



**City of Missoula, Montana**  
**Item to be Referred to City Council Committee**

**Committee:** Administration and Finance  
**Item:** Contract for Office 365 Planning and Implementation  
**Date:** March 23, 2022  
**Sponsor(s):** Alicia Vanderheiden  
**Prepared by:** Alicia Vanderheiden  
**Ward(s) Affected:**  
 Ward 1                       Ward 4  
 Ward 2                       Ward 5  
 Ward 3                       Ward 6  
 All Wards                       N/A

**Action Required:**  
Approve six (6) month contract for the provision of technology and information governance planning services between April and September 2022.

**Recommended Motion(s):**  
I move the City Council: approve and authorize the Mayor to sign the contract with Withum Smith + Brown, PC for the provision of scope of services and rates identified, not to exceed \$84,875.

**Timeline:**  
Referral to committee: March 28, 2022  
Committee discussion: March 30, 2022  
Council action (or sets hearing): April 4, 2022  
Public Hearing (if required): [Click or tap here to enter text.](#)  
Deadline: [Click or tap here to enter text.](#)

**Background and Alternatives Explored:**  
As part of the City's Strategic goal of organizational excellence, the city purchased Office 365 in 2021. Phase 1 of this project was completed in December 2021. The next stage this project (recommended by Microsoft as a best practice) is governance and lifecycle management of the information that is developed, used and stored in Office 365. The mayor highlighted this phase of the project in his budget letter to City Council when he requested that Council invest in the City's collaboration, communication and project management capabilities. This contract will assist the city's Office 365 project team to develop policy, best practice, and change management, in addition to the configuration and build of initial SharePoint sites and Microsoft teams.

The City of Missoula issued a Request for Qualifications (RFQ) for Office 365 Planning and Implementation Project on January 28, 2022. Nine (9) proposals were received by deadline. Withum, a Microsoft Gold Partner, was recommended by a five (5) person interview team due to their 1) comprehensive, high quality proposal for services that clearly and concisely responded to desired deliverables, including a thoughtful future scope of work and focus on metrics; 2) interview performance which showcased exceptional customer service, collaboration and communication, as well as technical acumen, and 3) positive references detailing Withum's credentials, depth of knowledge and skill, responsiveness/timeliness, adaptability, quality deliverables, and overall positive work relationship. Withum, as a company, has a strong focus on diversity and inclusivity.

**Financial Implications:**

Financial resources to cover the cost of information governance planning and pilot execution was secured through a combination of approved FY22 monies including 1) a new request for one-time monies within the IT CIP budget of \$70,000 and 2) \$20,000 in the Central Services professional services budget.

The RFQ and planning project is the first step in a long-term project to thoughtfully and deliberately plan the scaled deployment of Office 365 tools to solve business problems and increase operational efficiencies, collaboration and productivity at the city. A FY23 new request will be forthcoming to fund next steps on the heels of the initial vendor engagement, due to close in September 2022.

**Links to external websites:**

NA