so; and,
2. Request the General Manager of the Information Technology Agency to report back to ITOC with RFP draft in 90 days with feedback from the Information Technology Policy Committee for the City's e-mail system(s) and standard desktop and enterprise software; and,
3. Approve and authorize the General Manager of ITA, or designee, to negotiate and execute an amendment to City Contract No. C-116359 with Computer Sciences Corporation for SECS, in order to exercise the second of the two one-year renewal options provided within the Contract, for a revised term effective five years from November 20, 2009 through November 19, 2014, subject to the availability of budgeted funds and the prior approval of the Information Technology Oversight Committee and the City Attorney.

SUMMARY

On November 20, 2009, the City of Los Angeles entered into a contract with Computer Sciences Corporation (CSC) to implement a citywide email system using the Google platform. The City now uses 17,490 Google licenses for e-mail, calendaring, instant messaging, Google Apps, and Google Drive.

The initial contract term was for 3 years, which ended November 19, 2012, and two additional one year extensions at the City's sole discretion. The Information Technology Agency, with ITOC and Council approval executed the first of the two one-year renewal options, extending the term of the Contract by one year for a revised term effective through November 19, 2013.

The strategy is to release the RFP by July 1st and award a contract by December 31, 2013. This would give the City approximately 10 months to implement any new software standards city wide including a new e-mail system should a different vendor be selected. The expanded scope RFP proposed would include necessary training and

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support agreements to ensure a complete and well executed desktop and enterprise standard platform city wide.

BACKGROUND

In November 2008, the City released a Request for Proposal seeking a vendor to implement a new city wide e-mail system, as a service hosted off-site. Conversion to the new system shifted the responsibility for maintaining the software and hardware running the system to the vendor and therefore required less City staff, saving approximately \$1M per year in salaries and indirect costs. It further provided disaster recovery by housing the system off-site with redundant locations. An evaluation panel comprised of participants from 5 departments reviewed 15 responses and interviewed the top 4 candidates. The panel selected CSC, with Google as the provider, as the best proposal. Attachment A shows the timeline for contract execution and subsequent Council and ITA actions relating to the contract.

The strategy of selecting Google enabled that platform to become the standard for the City, consolidating Novell GroupWise and Microsoft Exchange e-mails systems into a common platform. However, it did not take into consideration all of the integration of all other desktop and enterprise software products nor set standards for desktop or enterprise products. The new RFP will consider a comparison of a hybrid strategy of selecting best-in-breed solutions versus a proprietary enterprise approach. This approach will compare costs, integration benefits, training, and support as a total cost of ownership in an effort to ensure the best possible pricing and needs of departments are considered in the final recommendation. Attachment B shows which categories of software will be considered in the RFP.

The ITA has begun preparation steps for drafting an RFP and plans to report back to ITOC in 90 days with input from the Information Technology Policy Committee for the City's e-mail system(s) and standard desktop and enterprise software as well as a draft RFP. ITA will work with LAPD to determine the feasibility of a single Citywide e-mail system to meet the needs of the general employee population and the public safety users. The outcome of the research into LAPD requirements will drive the direction of the new RFP.

FISCAL IMPACT STATEMENT

There is no impact to the General Fund at this time until a financial analysis is done from the responses to the RFP.

Attachments

cc: Monique Earl, Office of the Mayor
Ray Ciranna, Office of the City Administrative Officer
Melissa Fleming, Office of the City Administrative Officer
Jody Yoxsimer, Office of the City Administrative Officer
Karen Kalfayan, Chief Legislative Analyst
Mandana Khantibshahidi, Chief Legislative Analyst
Information Technology Policy Committee
ITA Executive Team

Attachment A
Summary of Council Actions Regarding Contract C-116359
Between the City of Los Angeles
and Computer Science Corporation
for the SAAS E-Mail & Collaboration Solution (SECS)

As of January 2013

On October 27, 2009, the Council approved a request from ITA to execute the Contract with CSC to replace the City's Novell GroupWise e-mail system with Google E-mail (C.F. 09-1714). ITA executed the Contract, along with subsequent amendments and addenda to the Contract as follows:

- Original Contract: The original Contract with CSC was executed in November 2009 for a term of three years with two one-year renewal options and total compensation not to exceed \$7.25 million.
- Addendum No.1: The First Addendum to the Contract was executed with Google and CSC in August 2010. While this single document is entitled Addendum to City Contract No. C-116359, it is also referred to jointly as Amendment No.1. Addendum No.1 addressed the inability of City law enforcement users, including the Los Angeles Police Department (LAPD), to transition to Google E-mail due to Federal Bureau of Investigation (FBI) Criminal Justice Information Services Division (CJIS) security requirements. It, therefore, delineated these requirements, outlined a schedule for LAPD transition to Google E-mail, and required Google to reimburse the City for GroupWise licenses costs incurred due to delayed implementation.
- Amendment No.2 and Addendum No.2: Two documents, a Second Amendment and a separate Second Addendum, were both executed in April 2012. These documents were needed because it was determined that CJIS regulations were not compatible with cloud computing and therefore law enforcement users could not migrate to Google E-mail. The Second Amendment was executed with CSC, and formalized the agreement that law enforcement users would not migrate to Google E-mail under the Contract with CSC. Since that action reduced the overall number of potential City users, which would in turn have increased the price per user, the Second Amendment applied the discounted volume pricing of \$41.99 per year per user account (provided under the Contract for 30,000 users), as long as the City maintains a minimum of 15,300 user accounts. The Second Addendum was executed with Google, and requires Google to reimburse the City for the actual costs of GroupWise licenses for law enforcement users up to \$350,000 per year throughout the term of the Contract, including all extensions.
- Supplemental No.1 to the Contract exercises the first of the two one-year renewal options, extending the term of the Contract by one year for a revised term effective four years from November 20, 2009 through November 19, 2013 was executed in December 2012. The remaining terms and conditions of the Contract, including the Amendment and Addenda, remain in place. Therefore,

law enforcement users will not transition to Google E-mail, and Google will continue to reimburse the City for actual law enforcement user GroupWise license costs. A total of \$300,000 in anticipated revenue associated with this reimbursement is included in the 2012-13 Adopted Budget and is anticipated to be received, According to ITA, LAPD recently invoiced Google \$298,352 for the 2012-13 reimbursement. As user accounts are \$41,99 per year each, it is anticipated that the City will expend approximately \$735,000 in 2012-13 under this agreement for the current 17,490 Google E-mail user accounts. The 2012-13 Adopted Budget includes an appropriation of \$755,820 within ITA's Contractual Services Account to fund Citywide Google E-mail user accounts. Therefore, there are sufficient budgeted funds to support the anticipated expenditures under the proposed Amendment No. 3. Charter Section 1022 does not apply to the proposed Amendment No. 3 as there is no discernible labor component associated with the provision of Google E-mail user accounts. CSC has complied with all applicable contracting requirements, including the Affirmative Action Program, the Equal Benefits Ordinance, the Contractor Responsibility Ordinance, First Source Hiring Ordinance, and the Slavery Disclosure Ordinance. In accordance with Los Angeles Administrative Code Section 10.5(a), Council approval of the proposed Amendment NO.3 is required because the Contract exceeds three years in term and the annual expenditure on the Contract exceeds \$137,319,

Attachment B
City-Wide Standards for Desktop & Enterprise Including E-mail

Enterprise Services	Proprietary Integrated Approach	Hybrid Approach (alternatives)	Other
	Desktop Services Standards		
Operating System	Microsoft Windows 8	Linux, Mac OS X	TBD
Word Processing	Microsoft Word 2013	Google docs, Corel Office, OpenOffice	TBD
Spreadsheet	Microsoft Excel 2013	Google Forms	TBD
Presentation	Microsoft PowerPoint 2013	Google presentation	TBD
Local Database Services	Microsoft Access 2013	Filemaker Pro, Lotus Approach, and Calligra Kexi (open source).	TBD
Note taking, Business organization, Data Management	Microsoft OneNote 2013	Evernote, Google Picasa	TBD
Graphical Object Drawing Application	Microsoft Visio 2013	OpenOffice Draw (open source), Pencil (open source)	TBD
Design and implement XML based Electronic Forms	Microsoft InfoPath 2013	Altova XML editor, Freeform	TBD
Project Management	Microsoft Project 2013	Google marketplace (third party apps include Mavenlink, Insightly, Gantter Project)	TBD
Desktop Virus/Spam Management	Microsoft System Center Endpoint Protection (Virus/spam for desktop)	Norton Symantec	TBD
Local Integrated Messaging and Communications Client	Microsoft Outlook 2013	Google Calendar	TBD
Instant Messaging, Presence, Voice, Conferencing, Video	Microsoft Lync 2013	Google Chat	TBD
Browser	Microsoft Internet Explorer 8	Google Chrome, Firefox	TBD
	Enterprise Services Standards		
Enterprise Messaging on Premise and in the Cloud	Microsoft Exchange Server 2013	Google email system	TBD
Online Exchange virus/spam Protection	Microsoft Forefront Online Protection for Exchange (FOPE)	Google postini, Norton Symantec	TBD

Enterprise Collaboration, Records Management, E-Discovery and Application Development Environment	Microsoft SharePoint Server 2013	Adobe Coldfusion, Microsoft .NET	TBD
Enterprise Systems Management	Microsoft Systems Center 2013	Computer Associates Asset Management, Service desk, Remote Control	TBD
Enterprise Project Management Services	Microsoft Project Server 2013	Google marketplace	TBD
Enterprise Database Services	Microsoft SQL Server Standard/Enterprise or Datacenter	MySQL, RedHat Linux	TBD
Enterprise Customized Search integrated into platform	Microsoft FAST Search for SharePoint	Google customized intranet search	TBD
Identity Management	Microsoft Forefront Identity Manager 2010	Novel IDM	TBD
Integrated Proxy, firewall, Threat management Services	Microsoft Forefront Threat Management Gateway 2010	Postini, Ironport, Bluecoat	TBD
Enterprise Communication Services including full PBX replacement and Lync services	Microsoft Lync Server 2010	Google Instant messaging (IM), voice and video chat	TBD
	Online Services		
Cloud based Microsoft desktop applications (Word, Excel, etc.)	Microsoft Office 365 for Productivity	Google docs, forms, presentation etc.	TBD
Allows applications to be built using many different programming languages, tools or frameworks	Microsoft AZURE for online OS, DB and development of apps	Google Drive, IBM WebSpan	TBD