MICROSOFT ENTERPRISE SUPPORT SERVICES PROGRAM DESCRIPTION

Re: Microsoft Unified

Dear **Barry Puckett**

Microsoft is pleased to provide the following information regarding our Unified offering as part of Microsoft Enterprise Support Services to assist [Customer] 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 (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 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 initiated 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 Support 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.

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 help prevent issues in your Microsoft environment.. As part of proactive support, Microsoft offers individual proactive services, available and categorized as planning, implementation, 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 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 services and 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.

Enhanced Designated Engineering provides a deep and ongoing technical engagement for customers with complex scenarios. This offering is scoped to match the customer's needs and outcomes by providing a designated engineer who will build a deep knowledge of the customer's environment or solution and support customer business goals including, but not limited to, workload optimization, adoption or supportability.

Reactive Enhanced Designated Engineering provides a deep and ongoing technical engagement focused on accelerated resolution of reactive support incidents aligned with the specific Microsoft products and online services.

Unified Enhanced Response provides accelerated reactive support for your products and cloud services with faster routing for all critical situation incidents ('crit sits') and by assigning resources from the Enhanced Incident Management team designated to you for enhanced reactive incident management.

Azure Rapid Response provides accelerated reactive support for your cloud services by routing support incidents to technical experts and providing an engagement in the cloud service operations teams, as required.

Azure Event Management provides enhanced proactive and reactive support during your critical planned business events.

Azure Engineering Direct provides enhanced support for the core workloads of your Microsoft Azure production environment that includes prioritized access directly to the Azure Services engineering team.

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.

GitHub Engineering Direct provides customers with priority access to a designated GitHub support team and a named GitHub Customer Reliability Engineer (CRE). In addition, quarterly reviews, including proactive guidance based on health checks and ticket analysis, are part of the GitHub Engineering Direct offer.

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.

Cybersecurity Enhanced Solutions provides specialized cybersecurity-related assistance under both reactive and proactive scenarios. These services help to reduce the

risk of targeted cyber-attacks, better prepare for security crisis situations or investigate and contain an active security compromise.

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,

Udi Kish
Manager, Customer Success Account Manager

Udi Kish
Udi Kish (Jan 17, 2025 10:29 EST)

GA - Dekalb - MSFT Sole Source Letter 1-17-25

Final Audit Report   2025-01-17

Created:	2025-01-17
By:	Nick Sabo (nicksabo@microsoft.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAugKBBSpp9Cj6gQYNmqB8MxKhp9SQOXT2

"GA - Dekalb - MSFT Sole Source Letter 1-17-25" History

Document created by Nick Sabo (nicksabo@microsoft.com)
2025-01-17 - 3:17:23 PM GMT- IP address: 20.114.144.49

Document emailed to Udi Kish (Udi.Kish@microsoft.com) for signature
2025-01-17 - 3:17:50 PM GMT

Email viewed by Udi Kish (Udi.Kish@microsoft.com)
2025-01-17 - 3:25:44 PM GMT- IP address: 69.143.172.25

Document e-signed by Udi Kish (Udi.Kish@microsoft.com)
Signature Date: 2025-01-17 - 3:29:42 PM GMT - Time Source: server- IP address: 69.143.172.25

Agreement completed.
2025-01-17 - 3:29:42 PM GMT