Department of Purchasing and Contracting
NON-COMPETITIVE PROCUREMENT REQUEST FORM

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

Requisition Number: _____ Suggested Supplier: Microsoft _____
Estimated Amount of Purchase: _$ 323,545.00____
Detailed Description of the Goods or Services to be purchased: _ BCDR Microsoft Consulting_____ Project _____

☐ **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 and 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):

   See page 3.

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.

   The ongoing cost will be added to our existing Microsoft Azure environment services that we currently pay each year.

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

   See page 3.

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) John Matelski Signature: John A. Matelski _Digitally signed by John A. Matelski Date: 2023.06.22 08:44:24 -04'00'_ Date: 06/22/2

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

Procurement Agent (Typed/Printed Name) _____ Signature: _____ Date: _____

Procurement Manager (Typed/Printed Name) _____ Signature: _____ Date: _____

☐ Approved ☐ Not Approved   Signature: _____, COO

Signature: _____, Procurement Manager   Date: _____

Print Form

(Additional information, attach pages if required):

1. The Business Continuity / Disaster Recovery (BC/DR) services are required to ensure our county business systems located in our Microsoft Azure tenant are able to recover in the event of a disaster. Disasters are commonly associated with events such as weather, and physical facilities. The primary threats are actually from cyber security events, which is more devastating. Our entire Microsoft Azure tenant including all infrastructure is located in Microsoft certified government data centers at various locations in the USA. Microsoft engineering manages the technical infrastructure in their data centers and are uniquely qualified and have full access to the internal infrastructure required to implement and manage the BC/DR environment. Because our environment is located in Microsoft owned data centers we have no other alternatives to provide these services.

2. The ongoing cost will be added to our existing Microsoft Azure environment services that we currently pay each year.

3. The county will experience significant downtime in the event of a cyber security or other disaster that impacts our Microsoft Azure environment. In our most recent PhishMe email campaign over 550 employees clicked the links in the PhishMe email. This is all the evidence required to understand the primary risk to our county business system environment is from a cyber security attack and we must be protected. This is the purpose of the BC/DR services, and because our entire environment is located in Microsoft data centers they are uniquely capable of providing the services we need when disaster strikes.

Public Notice of Proposed Award of Sole Source Procurement

Section A – Description of Proposed Sole Source Procurement
Description of Supplies/Services: Microsoft Azure Business Continuity / Disaster Recovery (BCDR) Consulting Project   **Demonstration of Contractor's Unique Qualifications:** The BCDR services are required to ensure County business systems located in our Microsoft Azure tenant can recover in the event of a disaster. Disasters are commonly associated with events such as weather, physical facilities, and cyber security events.
Section B – To Be Completed by the Department of Purchasing and Contracting

Market Survey Results
 	
 Date Public Notice posted on website: 07/13/2023
 	
 Date Public Notice closed: 07/20/2023
 	
 Review of Offers
 	
 Were any offers received (Yes/No): No
 	
 Number of offers received: 0
 	
 Responders: 0
 	
 Purchasing Agent review and recommendation: Microsoft Enterprise is the manufacturer/creator of the hardware and software that the County uses. This also includes Support Services comprised of a comprehensive support solution that helps reduce costs, enhance productivity, and use technology throughout the project lifecycle. The county will experience significant downtime in the event of a cyber security or other disaster that impacts our Microsoft Azure environment. Due to their exclusive ownership of all hardware, software and support services relevant to this transaction, my recommendation is to approve the Sole Source Microsoft Azure BCDR Consulting Project. The coverage period is through October 25, 2023. Total amount not to exceed: $323,545.00.
 	
 _____   _____
               Agent Signature   Date
 	
 _____   _____
      Procurement Manager Signature   Date

MICROSOFT ENTERPRISE SUPPORT SERVICES PROGRAM DESCRIPTION

Re: Microsoft Unified Support

March 22, 2023

Ms. Phyllis Head,

Microsoft is pleased to provide the following information regarding our Unified Support offering as part of Microsoft Enterprise Support Services to assist **GA – Dekalb County** in making a determination relative to a sole source justification.

Microsoft Enterprise 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:

Base Package Services are a combination of proactive, reactive and service delivery management services that support Microsoft products and/or Online Services in use within your organization.
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 requests for support may be submitted via telephone or electronically through an online support 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. Architecture, solution development and customization scenarios are outside the scope of these Advisory Services.

Extended Hotfix Support: Extended Hotfix Support allows you to request non-security hotfixes for select Microsoft software that has entered the Extended Support Phase of the Fixed Lifecycle, as defined by the Policy at http://support.microsoft.com/lifecycle.

Service Delivery Management (SDM) 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 Delivery Manager, coordinated from a pooled set of resources, or provided digitally through access to an online services 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. Proactive services not included in Base Package Services may be purchased.

Planning services provide assessments and reviews of your current infrastructure, data, application and security environment to help you plan your remediation, upgrade, migration, deployment or solution implementation based on your desired outcomes.

Implementation services provide technical and project management expertise to help you accelerate your design, deployment, migration, upgrade, and implementation of Microsoft technology solutions.

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 deliver recommendations for 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.

Enhanced Solutions that are comprised of Tailored, relationship-centric support engagements designed to solve the most complex IT challenges and ensure maximum uptime. In addition to the services provided as part of the Base Package or as additional services, the following optional enhanced services and solutions may be purchased.

> **Support for Mission Critical** provides a higher level of support for a defined set of Microsoft products and Online Services that make up part of your mission critical solution.

> **Designated Support Engineering** delivers proactive optimization of a scoped technology workload. Focus areas for Designated Support Engineering include maintaining knowledge of business requirements to optimize performance, document and share recommendations for use of support-services related deliverables, provide recommendations to improve consistency of your planned and current implementations of Microsoft technologies, enhance your IT staff's technical and operational skills, develop and aid in implementing strategies to prevent future incidents and increase system availability of covered Microsoft technologies, and help determine the root cause of recurring incidents and to provide recommendations to prevent further disruptions in designated Microsoft technologies.

> **Azure Rapid Response** provides accelerated reactive support for your cloud services by routing support incidents to technical experts and providing an escalation path to cloud service operations teams, as required.

> **Azure Event Management** provides enhanced support before, during, and after critical customer events.

> **Office 365 Engineering Direct** provides enhanced support for the core workloads of your Microsoft Office 365 production tenant or tenants, that includes prioritized access to the Office 365 engineering team.

> **Developer Support** provides technical support based on cloud and product knowledge across the application development lifecycle for Customer developers building, deploying and supporting applications on Microsoft's platform.

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,

Nick Sabo
Unified Support Specialist, US State and Local Gov

Sole Sources

Project Name	Crash Data Grouo, Inc.
Attachments	Sole Source Notice
Contact	Joydan Holley, jmholley@dekalbcountyga.gov

Project Name	FARO VR Notebook ande Software Maintenance Subscription
Attachments	Sole Source Notice
Contact	Monique McCrear, mcmccrear@dekalbcountyga.gov

Project Name	Runbeck Election Services, Inc., Vote Center Hubs
Attachments	Sole Source Notice
Contact	Jennifer Schofield, jjschofield@dekalbcountyga.gov

Project Name	BCDR Microsoft Consulting
Attachments	Sole Source Notice
Contact	L. Deneen Walters, ldwalters@dekalbcountyga.gov

Project Name	Permits Unit Maintenance Agreement
Attachments	Sole Source Notice
Contact	Joydan Holley, jmholley@dekalbcountyga.gov

Project Name	JustWare Upgrade to eSupervision
Attachments	Sole Source Notice

Contact	Tynia Inu-Umoru, tinuumoru@dekalbcountyga.gov
Project Name	Electronic Warrant System
Attachments	Sole Source Notice
Contact	Will Parker, wmparker@dekalbcountyga.gov
Project Name	idiCORE™ online investigative system
Attachments	Sole Source Notice
Contact	Lisa Vaughn, lavaughn@dekalbcountyga.gov
Project Name	Microsoft Azure Business Continuity / Disaster Recovery (BCDR) Consulting Project
Attachments	Sole Source Notice
Contact	Jovan Hooper, jhooper@dekalbcountyga.gov