

Agenda Report

February 22, 2021

TO: Honorable Mayor and City Council

FROM: Department of Information Technology

SUBJECT: AUTHORIZATION TO ENTER INTO A CONTRACT WITH KLDISCOVERY ONTRACK, LLC (DBA KLDISCOVERY) FOR THE MIGRATION OF ARCHIVE EMAIL DATA TO MICROSOFT EXCHANGE ONLINE CLOUD SERVICES

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed contract is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines Section 15061(b) (3); and
2. Authorize the City Manager to enter into a contract, as a result of a competitive selection process, as specified by Section 4.08.047 of the Pasadena Municipal Code, with KLDISCOVERY Ontrack, LLC (dba KLDISCOVERY) for planning and migration services of archive email data to Microsoft Exchange Online cloud services for an amount not to exceed \$179,520, which includes the base contract amount of \$163,200, and a ten percent contingency of \$16,320 to provide for any necessary change orders.

BACKGROUND:

The Department of Information Technology (DoIT) is responsible for managing, hosting and supporting email communication services for all City departments. In 2017, email services were migrated from an on-site, hosted environment to the Microsoft Exchange Online cloud services, a Microsoft hosted electronic communications platform that provides 24x7 support, redundancy, and accessibility from a variety of devices and locations.

DoIT also maintains another system for storing over 11 terabytes of archived email data that remains on-site. This system has reached its end of useful life and replacement is necessary. In an effort to align email services onto a singular platform and reduce complexity of maintaining multiple systems with email data, staff investigated capabilities of using the Microsoft Exchange Online cloud system for storage of the

data. Staff discovered Microsoft can store the archive email data without additional cost as part of the City's existing service. The City will only be responsible for the one-time professional services to migrate the data from the on-site system into the Microsoft Exchange Online cloud. Staff are also seeking professional services to evaluate and apply retention policies to the archive email data.

On November 12, 2020, a Request for Proposals (RFP) for the "Email Archive Migration" was released through PlanetBids. Ten vendors participated in a mandatory Pre-Proposal meeting on November 18, 2020. One Pasadena vendor participated in the meeting.

On December 16, 2020, a total of two responsive proposals were received. A panel comprised of DoIT staff reviewed and scored each proposal based on the evaluation criteria stated in the RFP. The criteria is outlined below.

	Criteria	Weight
1	Proposed Solution	30%
2	Experience	30%
4	Cost Proposal	30%
5	Local Pasadena Business	5%
6	Small or Micro-Business	5%
	Total	100%

Based on this evaluation, both proposers were invited to conduct virtual live demonstrations of their proposed solutions. In addition, the City also conducted reference checks.

Per the evaluation procedures and criteria stated in the RFP, the proposals were scored and ranked as follows:

Rank	Proposer	Location	Score (100 max)
1	KLDiscovery Ontrack, LLC	Ottawa, Canada	81.3
2	Cornerstone Tech, Inc.	San Jose, CA	73.5

Attachment A includes a summary of the scoring criteria and results.

Based on the scoring above, staff recommends authorization to enter into a contract with KLDiscovery Ontrack, LLC (dba KLDiscovery) for the migration of archive email data to Microsoft Exchange Online cloud services.

KLDiscovery Ontrack, LLC is a global leader in eDiscovery management solutions, they provide end-to-end legal and technology solutions, as well as support to a broad range of clients. KLDiscovery Ontrack, LLC currently serves approximately 4,300 clients worldwide across virtually all sectors including government, financial, telecommunications, healthcare, insurance, retail, and energy.

The costs listed below reflect all implementation services, including planning, technical, third-party software tools, support services, and a ten percent contingency allowance on the base implementation amount.

A summary of the contract is as follows:

Base Implementation Amount	\$163,200
Contingency Allowance (10%)	<u>\$ 16,320</u>
Contract "Not to Exceed" Amount	\$179,520

It is anticipated that project implementation will take approximately nine months under the proposed contract. Currently, there are no open contracts with KLDDiscovery Ontrack, LLC.

COUNCIL POLICY CONSIDERATION:

The proposed contract supports the City Council's goal to improve, maintain and enhance public facilities infrastructure; to provide a high quality of public service, which adds to the quality of life in the City and increases its attractiveness through more efficient management of resources.

ENVIRONMENTAL ANALYSIS:

This proposed contract is exempt from CEQA per section 15061(b) (3), the General Rule. The General Rule can be applied when it can be seen with certainty that the activity will not have a significant effect on the environment. The proposed action will not result in any new development or physical changes to the environment.

FISCAL IMPACT:

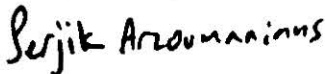
The total cost of this action will be \$179,520. Funding for this action will be addressed by the utilization of existing budgeted appropriations in Capital Improvement Program Budget account number #71165 (DoIT Equipment Lifecycle Replacement FY 2020 - 2024). There are no indirect or support costs anticipated as a result of this contract award.

Respectfully submitted,



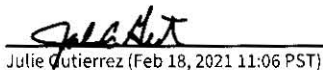
PHILLIP LECLAIR
Chief Information Officer
Department of Information Technology

Prepared by:



Serjik Arzoumanians
IT Manager
Department of Information Technology

Approved by:


Julie Gutierrez (Feb 18, 2021 11:06 PST)

STEVE MERMELL
City Manager

Attachments:

- A) Summary of Proposal Scoring
- B) Taxpayer Protection Amendment