Report to / Rapport au:

OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA

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Submitted by / Soumis par:
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SUBJECT: RENEWAL OF MICROSOFT ENTERPRISE AGREEMENT

OBJET: RENOUVELLEMENT DU CONTRAT AVEC MICROSOFT ENTERPRISE

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board approve the renewal of a Microsoft Enterprise Agreement through Microsoft for a three-year term from 01 April 2018 to 31 March 2021 at an approximate three year cost of $ 2,641,919.50, including non-refundable taxes.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa approuve le renouvellement d'un Accord Entreprise de Microsoft par le biais de Microsoft pour une période de trois ans allant du 1er avril 2018 au 31 mars 2021 à un coût approximatif de 2 641 919,50 $ pour trois ans, incluant les taxes non remboursables.

BACKGROUND

The Ottawa Police Service (OPS) is undergoing a transformation in information technology and information management as a part of the Modernization Roadmap (MR). An investment of $41.3 million is being made over 6 years to create the technology and information environment needed to support modern police operations, with a focus on mobility.

The OPS hardware environment currently includes a range of computing devices which reflect the unique nature of police operations: desktop computers, laptop computers, in-

car mobile laptops, motorcycle mobile laptops and other mobile wireless devices such as smart phones and tablets. Changes are coming over the next 18 months to update these devices and introduce new ones so that they support the enterprise-wide and mobile applications being promoted through the Modernization Roadmap.

The OPS applications environment is also quite specialized and is dominated by police-specific applications hosted in an on-premise mode. Since 2008, through an Enterprise Agreement (EA), OPS has employed Microsoft Office products and operating systems as a basic component of the computing environment. To date these have been on-premise solutions.   The Modernization Roadmap includes a new approach to applications, and calls for cloud-based options to pave the way forward. This report recommends the renewal of Microsoft Enterprise Agreement, including cloud-based options, which is reviewed every three years.

DISCUSSION

The OPS has standardized on several Microsoft products to create its user-facing backbone. In the past these products were provided through on-premise solutions. As part of the Modernization Roadmap the OPS intends to move towards cloud-based solutions when possible.

A key step in this strategy is to leverage Microsoft's subscription based software products offered through the Enterprise Agreement. Adding products to the OPS environment, such as Office 365, will provide a range of new collaboration tools for OPS member as needed to fulfil the requirements of the Modernization Roadmap. They are also cloud based.

The Microsoft EA includes on premises and cloud based versions of the Microsoft suite of software that will allow the OPS to respond to rapidly changing technology without having to invest in costly consulting services, hardware and software procurement to perform upgrades to its enterprise collaboration and backbone environment.

Key benefits include:

- Discounted Office 365 licensing in years one and two for frontline officers to allow the OPS to realize maximum benefit over the term of the EA.

- Payments spread over a three-year term which enables the OPS to plan and budget for software licensing purchases.

- One annual order each year in conjunction with a yearly "True-Up" so licenses can be added or subtracted and the cost paid annually.

- Flexible licensing to choose from Microsoft cloud services, on-premises software, or a mix of both and migrate on our own terms.

- Quick response to the rapidly changing technological landscape by accessing the latest versions of cloud and on-premises software without paying additional fees.

CONSULTATION

Not applicable.

FINANCIAL IMPLICATIONS

Funding is available in the 2018 budget to cover the costs of the EA and the additional products encompassed in it.

The total potential cost of the 3 year of the EA, identified in quotes obtained, is estimated to be $2,596,255.92 without tax, or $2,641,919.50 after non-refundable taxes. The annual payment is set out below and ranges from $841k in 2018 to $948k in 2020.

Currently, there is $373k per year in the Operating Budget base for the Microsoft EA, contained within the BIS Infrastructure Support software maintenance account (124211-502445). An additional $1M in base funding was added to the 2018 Budget for operating expenditures arising from the various work plans related to the Modernization Roadmap. These funds will be used to make up the difference of $467k.

Expense				
Total EA Renewal with Non Refundable Taxes	$840,567.72	$863,529.42	$937,822.36	$2,641,919.50
Funding				
Existing Budget Base	$373,900	$373,900	$373,900	$1,121,700
Allocation from MR Budget Base	$466,667.72	$489,629.42	$563,922.36	$1,520,219.50
Total Funding	$840,567.72	$863,529.42	$937,822.36	$2,641,919.50

CONCLUSION

The OPS will begin to achieve its goals under the Modernization Roadmap with the best pricing and flexible administration, by continuing to use an Enterprise Agreement to obtain Microsoft enterprise products. This agreement will also signal an important step in moving to a cloud-based environment information management and information technology environment.