



Statewide Contract Information Sheet

Statewide Contract Number	99999-SPD-MSFTSVCS-031815	NIGP Code	92045
Name of Contract	Microsoft Premier Services		
Effective Date	February 24, 2016	Expiration Date	June 30, 2019
Contract Table of Contents			
Suppliers Awarded	1	Contract Information:	Convenience Contract
Contract Information for Supplier			Page Number
<u>MICROSOFT CORPORATION</u>			2
Additional Contract Information			
<u>General Contract Information</u>			2
Ordering Instructions			3
<u>Contract Renewals/ Extensions/ Changes</u>			3



DOAS Contact Information	4
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Supplier Information Sheet

Contract Information	
Statewide Contract Number	99999-SPD-T20120702-0002
PeopleSoft Supplier Number	0000015943
Supplier Name & Address	
Microsoft Corporation 12012 Sunset Hills Road Reston, VA 20190	
Contract Administrator	
John B. Deas Contracts Manager 12012 Sunset Hills Road Reston, VA 20190 <u>jideas@microsoft.com</u> ph. (301) 906-9110 fax (425) 708-1334	
Contact Details	



Ordering Information	Agency will need to contact Carlos Oquendo Jr., Microsoft Support Specialist at caoquend@microsoft.com (804) 614-1907 for instructions. if project is known to span over multiple years. Exhibit A and Exhibit will need to be signed.
Remitting Information	Microsoft Corporation c/o Bank of America Lockbox 844510 1950 N. Stemmons Fwy., Suite 5010 Dallas, TX 75207-4510
Delivery Days	Orders will be shipped within 2 days after receipt of Purchase Order
Discounts	NA
Payment Terms	Net 30 Days
Bid Offer includes	State and Local Government
Acceptable payment method	Supplier will accept Purchase Orders and the Purchasing Card under this contract as permitted by current policies governing the Purchasing Card program.

Changes/ Renewals/ Extensions

Initial Term: September 3, 2015 – June 30, 2016

Renewal 1 – July 1, 2016 – June 30, 2017

Renewal 2 – July 1, 2017 – June 30, 2018

Renewal 3 – July 1, 2018 – June 30, 2019



Ordering Instructions

Direct to Microsoft – (United States) Inc.

Purchase Orders are made out to Microsoft – (United States) Inc. and end user pays Microsoft – (United States) Inc. for the order.

DOAS Contact Information:

*** See Team Georgia Marketplace (Click Open Summary) for current Contract Management Specialist contact information.**



Department of
Administrative Services

Customer Focused, Performance Driven

Nathan Deal
Governor

Sid Johnson
Commissioner

The Georgia Department of Administrative Services, State Purchasing Division, has renewed a Statewide Contract for Microsoft Premier Services with *Microsoft Corporation*.

This is a **CONVENIENCE STATEWIDE CONTRACT** available for use by all State, City & County public entities within the State of Georgia.

The purpose of this contract is to *provide various types of enhanced services that may be obtained from Microsoft*.

Key benefits of the contract include:

Support Account Management from an assigned Microsoft resource (Technical Account Manager / TAM) helps to build and maintain relationships with management and service delivery staff and helps arrange each element of the Premier Support to meet business requirements.

Workshops help to prevent problems, increase system availability and assist with creating products and solutions based on Microsoft technologies.

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.

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.

Information Services provide staff with the latest knowledge on Microsoft technologies to enhance in-house support capabilities.