



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 21-239

Board Meeting Date: 3/23/2021

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Jon Walton, Chief Information Officer, Information Services Department
Subject: Amendment No. 2 with AvePoint Public Sector Inc. for SharePoint and Office 365 Administration and Reporting SaaS Services

RECOMMENDATION:

Adopt a resolution authorizing a second amendment the agreement with Avepoint Public Sector Inc. for continued SharePoint and Office 365 administration, management, and reporting Software as a Service, extending the term through March 29, 2024 and increasing the amount by \$148,500 for a new not to exceed amount of \$297,000.

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, 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, 2020 for an amount not to exceed \$99,000.

On March 30, 2020, ISD amended the agreement with Avepoint Public Sector Inc. for continued SharePoint and Office 365 administration, management, and reporting Software as a Service solution, extending the term through March 29, 2021, and increasing the amount by \$49,500, for a new not to exceed amount of \$148,500.

DISCUSSION:

With the Board’s approval, AvePoint Public Sector Inc. will continue to provide advanced administrative capabilities for SharePoint and Office 365 for another three years. As of February 2021, the County had a total of 7,366 Office 365 licensed users and 1,218 distinct SharePoint Online site-collections containing 2,464,438 documents that are successfully managed through AvePoint.

This amendment allows AvePoint to continue to assist ISD in managing the County’s document management policy, including access and permissions to documents and site-collections within the Office 365 and SharePoint applications. The successfulness 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.

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

PERFORMANCE MEASURE:

Measure	Total files managed through AvePoint as of February 2021	Total files managed through AvePoint as of February 2022	Total files managed through AvePoint as of February 2023	Total files managed through AvePoint as of February 2024
	(Actual)	(Projected)	(Projected)	(Projected)
Manage access, permissions and reporting for large volume of files and site-collections on SharePoint and OneDrive	8.5 million files	9.0 million files	9.5 million files	10.0 million files

FISCAL IMPACT:

The term of this amendment will extend through March 29, 2024. The new total not to exceed amount of this agreement, including \$148,500 for this amendment, is \$247,000. Funding for this agreement is included in ISD’s FY 2019-21 budget and will be included in future budgets. These charges will be included in Core-IT service charges.