MINNEHAHA CREEK
WATERSHED DISTRICT
QUALITY OF WATER, QUALITY OF LIFE

Meeting: Board of Managers
Meeting date: 5/27/2021
Agenda Item #: 11.1
Request for Board Action

Title:	Authorization of Microsoft 365 Migration and Implementation Services
Resolution number:	21-038
Prepared by:	Name: Alex Steele Phone: 952-641-4581 asteele@minnehahacreek.org
Reviewed by:	
Recommended action:	Staff seeks Board authorization for Solution Builders services for the migration and implementation of Microsoft 365
Schedule:	Date: 5/28/2021 to 6/11/2021 – Build cloud environment and create user accounts Date: 6/11/2021 to 7/30/2021 – Migrate email data from on premise Exchange server to cloud Exchange server Date: 6/11/2021 to 7/30/2021 – Deploy Microsoft 365 applications to staff
Budget considerations:	Fund name and code: 100-1003 (Information Technology) Fund budget: $230,000.00 (Contract Services) Expenditures to date: $44,525.75 Requested amount of funding: $17,385.00 for migration/implementation services
Past Board action:	

Summary:

Like many organizations, MCWD relies on Microsoft Office for many day-to-day tasks and for completing critical work. From using Powerpoint for Board presentations, Excel for developing and tracking budgets, Word for creating cooperative agreements, and Outlook/Exchange for email communications with partners and the public – the tools provided through Microsoft Office are used daily by every member of staff. Currently, the District uses Microsoft Office 2013 and Microsoft Exchange 2013.

An IT Assessment completed by WSB in April 2020 recommended that the District transition from Microsoft Office and Exchange 2013 to Microsoft 365. Solution Builders and the District's former IT Managed Service provider, Corporate Technologies, also recommended deploying Microsoft 365. These recommendations were born from the fact that it takes significant hardware and administration resources to operate and maintain an on premise email Exchange server, along with greater failure and intrusion risks. Additionally, these recommendations noted that MCWD's collaborative culture and partnership focus would benefit from functionality provided through Microsoft 365.

Microsoft has significantly changed their software licensing model, moving from a one-time purchase to a subscription based service. The monthly subscription fees provides users with access to updated versions and new features. Another significant Microsoft change is the proliferation of cloud services – files and data are stored at an off-site datacenter and are accessible from anywhere with just an internet connection. These subscription and cloud based applications and services are offered through Microsoft 365.

Beyond the familiar applications (Word, Excel, PowerPoint), Microsoft 365 will provide the District with tools that will streamline day-to-day tasks and enhance the District's ability to work dynamically, regardless of physical location.

Below are 4 areas of value accomplished by implementing Microsoft 365 at MCWD:

Collaboration
Microsoft 365 offers many features that will enhance the District's ability to collaborate, both internally and externally. Currently, staff are often locked out of a file while another member of staff edits – leading to multiple versions saved in multiple locations that need to be consolidated to incorporate all changes. With Microsoft 365, multiple staff and external partners can work on a file simultaneously while being able to see real-time edits and changes. Files will also be accessible to staff from anywhere and on any device, without need to connect to the District's network.

Hybrid Work
As the District shifts from a remote to hybrid environment in the coming months, an organization wide communication platform is critical to a successful transition to hybrid work. Microsoft 365 provides Teams, a virtual meeting and collaboration application, allowing remote and in-office staff to connect and collaborate. Teams will also provide the ability for the District to hold hybrid Board meetings, with a mix of in-person and remote attendance and participation.

Administration
Migrating the District's email data from the on premise Exchange server to the cloud will significantly cut down on the amount of administration and maintenance required to keep emails moving smoothly. Utilizing a cloud based Exchange server will alleviate traffic from the District's on premise server and free up server resources for mission critical platforms like GIS, WISKI, data automation and machine learning.

Security
Microsoft 365 brings additional layers of security not provided through the District's current Microsoft Office and on premise Exchange server. One example is multi-factor authentication, which requires the user to present 2 pieces of evidence (usually a password and a 6-digit code sent to a desk or cell phone) in order to access the system - protecting against unauthorized logins. The cloud Exchange server is also kept up-to-date with protection against spam and malware.

Migration and Implementation Services:
Migrating and successfully implementing Microsoft 365 requires thorough planning and technical expertise. Many decisions are required; archiving or migrating old email inboxes, security configurations, document sharing and syncing settings. Solution Builders has experience assisting customers in deploying Microsoft 365, and will lead the District in migration and implementation.

The project has 3 phases:
Planning

- Finalize license needs
- Select backup solution
- Plan for archived data/inboxes
- Determine virtual meeting needs
- Determine document sharing and syncing setup
- Short and long-term staff training schedule

Implementation
- Create cloud environment
- Create user accounts and apply licensing
- Data migration from on premise Exchange server to cloud Exchange server
- Configure backups
- Configure virtual meeting settings
- Configure document collaboration settings
- Apply multi-factor authentication
- Deploy applications to end-users
- Staff training

Project wrap-up
- Retire on premise Exchange server
- Staff training

Solution Builders implementation services for migrating to Microsoft 365 is not to exceed $17,385.00.

Licensing Cost Estimates:
Working with MCWD staff, Solution Builders will conduct in-depth discovery to determine the number and level of Microsoft 365 licenses needed across the organization. Through preliminary research, it is estimated that the District will need 25 Business Premium licenses for staff, and 7 basic licenses for the Board of Managers at an estimated cost of $550/month.

Backups are a critical component of all IT systems. Currently, the District's Exchange server is backed up on premise and replicated to an off-site datacenter. With Microsoft 365 and the District's email data migrating to a cloud server, a separate email backup system is required. Microsoft 365 email backup services are offered through Solution Builders as well as our existing backup provider, OffsiteDataSync, at a cost of $5/month per mailbox. With an estimated 32 users, it is estimated that email backups will cost $160/month.

Supporting documents (list attachments):
1. Quote from Solution Builders for Microsoft 365 migration and implementation services

RESOLUTION

Resolution number: 21-038

Title: Authorization of Microsoft 365 Migration and Implementation Services

WHEREAS, the Minnehaha Creek Watershed District adopted a strategic plan to achieve its mission of protecting and improving water resources by building high impact capital projects and influencing policy; and

WHEREAS, a critical component in operationalizing this strategy is the effective deployment of technology; and

WHEREAS, the District currently uses Microsoft Office 2013 and Microsoft Exchange 2013 to accomplish day-to-day tasks and mission critical work that drives the District forward, such as communicating with internal and external partners through email, presenting to the Board of Managers, authoring cooperative agreements, analyzing and visualizing data; and

WHEREAS, hosting an on premise Microsoft Exchange 2013 server is hardware and resource intensive to administer and maintain, in addition to being a security risk; and

WHEREAS, Microsoft Office 2013 lacks functionality to share, collaboratively edit, dynamically communicate and access files remotely without connecting to the District's network; and

WHEREAS, implementation of Microsoft 365 has been recommended to MCWD by multiple consultants; and

WHEREAS, Microsoft 365 will enhance internal and external collaboration, support hybrid work, decrease the security risks of operating an on premise email server, and to cut down on required administration and maintenance; and

WHEREAS, significant planning and technical expertise is needed to successfully implement Microsoft 365; and

WHEREAS, Solution Builders has led similar projects for a variety of customers and has the experience and knowledge to smoothly migrate, implement and deploy Microsoft 365; and

WHEREAS, Solution Builders will lead the District through planning, implementation and project close-out, including staff training, data migration, security configuration, and retiring the on premise Exchange server; and

WHEREAS, Microsoft 365 licensing for the District is estimated at $550/month, backups are estimated at $160/month, and will be refined and finalized through the planning phase;

NOW, THEREFORE, BE IT RESOLVED that the Minnehaha Creek Watershed District Board of Managers hereby authorizes vendor services for the migration and implementation of Microsoft 365 for an amount not to exceed $17,385.00.

Resolution Number 21-038 was moved by Manager _____, seconded by Manager _____. Motion to adopt the resolution ___ ayes, ___ nays, ___abstentions. Date: 5/27/2021

_____ Date: _____

Secretary

SOLUTION BUILDERS

Your **Technology** Partner

QUOTE

SBIQ2854

Apr 13, 2021

Quoted To:

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Phone: (952) 641-4581

Prepared By:

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PO Number:	Valid Through:	**Apr 28, 2021**	Payment Terms:	**Due On Receipt**

Labor on this quote is an estimate of hours needed. Actual hours used during the project will be billed upon completion, not to exceed 108 hours total (20% overage of estimate). Not to exceed Gran Total is $17,385.00

Hardware and Software will be billed at the time of purchase.

Description	Unit Price	Qty	Ext. Price
USER MIGRATION BNDL - BIT TITAN TOOL	$15.00	25	$375.00
Install - Network/Server Engineer - O365 Migration - Discounted 10%	$157.50	90	$14,175.00

Totals

Subtotal	$14,550.00
Shipping	$0.00
Tax	$0.00
Grand Total	**$14,550.00**

Please contact me if I can be of further assistance.

PRICES AND TAX SUBJECT TO CHANGE. PRICES BASED ON TOTAL PURCHASE. ALL CONSULTING OR INSTALLATION SERVICES TO BE BILLED AT PUBLISHED RATES FOR EACH ACTIVITY INVOLVED. GENERALLY ALL HARDWARE COMPUTER COMPONENTS PROPOSED ABOVE ARE COVERED BY A LIMITED MANUFACTURERS WARRANTY, COVERING PARTS AND LABOR ON A DEPOT BASIS. WE SPECIFICALLY DISCLAIM ANY AND ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES WITH REGARD TO ANY LICENSED PRODUCTS. WE SHALL NOT BE LIABLE FOR ANY LOSS OF PROFITS, BUSINESS, GOODWILL, DATA, INTERRUPTION OF BUSINESS, NOR FOR INCIDENTAL OR CONSEQUENTIAL MERCHANTABILITY OR FITNESS OF PURPOSE DAMAGES RELATED TO THIS AGREEMENT.

To accept this quote, please sign here and return: _____