



Legislation Details (With Text)

File #: 2023-0497 **Version:** 1 **Name:**

Type: Resolution **Status:** Preliminary Item

File created: 4/19/2023 **In control:** Board of Commissioners

On agenda: 6/13/2023 **Final action:** 6/13/2023

Title: Commission District(s): ALL
 SS - Microsoft Unified Support (Sole Source): for the Department of Innovation and Technology. Consists of the purchase of Microsoft support services comprised of a comprehensive support solution that helps reduce costs, enhances productivity, and uses technology throughout the IT lifecycle. This request is for continued use of the awarded sole source. Awarded to: Microsoft Corporation. Amount Not To Exceed: \$678,657.75

Indexes:

Attachments: 1. AGENDA NOTES, 2. NCPR Microsoft Unified Support 2023 - Sole Source signed, 3. ESWO for County Of Dekalb- quote

Date	Ver.	Action By	Action	Result
6/13/2023	1	Board of Commissioners	approved	Pass
6/6/2023	1	OPS-County Operations Committee	recommended for approval.	Pass
6/6/2023	1	Committee of the Whole	Accepted to the BOC agenda and assigned	

Purchasing Type: Sole Source (SS)

Public Hearing: YES NO **Department:** Purchasing & Contracting

AGENDA ITEM:

Commission District(s): ALL

SS - Microsoft Unified Support (Sole Source): for the Department of Innovation and Technology. Consists of the purchase of Microsoft support services comprised of a comprehensive support solution that helps reduce costs, enhances productivity, and uses technology throughout the IT lifecycle. This request is for continued use of the awarded sole source. Awarded to: Microsoft Corporation. Amount Not To Exceed: \$678,657.75

Information Contact: Michelle Butler, Procurement Manager

Phone Number: (404) 687-3581

PURPOSE:

Microsoft Unified Support consists of direct, expedient, and unique access to Microsoft product development teams, software developers, and source code for current and future products enabling: (1) specialized insight into the architecture of current solutions that can facilitate smooth migrations to existing and future unreleased products/versions; (2) quick and comprehensive resolution of product support, trouble-shooting and hot-fix type issues; and (3) immediate and focused technology feedback link between our support team and the Microsoft product development teams. Microsoft Unified Support is a vital lifeline of support that is imperative to maintain in the event an issue was to occur.

RECOMMENDATION:

Recommend approval of the sole source with:

Microsoft Corporation, One Microsoft Way Redmond, WA 98052

Amount Not To Exceed: \$678,657.75

ADDITIONAL INFORMATION:

- | | |
|--------------------------|---------------------|
| 1. Amount Spent to Date: | \$630,937.46 |
| | 2021 - \$292,445.46 |
| | 2022 - \$338,492.00 |
| 2. Funding: | General (IT) |