



# DeKalb County Government

Manuel J. Maloof Center  
1300 Commerce Drive  
Decatur, Georgia 30030

## Legislation Text

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**File #:** 2021-2322, **Version:** 2

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**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 use Department of Innovation and Technology. Consists of the purchase of Microsoft support services that comprised of a comprehensive support solution that helps reduce costs, enhances productivity, and uses technology throughout the IT lifecycle. Awarded to: Microsoft Corporation. Amount Not To Exceed: \$292,445.46.

**Information Contact:** Cathryn G. Horner, Director

**Phone Number:** (404) 371-6334

**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 (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 support team and the Microsoft product development teams. Microsoft has the proprietary knowledge to be able to provide all the necessary services, access to patches, security alerts and support.

**RECOMMENDATION:**

Recommend approval of the Sole Source with:

Microsoft Corporation, One Microsoft Way Redmond, WA 98052

Amount Not To Exceed: \$292,445.46

**ADDITIONAL INFORMATION:**

1. Contract Effective Date:	Date of Award
2. Contract Expiration Date:	May 31, 2022
3. Amount Spent to Date:	\$1,288,162.00
4. Funding:	General - Operating (IT)