

Sole Sources

Project Name	Microsoft Active Directory and Privileged Access Workstation Design and Implementation Services
Attachments	Public Notice
Contact	Jervai McConico, (404) 371-6330



Department of Purchasing and Contracting NON-COMPETITIVE PROCUREMENT REQUEST FORM

Requesting Department: IT

Department Contact Person: Angela Green Telephone: 404 371-2374
Email: adgreen@dekalbcountga.gov

Requisition Number: _____ Suggested Supplier: Microsoft
Estimated Amount of Purchase: \$ 759,566.08
Detailed Description of the Goods or Services to be purchased: Microsoft AD and PAW Design and Implementation

Emergency (For Emergency Requests, Please check this box and answer all questions below.)

1. Date and Time of Emergency Occurrence: _____

2. Please state the nature of the emergency posing a risk to public health, welfare, safety or resources:

3. State how the Estimated Amount was determined to be Fair and Reasonable (attach supporting documentation):

Sole Source (Please check box and answer all of the following completely.)

1. Provide an explanation why the product, service or supplier requested is the only method that can satisfy the requirements. Please explain why alternatives are unacceptable. Be specific with regard to specification, features, characteristics, requirements, capabilities and compatibility. (Attach additional documents, if necessary):

Microsoft is designing and implementing the new Azure AD environment and has exclusive rights to the DeKalb County tenant which is located in their Microsoft Government Data Centers.

2. Will this purchase obligate us to a particular vendor for future purchases? (Either in terms of maintenance that only this vendor will be able to perform and/or if we purchase this item, will we need more "like" items in the future to match this one?) Explain in detail.

No, this is a single instance of designing and implementing Azure Active Directory and Privileged Access Workstations. Future services will be performed by existing DoIT staff.

3. Explain the impact to the County or Public if this request is not approved.

The existing Active Directory (AD) environment is obsolete and presents a significant cyber security risk to the county. The Privileged Access Workstations are designed to provide a secure environment to perform system administration related work to the new Azure AD environment.

I hereby request that this non-competitive procurement request be approved for the purchase of the above stated work, material, equipment, commodity, or service.

Department Director (Typed/Printed Name) John A. Matelski Signature: John A. Matelski Digitally signed by John A. Matelski
DN: cn=John A. Matelski, o=DeKalb County, ou=DeKalb County, email=jmatelski@dekalbcountyga.gov Date: _____

Do Not Write Below – for the Department of Purchasing and Contracting Use Only

Procurement Agent (Typed/Printed Name) Jervai McConico Signature: Jervai McConico Digitally signed by Jervai
McConico
Date: 2020.02.03 09:38:37 -0500 Date: _____

Procurement Manager (Typed/Printed Name) Phyllis A. Hood Signature: [Signature] Date: 2/3/2020

Approved Not Approved

Signature: [Signature], Director, Department of Purchasing and Contracting Date: 2/3/2020

Please prepare agenda item.

Print Form

(Additional information, attach pages if required):

The purpose of these projects is to design and implement an entirely new Microsoft Windows Server Active Directory Environment along with migrating all employee AD accounts to the new AD system. The Office 365 Onboarding Services is intended to migrate all existing AD accounts to the new Azure AD. Azure AD is an integrated environment that includes synchronization between the new on-site AD and our new cloud based Azure AD. The PAW design and implementation is intended to develop a fully secure computer workstation environment for the sole purpose of conducting and providing on-going administration for the new AD. The existing AD environment was designed and implemented in 2002 - 2003 and is no longer supported by Microsoft. The domain functional level is 2003 and is not capable of supporting the features we need to fully support our Office 365, OneDrive, and directory synchronization requirements. In addition, because of our obsolete AD many important services such as mobile device management and advanced computer management capabilities are not possible. The advanced computer management features are needed to provide efficient operating system image deployments for new computers and advance patch management features for existing computers. The new Microsoft Windows Active Directory environment is the last and final step in fully implementing the modernization of the county email, office productivity, file management, and AD systems. There is no alternative Lightweight Directory Access Protocol (LDAP) . Active Directory is required in our Microsoft Server environment.

Microsoft is uniquely qualified to provide the services required to design and implement the Azure AD environment for DeKalb County. Utilizing the Microsoft Premier Support Services engineering teams for more than the past 7-years to provide supplemental support and engineering services for our Microsoft technical systems uniquely qualifies Microsoft to design and implement the new Azure AD services. The Azure AD environment must be designed and implemented exactly as recommended by Microsoft engineers. In addition to the Azure AD environment this project includes the implementation of PAW security configurations exactly following standards developed by Microsoft. The PAW configurations and secure operating system image is being developed by Microsoft engineers and deployed by DoIT System Engineers. Microsoft is designing and implementing the new Azure AD environment and has exclusive rights to our tenant located in the Microsoft Government Data Centers. DeKalb County does not utilize traditional private sector focused data centers. Because of the specialized skills and direct experience in supporting the DeKalb County Government technical environments Microsoft is uniquely qualified to design and implement the Azure AD and PAW environments. The account migration and onboarding services will be provided to successfully migrate all existing accounts correctly into the new Azure AD environment. Utilizing similar engineering services introduces cyber security risk to our technical infrastructure that we are unwilling to accept. Microsoft technical and data center staff are subject to Federal Government related background investigations as necessary to maintain CJIS, DHS, and IRS related certifications that focus on public safety and government organization requirements.

Public Notice of Proposed Award of Sole Source Procurement

Section A – Description of Proposed Sole Source Procurement

Description of Supplies/Services: Microsoft Active Directory (AD) and Privilege Access Workstation (PAW) Design and Implementation Services

Demonstration of Contractor’s Unique Qualifications: The implementation of the AD and PAW design and implementation services can only be performed by Microsoft Corporation and its affiliates. When the services are performed by an affiliate, it can be done only if directed by Microsoft Corporation.

Section B – To Be Completed by the Department of Purchasing and Contracting

Market Survey Results

Date Public Notice posted on website: 1/27/2020

Date Public Notice closed: 1/31/2020

Review of Offers

Were any offers received (Yes/No): No

Number of offers received: 0

Responders: 0

Purchasing Agent review and recommendation: The Microsoft AD and PAW design and implementation services are some of the last steps to modernize County systems and network security. The current AD environment was implemented in the early 2000s and is no longer supported by Microsoft. Without these services, the County’s network and systems will be at risk for potential attacks. I recommend approving this Sole Source request with Microsoft Corporation.



Agent Signature



Procurement Manager Signature

3 February 2020

Date

2/3/2020

Date



January 22, 2020

Phyllis A. Head
DeKalb County Government
Purchasing & Contracting Department
1300 Commerce Drive, 2nd Floor
Decatur, GA 30030

Re: Microsoft Support Services

Dear Ms. Head:

Microsoft is pleased to provide the following information regarding its Support Services offering to assist DeKalb County in making a determination relative to a sole source justification.

Microsoft Support Services are comprised of a comprehensive support solution that helps reduce costs, enhance productivity, and use technology throughout the IT lifecycle. We offer direct, expedient and unique access to Microsoft product development teams, software developers and source code for current and future products enabling: (a) specialized insight into the architecture of current solutions that can facilitate smooth migrations to existing and future unreleased products/versions; (b) quick and comprehensive resolution of product support, trouble-shooting and hot-fix type issues; and (c) immediate and focused technology feedback links between our customers and the Microsoft product development teams to help shape the direction, features and functionality of future products.

Specialized training of Microsoft personnel is provided from Microsoft product development teams on how enterprise customers can best plan for, deploy, manage and maximize productivity of existing and future Microsoft products.

Furthermore, as part of Microsoft's unique Support Services offerings, the following services are available:

Reactive support helps resolve issues in your Microsoft environment and include prioritized problem resolution services to provide rapid response to minimize downtime. As part of reactive support services, Microsoft offers:

Problem Resolution Support provides assistance for problems with specific symptoms encountered while using Microsoft products, where there is a reasonable expectation that the problem is caused by Microsoft products. Problem Resolution Support and request for support may be submitted via telephone or electronically through the an online support website portal.



Advisory Support: Phone-based support on short-term (limited to six hours or less) and unplanned issues for IT Professionals. Advisory Services may include advice, guidance, and knowledge transfer intended to help you deploy and implement Microsoft technologies in ways that avoid common support issues and that can decrease the likelihood of system outages.

Support Assistance provides short-term advice and guidance for problems not covered with Problem Resolution Support as well as requests for consultative assistance for design, development and deployment issues; including infrastructure support, supportability reviews, application development and access to lab facility to assist with product development, testing, and migration activities.

Service Delivery Management (Support Account Management) activities help to build and maintain relationships with your management and service delivery staff as well as to oversee escalation management and managing the elements of your support offering to meet your business requirements. These actions are managed by a Microsoft Technical Account Manager (TAM), coordinated by resources from a pooled set of resources, or provided digitally through access to an online services portal website portal.

Proactive services which help maintain and improve the health of IT infrastructure and operations. As part of proactive support, Microsoft offers individual proactive services, available and categorized as maintenance, optimization or education services.

Maintenance services help prevent issues in your Microsoft environment and are typically scheduled in advance of the service delivery to help ensure resource availability.

Optimization services focus on the goals of optimal utilization of the customer's technology investment. These services may include remote administration of cloud services, optimizing the adoption of Microsoft product capabilities by end users and ensuring a robust security and identity posture.

Education services provide specialized training that help to enhance your support staff's technical and operational skills through either onsite, online or on-demand instruction. These include specialized workshops, which help prevent problems, increase system availability and assist with creating products and solutions based on Microsoft technologies, and specialized training, which includes how customers can best plan for, deploy, manage, and maximize productivity of existing and future Microsoft products. These sessions are available at your facility or at Microsoft and can include deep technical development presentations with hands-on labs to facilitate your implementation of Microsoft technologies.



The support services described above are performed only by Microsoft Corporation or its affiliates (including full time employees and outsourced service providers delivering support as directed by Microsoft), even in those circumstances where it is sold through a reseller.

Should you have any questions concerning this letter, please do not hesitate to contact me at 703.673.7871 or at dgallagh@microsoft.com.

Sincerely,

DocuSigned by:
David J. Gallagher
CSF4FFFE6A2E45D...

David T. Gallagher
Director of Contracts
U.S. Public Sector Services