



Department of Purchasing and Contracting NON-COMPETITIVE PROCUREMENT REQUEST FORM

Requesting Department: Innovation & Technoloc
Department Contact Person: Angela Green Telephone: 770 755-2241
Email: adgreen@dekalbcountyga.gov

Requisition Number: _____ Suggested Supplier: Microsoft
Estimated Amount of Purchase: \$ 338,491.00
Detailed Description of the Goods or Services to be purchased: Microsoft Unified Support

Emergency (For Emergency Requests, Please check this box and answer all questions below.)

1. Date and Time of Emergency Occurrence: _____

2. Please state the nature of the emergency posing a risk to public health, welfare, safety or resources:

3. State how the Estimated Amount was determined to be Fair and Reasonable (attach supporting documentation):

Sole Source (Please check box and answer all of the following completely.)

1. Provide an explanation why the product, service or supplier requested is the only method that can satisfy the requirements. Please explain why alternatives are unacceptable. Be specific with regard to specification, features, characteristics, requirements, capabilities and compatibility. (Attach additional documents, if necessary):

Microsoft Unified Support is a vital lifeline of support that is imperative to maintain in the event an issue was to occur. Office 365, SharePoint and the Windows Operating Systems is the core backbone for 90% of the county's enterprises systems and business processes.

2. Will this purchase obligate us to a particular vendor for future purchases? (Either in terms of maintenance that only this vendor will be able to perform and/or if we purchase this item, will we need more "like" items in the future to match this one?) Explain in detail.

No.

3. Explain the impact to the County or Public if this request is not approved.

Without the support renewal, access to patches, security alerts, and support will be non-existent delaying remediation response time.

I hereby request that this non-competitive procurement request be approved for the purchase of the above stated work, material, equipment, commodity, or service.

Department Director (Typed/Printed Name) _____ Signature: _____ Date: _____

Do Not Write Below – for the Department of Purchasing and Contracting Use Only

Procurement Agent (Typed/Printed Name) Saharah N. Allen Signature: _____ Date: 03/16/2022

Procurement Manager (Typed/Printed Name) Phyllis Head Signature: _____ Date: 03/16/2022

Approved Not Approved

Signature: _____, Director, Department of Purchasing and Contracting Date: _____

Public Notice of Proposed Award of Sole Source Procurement

Section A – Description of Proposed Sole Source Procurement

Description of Supplies/Services: Microsoft Unified Support

Demonstration of Contractor’s Unique Qualifications:

Microsoft support services that comprised of a comprehensive support solution that helps reduce costs, enhances productivity, and uses technology throughout the IT lifecycle. They offer direct, expedient and unique access to Microsoft product development teams, software developers and source code for current and future products enabling (a) specialized insight into the architecture of current solutions that can facilitate smooth migrations to existing and future unreleased products/versions; (b) quick and comprehensive resolution of product support, trouble-shooting and hot-fix type issues; and (c) immediate and focused technology feedback link between our customers and the Microsoft product development teams to help shape the direction, features and functionality of future products. Specialized training of Microsoft personnel.

Section B – To Be Completed by the Department of Purchasing and Contracting

Market Survey Results

Date Public Notice posted on website: 03/08/2022

Date Public Notice closed: 03/15/2022

Review of Offers

Were any offers received (Yes/No): NO

Number of offers received: 0

Responders: 0

Purchasing Agent review and recommendation: I approve that this service is provided without the support renewal, access to patches, security alerts and support will be non-existent delaying remediation response time.

Saharah Allen

Agent Signature

03/16/2022

Date

Procurement Manager Signature

Date

Department of Purchasing and Contracting

AMOUNT SPENT TO DATE ON SOLE SOURCE

Vendor Name: Microsoft Unified Support

Total Amount Spent To Date: \$292,445.46

PO	AMOUNT
1251258	\$292,445.46
1069933	\$150,304.00
1013243	\$139,080.00
977321	\$136,716.00
946780	\$118,492.00
930625	\$118,492.00
896741	\$118,240.00
857323	111,280.00

Total Amount Spent To Date: \$292,445.46



MICROSOFT ENTERPRISE SUPPORT SERVICES PROGRAM DESCRIPTION

Re: Microsoft Enterprise Support Services

Dear Ms. Phyllis Head,

Microsoft is pleased to provide the following information regarding our Enterprise Support Services (Support Services) offering to **County Of Dekalb**

This letter is intended to describe the Support Services for **County Of Dekalb** independent evaluation of the Support Services for their procurement.

Microsoft Support Services are comprised of a comprehensive support solution that helps reduce costs, enhance productivity, and use technology throughout the IT lifecycle. They offer direct, expedient and unique access to Microsoft product development teams, software developers and source code for current and future products enabling (a) specialized insight into the architecture of current solutions that can facilitate smooth migrations to existing and future unreleased products/versions; (b) quick and comprehensive resolution of product support, trouble-shooting and hot-fix type issues; and (c) immediate and focused technology feedback link between our customers and the Microsoft product development teams to help shape the direction, features and functionality of future products.

Specialized training of Microsoft personnel is provided from Microsoft product development teams on how enterprise customers can best plan for, deploy, manage and maximize productivity of existing and future Microsoft products.

Furthermore, as part of Microsoft's unique Support Services offer, the following services are available:

Reactive support helps resolve issues in your Microsoft environment and include prioritized problem resolution services to provide rapid response to minimize downtime. As part of reactive support services, Microsoft offers:

Problem Resolution Support provides assistance for problems with specific symptoms encountered while using Microsoft products, where there is a reasonable expectation that the problem is caused by Microsoft products Problem Resolution Support and request for support may be submitted via telephone or electronically through the an online support website portal.

Advisory Support: Phone-based support on short-term (limited to six hours or less) and unplanned issues for IT Professionals. Advisory Services may include advice, guidance, and knowledge transfer intended to help you deploy and implement Microsoft technologies in ways that avoid common support issues and that can decrease the likelihood of system outages.



Support Assistance provides short-term advice and guidance for problems not covered with Problem Resolution Service as well as requests for consultative assistance for design, development and deployment issues; including infrastructure support, supportability reviews, application development and access to lab facility to assist with product development, testing, and migration activities.

Service Delivery Management (Support Account Management) activities help to build and maintain relationships with your management and service delivery staff as well as to oversee escalation management and managing the elements of your support offering to meet your business requirements. These actions are managed by a Microsoft Technical Account Manager (TAM), coordinated by resources from a pooled set of resources, or provided digitally through access to an online services portal website portal.

Proactive services which help maintain and improve the health of IT infrastructure and operations. As part of proactive support, Microsoft offers individual proactive services, available and categorized as maintenance, optimization or education services.

Maintenance services help prevent issues in your Microsoft environment and are typically scheduled in advance of the service delivery to help ensure resource availability.

Optimization services focus on the goals of optimal utilization of the customer's technology investment. These services may include remote administration of cloud services, optimizing the adoption of Microsoft product capabilities by end users and ensuring a robust security and identity posture.

Education services provide specialized training that help to enhance your support staff's technical and operational skills through either onsite, online or on-demand instruction. These include specialized workshops, which help prevent problems, increase system availability and assist with creating products and solutions based on Microsoft technologies, and specialized training, which includes how customers can best plan for, deploy, manage, and maximize productivity of existing and future Microsoft products. These sessions are available at your facility or at Microsoft and can include deep technical development presentations with hands-on labs to facilitate your implementation of Microsoft technologies.

The support services described above are performed only by Microsoft Corporation or its affiliates (including full time employees and outsourced service providers delivering support as directed by Microsoft), even in those circumstances where it is sold through a reseller.

Should you have any questions concerning this letter, please do not hesitate to contact me.

Sincerely,

Steve Honn

Steve Honn

Director of Support Sales US SLG






County Of Dekalb Sole Source Letter FY22

Final Audit Report

2022-03-01

Created:	2022-03-01
By:	Andrew Rutledge (Andrew.Rutledge@microsoft.com)
Status:	Signed
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"County Of Dekalb Sole Source Letter FY22" History

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Microsoft Unified Support Enterprise

Proposal for Dekalb County

Date 2/22/2022



Prepared by

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Microsoft Corporation
Charlotte, NC

Contents

- 1. Executive Summary 3
- 2. Microsoft Unified Support Experience... 4
- 3. Summary and Fees..... 5
- 4. Disclaimer 6



1. Executive Summary



Microsoft Unified Support appreciates the opportunity to present this proposal to **Dekalb County**.

During our conversations with your team, goals and expectations were identified for the upcoming support agreement between Microsoft and **Dekalb County**.

The focus of Microsoft Unified Support will be to provide Technology, People, and Process support and guidance to **Dekalb County's** implementation of products, particularly in these areas:

- Reactive and advisory support
- Training and readiness
- Risk mitigation

Your Success – Our top priority

The primary priority for Microsoft Unified Support is to ensure that **Dekalb County** has the support needed to maximize its investment in Microsoft technologies by aligning to your desired business outcomes.

Your Microsoft Support team will work with you to help overcome your business challenges, so you can achieve your technology objectives and realize the following:

- Drive cloud adoption with Microsoft-led Built-In Proactive Services, onsite migration support when needed, and on-demand self-service training, readiness, and risk prevention resources
- Minimize downtime and disruption for end users with as-needed, organization-wide problem resolution, on-demand risk assessments, and customizable service alerts
- Reduce your backlog of defects and support tickets, as well as the randomizing pressure of reactive support for your IT staff, through as-needed problem resolution and advisory support, on-demand health assessments, and the right combination of strategic Add-ons
- Enable IT to grow its technical competence and offer greater value to the business without significant training costs by taking advantage of on-demand education
- Accelerate innovation, entrance to new markets, customer satisfaction, and higher revenue with the right combination of reliable reactive, Microsoft-managed proactive, and anytime self-service support

2. Microsoft Unified Support Experience



Rethinking the foundation needed to enable your modern, digital organization

Microsoft Unified Support was built around four foundational pillars:

- **Access to as-needed support:** Offering as-needed access to the support and answers you need to maximize your technology investment and achieve your objectives.
- **Organization-wide coverage:** Going beyond the limits of divisional or departmental support to extend support to multiple teams leading the use of new technologies.
- **Outcome-driven service delivery management:** Identifying and delivering on the outcomes you, your employees, and your customers need to innovate, compete, and grow.
- **Faster connection through digital experiences:** Enabling rich, digital interactions that provide immediate, self-service support.

What you get with Enterprise Support

Base Support Services

<p>Benefit from organization-wide coverage</p>	<ul style="list-style-type: none"> • 15-min Critical Sev 1: 15-minute response for Azure Commercial Cloud; 1-hour for all other products • 1-hour SevA / 2-hour SevB / 4-hour SevC • Critical Situation Manager is assigned within 30 minutes or less • Routing to experienced specialists for incidents with critical business impact* • As-needed Advisory Phone Support (limited to six hours or less per incident) • Access to On-Demand Assessments to keep your IT environments healthy • Access to on-demand videos and learning paths to improve your team's knowledge
<p>Connect directly with a team that knows you</p>	<ul style="list-style-type: none"> • Assigned CSAM (Customer Success Account Manager) who understands your goals and makes the connections across your Microsoft account teams to better manage your key solutions and accelerate outcomes
<p>Drive key outcomes for your solutions</p>	<ul style="list-style-type: none"> • Included services to maintain, onboard, and optimize your solutions (number of services vary by contract size) • In-depth cloud workload planning and support engagement through STA (Support Technology Advisor) service for chosen technology workload(s) to facilitate cloud adoption
<p>Tailor your support experience</p>	<ul style="list-style-type: none"> • Select from a catalog of additional Proactive Services to enable outcomes for your key solutions • High-touch, solution-specific support engagements that include Mission Critical, Designated Support Engineering, Specialty Cloud, and Developer Support

*Not available in all support locations or for all Microsoft Technologies

3. Summary and Fees



Services Summary and Fees

Performance Support Base

Quantity	Services	Services type
Included	As-Needed Problem Resolution	Problem Resolution
Included	As-Needed Advisory Support	Advisory
Included	Incident Manager	Problem Resolution
Included	Outcome-driven Services Delivery	Service Delivery Management
Included	On-demand Assessment	IT Health Assessment
Included	On-demand Education	Education
Included	On-demand Webcasts	Education
Included	Online Support Portal	Administrative
Included	Reactive Enabled Contacts	Problem Resolution

Proactive Add-ons

Quantity	Services	Services type
200 ea.	Proactive Credits	Proactive Add-on
400 hrs.	Designated Support Engineer – Azure	Enhanced Solution

Support Services Fee Summary	Billing Date	Fee USD (US Dollar)
Unified Support Base	6/1/2022	\$368,935.00
Proactive Services Add-on	6/1/2022	\$26,192.00
Enhanced Solution	6/1/2022	\$133,984.00
Unified Enterprise Flex Allowance		(\$73,787.00)
SAB 24x7 Problem Resolution Incidents (119)		(\$100,959.00)
Enhanced Solution Business Investment		(\$15,874.00)
Total Fees (excluding taxes)		\$338,491.00

NOTE: This is a non-binding estimate

4. Disclaimer



This proposal is valid for a period of ninety (90) days from the date of delivery. This is a non-binding proposal for discussion purposes only. This proposal supersedes all previous communication with respect to Microsoft Services Support for Enterprise. This document is confidential and not to be shared with any third party. The Customer may propose alternatives to any of the assumptions contained within this proposal. However, based on such proposed alternatives, Microsoft reserves the right to reformulate otherwise agreed upon components of the proposal. If the Customer chooses to agree to the terms of this proposal, agreements based upon Microsoft Premier Support for the Enterprise Services Descriptions will be created for both parties' review.

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