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2010

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LA
GEECS

(Los Angeles
Google Enterprise Email & Collaboration System)



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– Goal



- Provide the city a robust email system and office software suite (word processing, spreadsheets and presentations) that promotes communication, collaboration, improved productivity and significant cost savings.



Schedule

- *January 16, 2009* – Released
- *February 25* - Responses Due
 - Received 15 responses
- *March* – Announced Finalists
 - RFPs scored
 - 4 Finalists Chosen - One firm declined the next phase
 - Finalists presented Orals with Q&A (8 hours each)
- *April* – Announced Recommendation
 - CSC Chosen
 - Presented Recommendation to ITGA (Council Committee)
- *May thru October* – Briefed Staff & Negotiated Contract
- *October 23* – Council voted unanimously to approve
 - Requested several changes
- *November 20* – Negotiated Changes & Signed Contract
- *December 15* – Project Began
- *January 8, 2010* – First Account Migrated



System Questions

- “Why should we be first?”
- “Is it secure enough for CA DOJ data?”
- “What if our internet fails?”
- “Our network seems so slow already. Won’t this make it worse?”

Contract Questions - Hurdles

- “Who owns the data?”
- “How do we get the data back?”
- “We need liquidated damages!”
- “We need to be able to cancel without cause!”

Had to fight a “misinformation” campaign

Coverage for Data

- NDA provides for perpetual coverage
- City always owns all of its data
- City did not grant CSC or its subs the right to release or view any data without prior approval
- City has right to audit in several forms

Contract Penalties

- Start at 5 minutes of outage
- Include breach of NDA
- Can cancel and receive rebate of pre-paid services

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General System (for all staff):

- Email
- Anti-Virus & Spam
- Storage
- Archiving
- e-Discovery, and
- Training



Optional Services (by department):

- Office productivity replacement
- Collaboration
- File version control
- Storage/virtual drives

Implementation Schedule:

- Pilot:
 - January 18 thru April 12
 - <3000 users (including ITA)
- Production Migration Phases:
 - 7 separate phases (migrations groups)
 - April 12 thru June 18
 - ~30,000 users (including LAPD)



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System Benefits



- **Significant** cost savings (**\$5.5 Mil to \$30+ Mil**);
- State-of-the-art system;
- Administrate entire system internally;
- Vendor would manage upgrades, back-ups, disaster recovery and archival;
- Provides more collaboration and integration with other systems;
- Provides many more features in both core and optional services (than current systems);
- Works with all devices (is device agnostic); and
- Closer functionality to what users see at home.

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Questions?