



## Department of Enterprise Technology Services

### Executive Branch Business Productivity Applications Information Request December 11, 2019

In response to the information request from the November 21, 2019 JAC memo, the following is provided with **JAC questions in bold font** for reference.

- 1. What is the current per user/per fiscal year cost for executive branch agencies utilizing Microsoft's Office 365 or Office desktop client? (If ETS is unaware of an average annual cost for this business application, please advise a methodology that would allow determination of that cost, e.g., identify business partners in the state's accounting system and query those agencies with contracts directly?)**

ETS Response:

- ETS has found the cost to be \$24.30 per license / per year with a total calculated spend over the last nine years of \$1,991,908.
  - *Notes:*
    - *Executive branch agencies using Microsoft Office have purchased desktop clients. These are not purchased on a per user / per fiscal year basis, so instead of a per user / per year, ETS used a per license / per year cost.*
    - *Licenses are typically used for many years before being replaced so to provide a long-range picture, ETS used license counts from Office 2010 forward for the calculation (about the last nine years). License counts are taken from network scans.*
    - *The licensing price used for the calculation was based on the purchases over the last two years.*

- 2. What is the current per user/per fiscal year cost for the state's contract with Google?**

ETS Response:

- ETS found current costs to be \$106 per user / per year with a total calculated spend over the last nine years of \$11,149,536.

ETS Note:

- ETS recommends caution if comparing these two costs as the services are not interchangeable.

- 3. Is ETS anticipating an RFP to either replace or continue the current executive-branch business productivity application, currently retained with Google?**

ETS Response:

- ETS anticipates RFPs to improve services, systems, and efficiencies for the State. The results of these RFPs may lead to the retention or replacement of one or more current services and/or vendors. The scope of anticipated RFPs are yet to be determined as ETS is researching current processes, technologies, and services across the state.

- a. **If so, when is the anticipated date of a forthcoming RFP and proposed date of any migration, in the event an alternative vendor is identified?**

ETS Response:

- RFP(s), as applicable, are expected within the next calendar year.

- b. **Is so, what are the budget unit(s), object(s), revenue source(s), and amounts identified in the 2021-2022 biennial budget request for all potential costs associated with such an application suite and any associated costs, e.g., migration.**

ETS Response:

- Currently budgets are included in the request for priority 1.
- As it is determined what current services may be replaced, the associated budget details will be sought.

4. **If such an RFP is contemplated,**
  - a. **What is the anticipated, or budgeted, migration cost?**
  - b. **What are the planned parameters of an RFP in terms of controls on price escalators, fixed pricing, contract duration, and inclusive capabilities? (As to capabilities, what specific capabilities are anticipated from a vendor, including but not limited to email, storage, web hosting, conferencing, office applications, and security?)**
  - c. **What is the anticipated per user/per year cost of a future contract?**
  - d. **What is the expected time and effort to make such a conversion to a new platform?**

ETS Response:

- RFP's are yet to be determined, however, items such as those listed in sub questions a through d are typically part of project management practices and would be included, as applicable, in potential RFPs.

5. **How does ETS acquire Microsoft products?**

ETS Response:

- ETS purchases Microsoft Office through Software House International (SHI).
- ETS purchases Microsoft operating systems with computers via the computer vendor and directly from SHI.
- ETS purchases other Microsoft products typically through SHI, CDW-G, or Microsoft.

6. **What licensing and broad level of products and services are anticipated to be included in a RFP, e.g., G-Suite and Microsoft Office 365 E3, etc.**

ETS Response:

- This is to be determined.

Thank you for the opportunity to respond and we look forward to the opportunity to discuss further as needed.