



Legislation Text

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

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

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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)