MICROSOFT UNIFIED SUPPORT

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Chief Information Officer (CIO)

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Council Action Summary

Vendor:	**Microsoft Corporation**
Purpose:	Request **additional spending authority** to enter into the optional third year agreement and to increase/enhance existing citywide Microsoft Unified Support Services supporting Microsoft products.
Requested Spend Authority:	$1,104,142.00
Existing Contract Term:	2 years + 1 option (expires 09/30/2023)
Primary Department Users:	All City Departments
MWBE Goal:	Exempt

Microsoft Unified Support
How will the City use these support services?

- 24/7/365 *problem resolution support* with dedicated Incident Manager

- *Service Delivery Management*, including product implementation support & cloud transition planning

- *On-demand technical assessments* to prevent risk and avoid downtime, including a dedicated engineer/Support Technology Advisor to assist with optimizing tool use and digital transformation activities

- **Education services** including both on demand and instructor led training. Includes more than 1,880 available classes for both technical staff and end users.

Microsoft Unified Support
Performance

Benefit from organization-wide coverage
Maintain business continuity with as-needed 24x7 problem resolution support for your Microsoft technologies*

Accelerate your cloud growth and innovation
Optimize targeted cloud workloads with tailored planning and recommendations that address risks, health, and gaps

Gain a personal connection within Microsoft
Maximize your support services with help from a designated, go-to expert who understands your business and goals

Get a fixed support price for the year
No additional charge for license and cloud purchases through our unique fixed support price model

Move your technology initiatives forward
Work proactively with Microsoft experts to enable outcomes around adoption, security, and optimization

Build internal cloud knowledge without additional expense
Gain access to on-demand learning content, including webcasts, workshops, and virtual labs

Control the health of your IT environment
Prevent risks and avoid downtime with anytime use of on-demand assessment tools

Annual Spend

Previous Request

Department	Year 1	Year 2	Total
HITS	$314,930.00	$314,930.00	$629,860.00
HAS	$200,000.00	$200,000.00	$400,000.00
HPW	$110,070.00	$110,070.00	$220,140.00
Total	**$625,000.00**	**$625,000.00**	**$1,250,000.00**

Current/Additional Request

Department	Year 2	Year 3	Total
HITS	$135,705.00	$628,600.28	$764,305.28
HAS	$0.00	$219,200.00	$219,200.00
HPW	$0.00	$120,636.72	$120,636.72
Total	**$135,705.00**	**$968,437.00**	**$1,104,142.00**

Q&A