



Agenda Action Form Overview

The Board is requested to authorize the County Manager to: pay Microsoft in the amount of \$73,800 for the services received from their Detection and Response Team (DART) in efforts to clean and restore the Microsoft Office 365 environment. This engagement was a one-time engagement and does not require annual cost.

Background/Justification

On March 6, 2020, Durham County experienced its first ransomware attack. Many of the IT systems were negatively impacted during the event. One of the critical systems that was impacted was Office 365. Office 365 is the source of county email, data storage, and productivity software, such as Word, Excel, and PowerPoint. In order to bring this service back online for the employees, the Office 365 environment required investigation to ensure the information residing there is free of infection and system configurations were not manipulated. IS&T reached out to Microsoft to investigate Office 365 and assist with clearing and recovering infected files.

Policy Impact

This contract will not have an impact on policy. This was a one-time engagement.

Procurement Background

Type of purchase

- ☐ Goods
- ☒ Services
- ☐ Construction Work

Did this request for purchase go through a bid process? Yes ☐ No ☒

Goods: Bids required if \geq \$30,000, BOCC approval if \geq \$90,000

Services: Bids required if \geq \$30,000, BOCC approval if $>$ \$40,000

Construction/Repair work: Bids required if \geq \$30,000, BOCC approval if \geq \$500,000

If yes, attach a copy of bid tab and the minority and women business enterprise (MWBE) compliance review form provided by the Purchasing Division.

If no, why?

- ☐ Sole source exemption
- ☐ Cooperative purchasing program exemption
- ☒ State and federal contract exemption
- ☐ Contract is an amendment to an existing contract
- ☐ Other (please explain)



If exempted from bidding, has this request been reviewed and approved by the Purchasing Division in the agenda Legistar system? Yes ☒ No ☐

If no, why?

Fiscal Impact

This was a one-time service and will be funded out of the IS&T Operational budget. However, due to the nature of the service, all or a portion of the cost may be reimbursable from the county's Cyber Insurance Policy.

Recommendation

The County Manager recommends that the Board authorize the County Manager to fund a service contract with Microsoft in the amount of \$73,800 for their Detection and Response Team services.