



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 20-234

Board Meeting Date: 4/21/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Jon Walton, Chief Information Officer, Information Services Department
Subject: Amendment #1 with AvePoint Public Sector, Inc. for SharePoint and Office 365 Administration and Reporting SaaS Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment with AvePoint Public Sector, Inc. to provide a Software as a Service solution for SharePoint and Office 365 administration and reporting services, extending the term through March 29, 2021 and increasing the amount by \$49,500 for an amount not to exceed \$148,500.

BACKGROUND:

The County began using Microsoft Office 365 and SharePoint Online platform as the enterprise application suite to improve office productivity and collaboration in 2015. Today, Office 365 includes SharePoint, OneDrive, Outlook, Teams, Word, Excel, PowerPoint and other apps. As adoption and use of these applications has grown over time, it has created a need for more advanced administrative functions to manage the continued growth of documents created by employees using these tools. AvePoint provides Office 365 administrators with advanced management features including document policy creation and enforcement for compliance and audits, advanced reporting and control of settings, user activity, permissions, and the ability to keep content in sync in multiple SharePoint locations in real-time.

On March 30, 2018, the Information Services Department (ISD) entered into an agreement with AvePoint Public Sector, Inc. for this Software as a Service (SaaS) solution for SharePoint and Office 365 advanced administration and reporting services for a 2-year term through March 29, 2019 for an amount not to exceed \$99,000.

DISCUSSION:

With the Board's approval, AvePoint Public Sector, Inc. will continue providing advanced administrative capabilities for SharePoint and Office 365 for another year. As of January 2020, the County had a total of 7,369 Office 365 licensed users and 632 distinct SharePoint Online site-collections containing 1,520,267 documents that are successfully managed through AvePoint.

County Counsel has reviewed and approved the Resolution and Amendment as to form.

This amendment assists us by continuing to successfully manage document policy, access and permissions to documents and site-collections within the Office 365 and SharePoint applications used by county employees. Success of this service will be measured by effective administration and reporting of the growing number of documents and site-collections within SharePoint as documented below.

PERFORMANCE MEASURE:

Measure	Total files managed through AvePoint as of February 2020 (Actual)	Total files managed through AvePoint as of February 2021 (Projected)
Manage access, permissions and reporting for large volume of files and site-collections on SharePoint and OneDrive	4.3 million files	4.7 million files

FISCAL IMPACT:

Funding for this agreement is included in ISD's FY 2019-20 Adopted Budget and Core-IT service charges. There is no new Net County Cost associated with this resolution.