Enhance Productivity for Today’s Government
Communicate better and work together from virtually anywhere with Office 365

Stephanie Kleiner
Senior Account Executive
Microsoft Corporation
Phone: 954.727.1004
Email: stephanie.kleiner@microsoft.com

Conrad Salazar
Account Technology Strategist
Microsoft Corporation
Phone: 954.492.5256
Email: conrad.salazar@microsoft.com

June 3, 2014
The City of Miami Today

The clamor for government at every level to trim down, yet accomplish more has never been louder. It’s a seemingly impossible mandate, but with the right set of tools, the City of Miami can meet that challenge head on. The answer lies in the cloud, with technology that maximizes flexibility for workers and organizations, enabling them to achieve greater efficiency and to cost-effectively improve services.

<table>
<thead>
<tr>
<th>Agency Initiatives</th>
<th>Related IT Priorities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Drive Efficiency</strong></td>
<td>Provide a business-adaptive infrastructure for internal teams to create, carry out, and track more effective solutions</td>
</tr>
<tr>
<td>Reduce costs and improve internal efficiencies by streamlining operational processes and providing employees innovative tools to deliver the best value for citizens and their communities.</td>
<td>Leverage existing resources to improve efficiency and reduce the total cost of operation of IT infrastructure</td>
</tr>
<tr>
<td><strong>Access Miami</strong></td>
<td>Develop and host Access Miami web sites and apps in the cloud to save on capital and operation costs</td>
</tr>
<tr>
<td>ACCESS Miami is a citywide, comprehensive empowerment strategy aimed at increasing residents' access to the financial tools and education that are fundamental to economic prosperity and success. The ACCESS model aspires to equip the entire community with the wealth-building tools necessary for economic self-sufficiency.</td>
<td></td>
</tr>
<tr>
<td><strong>Elevate Miami</strong></td>
<td>Through Microsoft citizenship programs, Microsoft made a substantial software donation to South Florida Digital Alliance to support Elevate Miami initiative</td>
</tr>
<tr>
<td>The City of Miami launched a comprehensive Digital Inclusion Program: Elevate Miami. The goal is to better prepare our community to participate and compete in the new digital society and digital economy by assisting our citizens in becoming more comfortable with and adaptable to new technologies.</td>
<td></td>
</tr>
</tbody>
</table>

Recommendation

Given the strong sense of affinity and community within many government agencies, there has been a strong demand for cloud specifically for the US government tenants. In response to this demand, Microsoft now offers Office 365 for Government – an NSIT-based community cloud for United States Government customers – that will enable you to:

- **Reduce Hardware Infrastructure/Storage Costs**: Office 365 includes Disaster Recovery, Backups, Storage in the Cloud, Available anywhere you have internet access, 99.9% Uptime SLA, financially backed.
- **Innovative Software**: No need to patch/protect/upgrade servers. "Evergreen" service maintains pace of innovation today. Per-user licensing model more in tune with today's multi-device workforce needs.
- **Compliance and Security**: Comprehensive eDiscovery and Retention, Rights Management, Messaging Encryption, Data Leak Protection, Certified for ISO 27001, HIPAA, FISMA, and CJIS-ready.
- **Productivity Gains**: Online storage, Expanded mailboxes, Access to the latest apps across devices, Seamless apps vs. Disjointed app from disparate providers.
- **Gains for IT**: IT can spend time on strategic projects vs. mundane maintenance. Few disparate projects to learn, manager, and administer. Deliver new capabilities to end users more rapidly, Offload trivial tasks and promote self-service.
- **Simplified Procurement and Support**: fewer vendors, support channels, and procurement cycles to manage, save time on contracts, legal, and purchase reviews.
Microsoft Office 365

Office 365 for Government brings together cloud versions of Microsoft's trusted communications and collaboration software with familiar Office Professional Plus desktop suite. Everyone can work together easily with anywhere access to email, web conferencing, documents, and calendars. It includes business-class security and comes with financially backed 99.9% SLA.

DELIVERING THE POWER AND SAVINGS OF CLOUD PRODUCTIVITY TO YOUR BUSINESS

With Microsoft Office 365, the City of Miami will benefit from:

- **Best Productivity Experience:** Integrated tools let you manage, share, and edit documents, calendars, task lists, and schedules with colleagues, partners and customers.
- **Access Anywhere:** Mobility features help you solve problems from more places by accessing mail, contacts, calendars, and SharePoint sites from hundreds of devices.
- **Familiar User Interface:** Familiar business productivity capabilities mean minimal user training is required to get productive right away.
- **Robust Security and Reliability:** Premium anti-spam and antivirus protection provided by multiple virus scanning engines.
- **It Control and Efficiency:** IT-friendly service update policies put you in control and management is simplified with a single administration center with role-based access.

---

**Office 365 ProPlus**

Familiar and full Office user experience
Works with your on premises email and storage
5 PCs/Macs + 5 tablets + 5 phones
Office for iPad
Access documents offline
Document-level permissions
25GB OneDrive to manage and share documents
Share documents securely with Extranet Sites

**Lync Online**

Online meeting with desktop sharing
IM & Presence across firewalls
GAL search with contact card
Skype federation
Free/busy coexistence
Integrated personal archiving
Retention policies and legal hold
50GB mailbox w/ voicemail & unified messaging

**SharePoint Online**

**Exchange Online**

CONTROL AND EFFICIENCY

Single user interface to purchase, administer | Single sign-on with on-premises Active Directory
99.9% financially backed SLA | 24x7 IT pro support | Built in geo-redundancy in regional data centers

"The robust security and reliability that Microsoft was providing with Office 365 was essential—we would not have agreed to a hosted solution without making sure that the State's data would be secure."

Tarek Tomes, Assistant Commissioner (OET), State of Minnesota

For full case study, see page 11
Microsoft Office 365 for Government

Office 365 uses the power of the cloud to deliver a new kind of productivity and efficiency—without the burden of costly infrastructure.

Why Office 365 for your agency?

With Microsoft Office 365, City of Miami can:

- **Replace Aging Systems.** With Office 365, you are running always-current productivity solutions—no worries about server patching, updating, or upgrading. Office 365 takes care of it, freeing IT staff for more important tasks.

- **Support Telework and Help Reduce Travel Expenses.** Office 365 makes it easy for people to work together regardless of their location. With audio and video conferencing plus screen sharing and a virtual whiteboard just a few clicks away—accessible via the Internet—it's almost like you're all in the same room, even when you aren't.

- **Plan for Continuity of Operations.** Disaster preparedness is paramount for every level of government service. Office 365 delivers mission-critical communications tools from geo-redundant data centers with SAS 70 and ISO/IEC 27001 certification.

- **Automate E-Discovery.** Document retention and auditing policies in Office 365 help you control and track access to information, while enabling you to search and store more efficiently across records repositories, including email and IM.

- **Help Reduce Expenses.** With Office 365, you can sustain a reliable and cost-efficient IT infrastructure. And the pay-as-you-go pricing options give you predictability and flexibility for all or part of your organization.

Government Community Cloud

Security and privacy play a big role in any decision to move to the cloud. Office 365 for Government accommodates this need with a new multi-tenant service that stores United States government data in a segregated community cloud. Like other Office 365 offerings, it includes productivity and collaboration services that support the most rigorous global and national standards.

- Physically segmented core customer data
- Access only granted to U.S. citizens with FBI CJIS screenings
- U.S. Government data stored in U.S. datacenters

What's included in the Office 365 for Government Community Cloud?

With Microsoft's Office 365 for Government, City of Miami gets a dedicated infrastructure ensuring compliance with regulatory requirements including the following benefits:

- The same security standards as Office 365 Enterprise today including services such as Exchange Online, Lync Online, SharePoint Online, and Office Professional Plus.

- Microsoft’s commitment to Public Trust Moderate Background Investigations for any personnel access granted to customer data.

- Availability for U.S. government entities with .gov and .mil domain extensions and Federally Funded Research & Development Contractors (FFRDCs).
Microsoft Offer

Microsoft is proposing a cost-effective set of solutions enabling the City of Miami to realize the value of the next wave of Microsoft technology as the best approach to meet its business initiatives and IT priorities. This is a 3 year annual agreement.

Offer includes:

- O365 G3 Service (Exchange, SharePoint, LYNC online),
- Windows Server Client Access License (CAL)
- Enterprise Capability for Exchange, SharePoint and LYNC on premise
- Azure Service inclusive of a StorSimple Device, Cloud Storage and DR for Active Directory
- Windows Server, Windows Intune, SQL Server & Visual Studio / MSDN

<table>
<thead>
<tr>
<th>Product</th>
<th>Users/Qty</th>
<th>Price per User</th>
<th>Annual Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>O365 G3 Service</td>
<td>2700</td>
<td>$12.87</td>
<td>$154.45</td>
<td>$417,015</td>
</tr>
<tr>
<td>Windows Server CAL</td>
<td>2700</td>
<td>$10.67</td>
<td></td>
<td>$28,809</td>
</tr>
<tr>
<td>Azure</td>
<td></td>
<td></td>
<td>$54,138</td>
<td>$54,138</td>
</tr>
<tr>
<td>Windows Intune</td>
<td>300</td>
<td></td>
<td>$31.74</td>
<td>$9,522</td>
</tr>
<tr>
<td>Windows Server/Sys Center</td>
<td>5</td>
<td></td>
<td>$3,295.14</td>
<td>$16,475.7</td>
</tr>
<tr>
<td>SQL Server</td>
<td>2</td>
<td></td>
<td>$5,570.45</td>
<td>$11,140.9</td>
</tr>
<tr>
<td>Visual Studio w/MSDN</td>
<td>6</td>
<td></td>
<td>$372.13</td>
<td>2,232.78</td>
</tr>
<tr>
<td><strong>Annual Amount</strong></td>
<td></td>
<td></td>
<td><strong>$539,333.38</strong></td>
<td></td>
</tr>
</tbody>
</table>

The pricing above has been furnished by SHI, FL State contract reseller. Official SHI quote attached.

* The estimated retail price for the O365 G3 Service for Enterprise Customers is $20 per user per month. In addition to the solution above, Microsoft is pleased to offer the City of Miami the addition value added components:

- **$100,000** Deployment Investment Funds (Statement of Work required between the City and a Microsoft certified Partner)
- **Training services** delivered by Brainstorm Inc.
- **SharePoint Proof of Concept** engagement
- Assigned O365 **Customer Success Manager**

In order for the City of Miami to take advantage of this offer, The City of Miami would need to place and order with the FL State Contract reseller, SHI, and execute the agreement by June 16, 2014.
Training – Provided by Brainstorm, Inc.
http://www.brainstorminc.com

BRAINSTORM
Teaching Software. Teaching People.

3 months usage of the below package

On-Demand eQuick Start Cards
- Specifically designed to get users started quickly and smoothly on Office 365.
- 6-pages of step-by-step instructions with full-color screenshots and shortcuts.
- Basic to advanced Office 365 features.
- Significantly reduces help desk calls during the first several weeks after deployment

On-Demand Quick Help Video Training
- Personalized, on-demand video-training powerhouse.
- Thousands of short, to-the-point video clips, enabling users to quickly and easily get answers.
- Accessible via SharePoint app, and can also be delivered through the Ribbon in Microsoft Office, a SharePoint app, or a Windows 8 app.
- IT features enable organizations to upload their own content, create custom courses, share video answers, and much more

IT Management and Tracking
- App provides analytics including reports on training consumption throughout organization.
- Brainstorm will work with IT to provide more advanced analytics as needed.

Training Roadmap and Communications Planning: Tying It All Together

BrainStorm has worked with many public and private organizations of all sizes to build a comprehensive training plan to support their Office 365 migration. This plan will incorporate learnings and best practices from a Microsoft Learning Partner focused 100% on end-user training. In consultation with the City of Miami, BrainStorm will develop a communications plan to help manage the change and drive awareness and consumption of training resources to enhance user affinity for—and proficiency in—their new collaboration tools. Tangible resources is support of the communications plan include marketing tools such as tutorial videos, templates for posters, "Quick Tip" emails, and "How to Use QuickHelp" webinars to drive awareness and usage of training and performance support videos to build skills.
Office 365 - Estimated TCO Impact

City of Miami Cost Comparisons

OFFICE 365 REDUCES COSTS IN SEVERAL KEY AREAS

- **HARDWARE COSTS**: No more hardware is required to run Exchange, Lync, and SharePoint. Avoid the purchase of new hardware and save an estimated $178,124.

- **OPERATIONS COSTS**: Microsoft manages the servers and software updates. Avoid operations costs and save an estimated $318,076.

- **DEPLOYMENT COSTS**: Upgrades are managed by Microsoft. Avoid deployment costs and save an estimated $165,914.
Office 365 - manage your costs

Office 365 for Government lets you quickly enhance and expand your collaboration and communication services with enterprise-class security and reliability. You don’t have to worry about costly server deployment or time-consuming server maintenance tasks. Because it’s designed to work with Office applications your people already know, you can offer them the best productivity experience across the PC, tablet, phone, and browser – without heavily investing in retraining.

Office 365: Storage Implications
The efficiency you want, the controls you need

| ~132 Terabytes for Active Mail (plus Unlimited Archiving) | Microsoft Exchange |
| ~66 Terabytes for Personal Storage | Microsoft SharePoint |

Fully Redundant Storage offering as part of Office 365 Core Services

3-year TCO for 200TB of data on-premises = $2.1M
30% reduction in storage costs alone
3-year TCO for 200TB of data in Office 365 = $1.5M

Third-Party Cost Reallocations
Cost Avoidance and Simplified Procurement and Support Model

- $2.00 per user: Antivirus/Anti Spam
- $4.50 per user: Archiving & eDiscovery
- $5.00 per user: Hosted Voicemail & UM
- $10.00 per user: Web Conferencing
- $5.50 per user: Cloud Sync & Storage
- $15.00 per user: Mobile Device Management

Included in Office 365
O365 - Value of SharePoint

SharePoint Online for O365 delivers the powerful features of SharePoint without the associated overhead of managing the infrastructure on your own. SharePoint features industry leading, integrated Enterprise Content Management systems, as well as automated Business Process Management tools.

**Business Process Management**

Leverage *SharePoint workflows to establish consistent business processes,* and also improve organizational efficiency by managing the tasks and steps involved in business processes. SharePoint online has several built-in document workflows which include: Approval, Collect Feedback, Collect Signatures, and Disposition Approval.

![Workflow diagram]

**Enterprise Content Management**

Create and organize your content easily and access it from anywhere. Edit Office documents directly in the browser window with Office Web Apps. Easily drag and drop files directly from your desktop and store securely in OneDrive.

![Enterprise content management images]

- **Create**
- **Collaborate**
- **Track**

Connect with employees across the enterprise - Bring together all your team's email and documents in one place. Use SharePoint to engage with people, share ideas and reinvent the way you work together.

Collaborate on a single document; check-in, and check-out and manage multiple versions of a document. Assign content owners and document approvers who are notified via email when changes are made or ready to be published.
O365 – Value of Lync

City of Miami users can send messages to each other in real-time using the instant messaging (IM) features in Lync and can share status information with one another via presence. Presence is a collection of information about a contact in Lync that includes availability, willingness to communicate, additional notes (such as location and status), and contact options.

Lync conferencing brings together traditionally separate components of desktop video, audio, web conferencing and content sharing into a single, unified experience.

**Instant Messaging (IM) Features**

- **Conversation history.** Keep copies of instant messaging exchanges that include participants, date, and timestamp.
- **Multiparty Chat.** Instant messaging is available for both Lync-to-Lync and multiparty communication.
- **Secure.** IM text is encrypted for enhanced security.

**Presence Features**

- **Device indication.** See when a user is signed in to Lync from a mobile device or from an IP phone that cannot accept instant messages.
- **Privacy settings.** Choose how much presence information can be viewed by others.
- **Presence in Microsoft Office.** Touch or hover over a user's presence icon to display a contact card and menu that can be used to initiate a conversation from the application.
- **Contact tagging.** Tag contacts to get automatic notification when a contact's availability status changes.

**Audio and Video Conferencing Features**

- **One click scheduling.** Schedule audio conferences with one click in Office Outlook or Outlook Web App. Dial-in information and a join URL (for VoIP access) is automatically included in the meeting request, along with the dial-in number (provided by third-party dial-in provider), meeting ID, and PIN reminders.
- **Support for high-definition video.** High-definition video and VGA video are supported for peer-to-peer calls and Lync Meetings, and among Lync Meeting participants.
- **Panoramic view and active speaker detection.** Display a 360-degree video panorama of a meeting room Lync can detect who is speaking and highlights the active speaker in the video gallery.
- **Secured, confidential conferencing.** Conference organizers can configure a meeting with different levels of authentication to help ensure that communication stays confidential.

**Web Conferencing and Content Sharing Features**

- **Program or desktop sharing.** Share programs or the entire desktop are one click away for the Lync Meeting presenters and permissioned attendees.
- **Whiteboards and polling.** Share a common whiteboard or initiate a poll directly from within a Lync Meeting.
- **OneNote share.** Create and share OneNote digital meeting notes within a Lync Meeting to simplify communication and follow-up.
- **Attachments and downloads.** Meeting organizers or presenters can choose to attach documents and other files to be made accessible to meeting participants.
Scenario: Sara Reviews Building Plan with External Partners

Meet more efficiently with external partners without travel costs with Lync Online. Share files and project plans more securely with SharePoint Online.

**Schedule Meetings**

Sara uses Lync client on any device or PC to schedule Lync Meeting and invites external participants.

**Share Files**

Sara shares SharePoint Team Site with external users allowing vendors to review files and building plan.

Meet virtually face-to-face from anywhere

Sara uses Lync to meet with General Contractors, Architects, and Property Owners to review building plans – accelerating innovation by bringing together the right people from multiple locations.
Lync Across Devices

Lync provides a familiar and consistent user experience across a variety of devices. Using Lync, users can transition among PC, smartphones, tablets, phones, and room systems with ease.

**Features**

**Lync 2013**
Lync 2013 provides a single, unified client for real-time communications, including voice and video calls, Lync Meetings, presence, instant messaging, and persistent chat.

**Windows 8 Support**
Experience a new, immersive Lync application that provides natural, hands-on control of communications across the entire range of Windows 8 and Windows RT devices and architectures.

**Lync Mobile Clients**
Stay connected through instant messaging with rich presence information, join Lync Meetings with a single touch, and initiate and receive voice and video calls over the Internet and cellular connections. Lync mobile clients are available for Windows Phone, iOS, and Android phones.

**Lync Web App**
PC and Mac users can join a Lync Meeting from within an HTML5-enabled browser for a full Lync Meeting experience, including multiparty HD video, voice over IP, instant messaging, desktop, application, and PowerPoint sharing.

**Lync Phone Edition**
Devices running Lync Phone Edition support advanced Lync voice features and integrate with the Lync client on your computer. Lync Phone Edition is available on IP phones provided by Microsoft partners.

**Open Standards Support**
Lync supports a number of industry standards, such as the H.264 SVC to enable HD video conferencing across a range of devices. Supporting these open standards allows Lync features to be extended by partners today and provide support for further extensions in the future.
Connect to Skype

With Skype now part of the Microsoft family, new possibilities open up for extending unified communications scenarios to the hundreds of millions of people who use Skype. This combination will enable Lync customers to connect and collaborate with suppliers, customers, and partners, relying on the richness of Lync and the reach of Skype.

**Skype Features**

**Instant Message and Audio Calls**
Federated audio calling and instant messaging between Lync and Skype users

**Presence Sharing**
Presence information exchanged among federated contacts

**Simple Administration**
Settings and controls to configure federated communications in accordance with your organization's policies and standards

Calling, seeing, messaging and sharing with others – wherever they are.
O365 - Value of Document Collaboration and Co-authoring

Document collaboration is a critical element to working effectively as a team in government. The combination of SharePoint and Office offers a spectrum of document collaboration methods, whether it is co-authoring a spreadsheet or routing a business plan through a workflow.

When an Office document is stored in a library, two or more users can co-author the document at the same time. For example, in the same Word document, you can work on one paragraph while a colleague works on another paragraph. You don't need to turn anything on or remember to set anything up to make this work. Co-authoring "just works".

Work in real-time with colleagues to finish a report, financial presentation, or building plan

Accelerate document creation by distributing sections to topic experts wherever they are located

Facilitate document review and co-authoring with non-SharePoint users (e.g. 3rd party organizations outside the corporate firewall) or internal colleagues

Office for iPad, co-authoring
Unlimited Possibilities with Windows Azure

Build, deploy, scale and manage applications across a network of Microsoft datacenters and build applications using multiple languages and tools. *Microsoft recommends the City of Miami leverage Azure to replicate the Active Directory environment in the cloud for business continuity,* as well as the benefits of the services outlined below.

Key benefits of an open and flexible cloud platform

<table>
<thead>
<tr>
<th>Always up, always on</th>
<th>Open</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Azure delivers a 99.95% monthly SLA and enables you to build and run highly available applications without focusing on the infrastructure with automatic OS and service patching, built in network load balancing and hardware resiliency.</td>
<td>Use any language, framework or tool to build applications. Features and services are exposed using open REST protocols. The Windows Azure client libraries are available for multiple programming languages, and are released under an open source license and hosted on GitHub.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unlimited servers, unlimited storage</th>
<th>Powerful capabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Azure enables you to easily scale your applications to any size. Elastically grow or shrink your resource usage based on your needs, paying only for what you need.</td>
<td>Windows Azure delivers a flexible cloud platform that can satisfy any application need with cloud compute, and storage options including relational SQL, noSQL, and unstructured BLOB storage.</td>
</tr>
</tbody>
</table>

Scenarios and Workloads

<table>
<thead>
<tr>
<th>Infrastructure</th>
<th>Web applications</th>
<th>Mobile apps</th>
<th>Dev and test</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-demand infrastructure that scales and adapts to your changing business needs with the best price-performance and end-to-end support.</td>
<td>Secure and flexible development, deployment and scaling options for any sized web application.</td>
<td>Quickly and easily build mobile apps that scale. Store data in the cloud, authenticate users, and push notifications to millions of devices.</td>
<td>Develop and test applications faster, at reduced cost and with the flexibility to deploy in the cloud or on-premises.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Big Data</th>
<th>Media</th>
<th>Storage, backup and recovery</th>
<th>Identity and access management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reveal new insights and drive better decision making with Windows Azure HDBInsight; a Big Data solution powered by Apache Hadoop.</td>
<td>Build scalable, cost effective, end-to-end media distribution solutions with Windows Azure Media Services.</td>
<td>Scalable, durable cloud storage, backup and recovery solutions for any data.</td>
<td>Deliver an enterprise cloud identity service with single sign-on across cloud and on-premises applications using Windows Azure Active Directory.</td>
</tr>
</tbody>
</table>

Find more information on Windows Azure at www.microsoft.com/Azure.
Supporting Information

Customer Evidence:
- San Francisco City and County
- Montgomery County
- City of Rome, GA
- State of Minnesota

The Office 365 Trust Center
Security in Office 365
What's Included in Office 365
SHI Quotation #8018110
Customer Evidence

San Francisco City and County

In 2011, The City and County of San Francisco decided to upgrade and consolidate its multiple citywide email systems used by more than 23,000 employees as part of its ongoing efforts to improve the quality and efficiency of its services and reduce IT management costs.

"A key part of serving a community as diverse and vibrant as ours starts with making the right investments in information technology," San Francisco Mayor Edwin M. Lee said. "It is our responsibility to make decisions that are fiscally responsible, forward-looking, and improve the services that city and county employees provide to our constituents."

Employees across 60 departments and agencies were migrated to Microsoft Exchange Online, a cloud-based enterprise messaging solution that offers improved communications and collaboration tools, including email, calendar coordination, and hosted archiving.

Several competing solutions were examined based on criteria that included price, security, functionality, flexibility, SLA-backed service, proven record for support, and integration with existing infrastructure and tools.

"By moving to the Microsoft platform, we not only get immediate improvements to our system, but we gain a disaster-resilient system that provides the most modern information tools, with solid support provisions that can scale with the needs of our constituents," San Francisco Chief Information Officer Jon Walton said.

"Combined with other IT consolidation efforts, converting seven different email systems into one platform will move us closer to our vision of a truly 21st century city government," said David Chiu, president of the San Francisco Board of Supervisors.

The City and County of San Francisco wanted to use Microsoft Office 365 across all its departments and agencies, including those needing to meet the FBI's Criminal Justice Information Services (CJIS) regulatory policy requirements.

Marc Toulou, the chief information officer of San Francisco, has been leading this transition. He commented this week, "We are particularly excited about this transition and believe San Francisco will be the first city and county of its size to complete a Microsoft Office 365 for Government cloud transition in which each of the departments — including police and safety, as well as health — will be on one integrated platform."

For full case study, see www.Microsoft.com/casestudies
Customer Evidence

Montgomery County Chooses Office 365 over Google to Lower Costs, Enhances Service Delivery

With a single IT department to provide support for more than 3,000 employees and 4,000 email accounts throughout multiple agencies, Montgomery County was struggling with an aging messaging infrastructure. The county wanted to develop a more stable email environment with more advanced archiving and reliable data security, while reducing infrastructure and maintenance costs. After evaluating Microsoft Office 365 and Google Apps for Government, 75 percent of the county’s business-user focus group preferred the subscription-based cloud offering from Microsoft. By adopting Office 365, Montgomery County streamlined service delivery, reduced costs, and built a stable, high-performance messaging and collaboration environment.

“By a margin of three to one, our business users found Office 365 to be far more secure, less disruptive, and a better fit for their average workday than Google Apps.”

Anthony Alivieri, Director of IT, Montgomery County

City of Rome, Georgia Extends Email Service to Field Users With Microsoft Office 365

Located at the heart of Northwest Georgia, the City of Rome is located at the center of a triangle formed by the cities of Atlanta, Chattanooga and Birmingham. In January 2012, the City rolled out a new email solution based on Microsoft Office 365 to complement its existing on premise Microsoft Exchange environment. As a result, the City was able to deliver email service to a community of employees based in the field – including fire fighters and police officers – which until that point had not been able to use city-based email. Additionally, using Microsoft Office 365 presented a number of benefits, including a familiar interface for new users; a straightforward and timely implementation; integration with existing Microsoft infrastructure; a lower administrative burden for IT staff; and enhanced support for mobile-device users.

“Adopting Office 365 allows us to align field users with the way the City wants to function and present itself without spending an arm and a leg. It is working very well.”

Johnny Bunch, Director of Information Technology for Rome, GA

For full case study, see www.Microsoft.com/casestudies
Customer Evidence

State of Minnesota

The executive branch of the State of Minnesota is made up of more than 70 agencies and employs 35,000 people. The State Office of Enterprise Technology (OET) provides services that improve government through the effective use of information technology. In 2008, OET led an initiative to replace many disparate messaging systems used by various agencies with an on-premises Microsoft Exchange Server 2007 messaging and collaboration solution. In 2010, OET decided to move the entire executive branch to the cloud-based services of Microsoft Office 365. With a hosted enterprise solution, IT staff can provide highly reliable and secure platform while decreasing administration and costs. It has also opened new possibilities for cross-agency communications and collaboration to improve delivery of citizen services.

Organization Profile

The executive branch of the State of Minnesota employs 35,000 people in 70 plus agencies who help deliver citizen services to more than 5.3 million state residents.

Business Solution

The State of Enterprise Technology (OET) decided to explore cloud-based services for its messaging, communications, and collaboration needs, as part of its continual service improvement process. Solution to deliver technology services as efficiently and cost-effectively as possible, the State decided to move the entire branch to the highly reliable and secure cloud-based services of Microsoft Office 365.

Benefits

- Improves cross-agency information sharing and decision making
- Provides enterprise-class reliability and security for business continuity
- Reduces IT administration
- Avoids hardware refresh, maintenance, and deployment costs

For full case study, see www.Microsoft.com/casestudies
The Office 365 Trust Center

Microsoft recognizes that privacy and security are major concerns for cloud customers. So we developed our latest cloud-based productivity service, Office 365, from the ground up with strong protection in mind.

YOUR PRIVACY MATTERS: WE RESPECT THE PRIVACY OF YOUR DATA

- No Advertising: Office 365 does not build advertising products out of Customer Data. We don’t scan your email or documents for building analytics, data mining, advertising, or improving the service.
- No Mingling: Office 365 always allows you to keep your Customer Data separate from consumer services.
- Data Portability: Office 365 Customer Data belongs to the customer. Customers can remove their data whenever they choose to.

LEADERSHIP IN TRANSPARENCY: AS AN OFFICE 365 CUSTOMER, YOU KNOW ‘WHERE’ YOUR DATA RESIDES, ‘WHO’ CAN ACCESS IT AND ‘WHAT’ WE DO WITH IT

- Where: You know where Office 365’s major data centers and personnel are located and the logic used to determine where your data is stored.
- Who & What: We offer clear information on who can access your Office 365 Customer Data and under what circumstances they access it.
- How: Microsoft notifies you, if requested about changes in Office 365 data center locations.

INDEPENDENTLY VERIFIED: COMPLIANCE WITH WORLD CLASS INDUSTRY STANDARDS VERIFIED BY 3RD PARTIES

- Certified for ISO 27001: ISO27001 is one of the best security benchmarks available across the world. Office 365 is the first major business productivity public cloud service to have implemented the rigorous set of physical, logical, process and management controls defined by ISO 27001.
- EU Model Clauses: In addition to EU Safe Harbor, Office 365 is the first major business productivity public cloud service provider willing to sign the standard contractual clauses created by the European Union (called the “EU Model Clauses”) with all customers. EU Model Clauses address international transfer of data.
- HIPAA-Business Associate Agreement: Office 365 is the first major business productivity public cloud service provider willing to sign requirements for the HIPAA-Business Associate Agreement with all customers. HIPAA is a U.S. law that applies to healthcare entities such as doctor’s offices, which the law calls “covered entities.” HIPAA governs the use, disclosure and safeguarding of protected health information (PHI), and imposes requirements on covered entities to sign business associate agreements with their vendors that use and disclose PHI.
- Data Processing Agreement: Microsoft offers a comprehensive standard Data Processing Agreement to any Enterprise Agreement customers that address privacy, security and handling of Customer Data. Our standard Data Processing Agreement enables customers to comply with their local regulations.

RELENTLESS ON SECURITY: EXCELLENCE IN CUTTING EDGE SECURITY PRACTICES

- Deep Experience: We have developed our practices and policies as a result of over 15 years of experience in providing security for online data.
- Secure Development Lifecycle: Microsoft’s Secure Development Lifecycle ensures security and privacy is incorporated by design from software development to service operations.
- Five Layers of Security: Data is secured in 5 different layers – Data, Application, Host, Network and Physical.
- Proactive Monitoring: We proactively monitor to identify potential unknown threats by predicting malicious behavior and monitoring for irregular events that may indicate threats.
- Access Restriction: Access to production servers is restricted to a small list of operations personnel.
Security in Office 365

Moving productivity services to the cloud requires a serious consideration of security and privacy issues and technologies.

Office 365 is designed to deliver the enterprise-grade security you require to move to the cloud with confidence. Our data centers are designed, built, and managed using a defense-in-depth strategy at both the physical and logical layers, and our services are engineered to be secure using the Security Development Lifecycle. Office 365 makes it easy for users and administrators to access and use data and services while following security best practices. We have built our cloud-based productivity services with you in mind, helping you embrace the advantages of the cloud on your terms and at your own pace.

MICROSOFT AND OFFICE 365: A SECURE FOUNDATION

Microsoft provides a coherent, robust, and transparent privacy policy emphasizing that you maintain ownership of your data. The Trust Center tells you exactly how we handle and use data gathered in your interactions with Microsoft Online Services.

Privacy and Data Ownership

- **Separation of customer data.** Microsoft goes to great lengths to ensure that the multi-tenant architecture of Office 365 supports enterprise privacy and security standards. Data storage and processing is logically segregated between customers through specialized Active Directory technology engineered specifically for the purpose. For organizations that want additional data isolation, a version of Office 365 is available that stores your data on dedicated hardware.

Built-In Security

Unlike an on-premises installation that lives behind a corporate firewall and may be accessed over a virtual private network (VPN), Office 365 is designed specifically for secure access over the Internet. With Office 365, you have complete access to your environment including user mailboxes, SharePoint Web sites and document stores. You maintain control over security policies and user accounts. This degree of control enables you to enforce your company's privacy and security policies effectively.

- **Forefront Online Protection for Exchange.** To protect incoming, outgoing, and internal email and shared files against viruses and spam, Office 365 includes Microsoft Forefront Online Protection for Exchange. This multi-layered antivirus/anti-spam solution uses multiple scanning engines for highly accurate identification and mitigation of threats while minimizing "false positives" that can lead to improperly blocked email. Forefront technologies included with Office 365 are constantly updated with the latest threat signatures, helping to protect you from new and emerging threats without any additional work on your part.

Flexibility

You may face industry, regulatory or internal security requirements that go beyond what is offered in a distributed multitenant environment. For example, you may have restrictions on which countries data can be stored in, or need to keep all data within a certain country. Microsoft has designed the Office 365 to provide maximum flexibility for organizations to choose how they deploy. You can deploy Microsoft Exchange Server, Microsoft SharePoint Server, and Microsoft Lync Server on-premises today and easily move to the cloud later. You can choose to keep some users on-premises and have others in the cloud using coexistence, giving both sets of users the ability to see each other's free/busy information, share calendars, and communicate almost as if they were all using the same infrastructure.
What's Included in Office 365

Office 365 offers a rich feature set to meet your full messaging and collaboration needs and great flexibility by allowing you to provide access to only the services needed with pay-as-you-go pricing options.

**Exchange Online**
- 50 GB Mailbox plus Unlimited Archiving
- Outlook and Outlook Web App
- Premium anti-virus/anti-spam
- Shared calendars, contacts, and tasks
- Mobile email for most mobile devices (via ActiveSync or Blackberry Cloud services)
- Email archiving and compliance capabilities (Legal Hold, e-Discovery, and Data Leakage Prevention)
- Voicemail integration available (*additional hardware required)
- Office 365 Messaging Encryption
- Rights Management

**SharePoint Online**
- Share important documents, insights, and status with colleagues
- Keep teams in sync and manage important projects
- Find important documents and people easily
- Stay up to date with company information and news
- 10 GB per tenant + 500 MB per user (up to max of 25TB/tenant)
- 25 gigs per user in OneDrive for Businesses

**Lync Online**
- Presence and instant messaging
- Online meetings with audio, video, and web conferencing
- Multi-party HD video
- Exchange calendar integration
- Click to communicate from Outlook, SharePoint, and more

**Office 365 Pro Plus**
- Install Office Pro Plus on 5 PC's/Mac's + 5 Mobile Phones + 5 Tablets
- Office for iPad
- The complete Office experience with services integration in Office 365
- Always the latest version of the Office apps, including OWA
- Familiar Office user experience to access services
- Group Policy and Telemetry support
- Manageable background updates
- Side-by-side installs with older versions
- Automated software distribution support

For full Service Descriptions, see [www.Office365xrd.com](http://www.Office365xrd.com)
## City of Miami FL

**Conrad Cross**  
444 S.W. 2nd Ave.  
5th Floor  
Miami, FL 33130  
UNITED STATES  
Phone: (305) 416-1550  
Fax: (305) 400-5009  
Email: ccross@miamigov.com

## Account Executive

**Thomas Naelon**  
18069 SW 152nd Ave.  
Miami, FL 33187  
Phone: 305-971-5266  
Fax: 305-971-5283  
Email: thomas_naelon@shi.com

All Prices are in US Dollar (USD)

<table>
<thead>
<tr>
<th>Product</th>
<th>Qty</th>
<th>Your Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Office 365 Plan G3 Full USL Per User Annual Payment Microsoft - Part#</td>
<td>2700</td>
<td>$154.45</td>
<td>$417,015.00</td>
</tr>
<tr>
<td>2 Windows Server User CAL Lic/SA Annual Payment Microsoft - Part#</td>
<td>2700</td>
<td>$10.67</td>
<td>$28,809.00</td>
</tr>
<tr>
<td>3 Windows InTune USL Add-On Per User Annual Payment Microsoft - Part#</td>
<td>300</td>
<td>$31.74</td>
<td>$9,522.00</td>
</tr>
<tr>
<td>4 Azure Monetary Commit Shrd Svr ALNG Subs VL MVL Commit Microsoft - Part#</td>
<td>42</td>
<td>$1,289.00</td>
<td>$54,138.00</td>
</tr>
<tr>
<td>5 CIS Datacenter Lic/SA 2-Proc Annual Payment Microsoft - Part#</td>
<td>5</td>
<td>$3,295.14</td>
<td>$16,475.70</td>
</tr>
<tr>
<td>6 SQL Server Enterprise Lic/SA 2-Cores Annual Payment Microsoft - Part#</td>
<td>2</td>
<td>$5,570.45</td>
<td>$11,140.90</td>
</tr>
<tr>
<td>7 Visual Studio Professional w/MSDN Lic/SA Annual Payment Microsoft - Part#</td>
<td>6</td>
<td>$372.13</td>
<td>$2,232.78</td>
</tr>
</tbody>
</table>

Total

$539,333.38

## Additional Comments

Florida State Contract 252-001-09-1  
SHI Fed ID# 22-3009648
NOTICE

The information contained in this document (a) represents Microsoft's current statement of the features, functions, and capabilities of the products and services described herein, which is subject to change at any time without notice to you. (b) is for internal evaluation purposes only and should not be interpreted as a binding offer or commitment on the part of Microsoft to provide any product or service described herein; and (c) constitutes Microsoft trade secret information and may not be disclosed to any third party. Any procurement that may result from this information is subject to negotiation and execution of a definitive agreement between customer and its chosen authorized Microsoft reseller incorporating applicable Microsoft commercial terms. Microsoft does not guarantee the accuracy of any information presented and assumes no liability arising from your use of the information. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

The descriptions of other companies' products in this document, if any, are provided only as a convenience to you. Any such references should not be considered an endorsement or support by Microsoft. Microsoft cannot guarantee their accuracy, and the products may change over time. Also, the descriptions are intended as brief highlights to aid understanding, rather than as thorough coverage. For authoritative descriptions of these products, please consult their respective manufacturers.

All trademarks are the property of their respective companies.

©2014 Microsoft Corporation. All rights reserved.