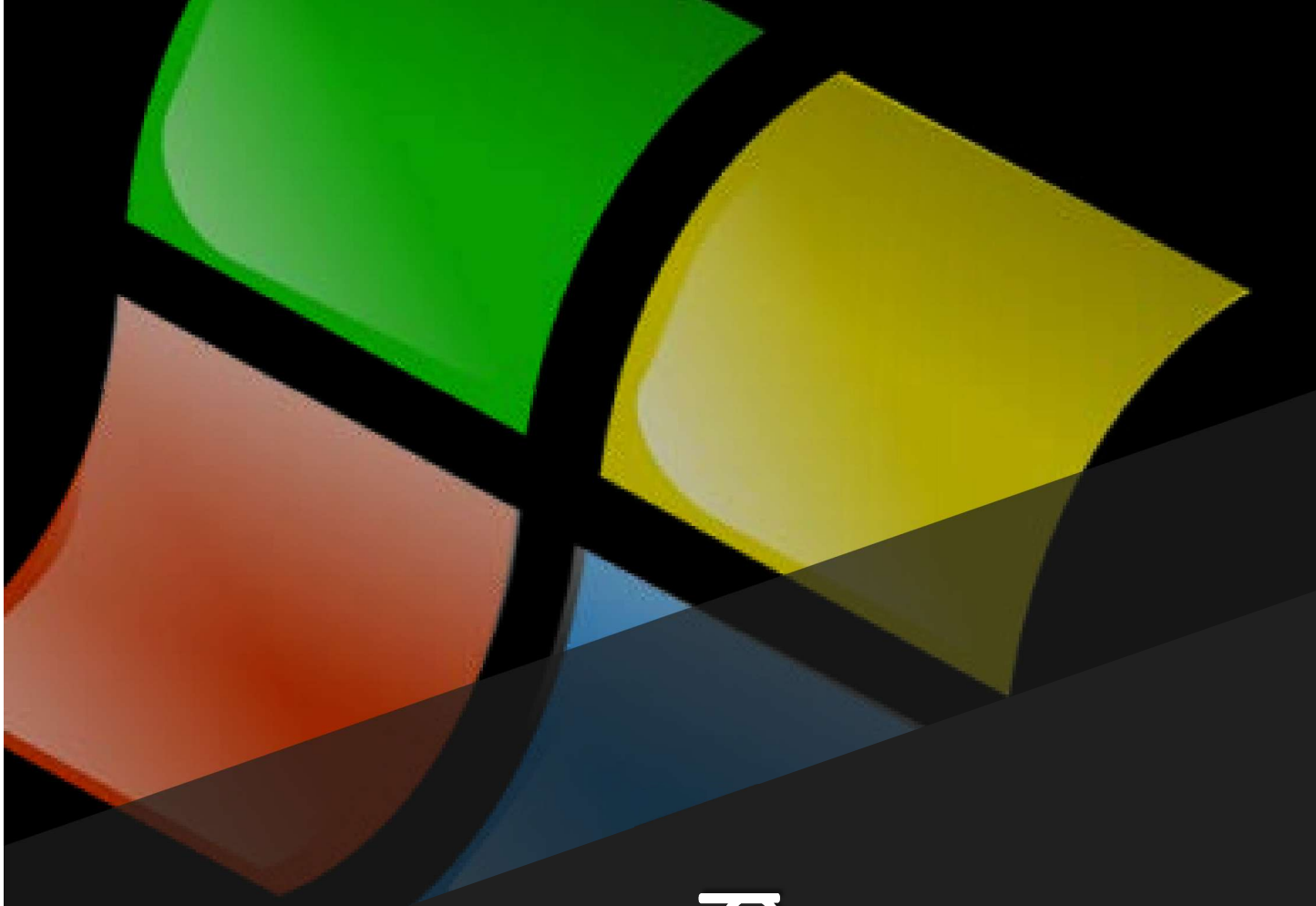


September 3, 2020

**Lisa Kent
Chief Information Officer**

**Microsoft Unified
Support
TTI Presentation**



Summary



Vendor:	MICROSOFT CORPORATION
Purpose:	<p>Transition from <i>existing</i> separate annual Premier Support purchase orders for HAS, HPW, and HITS to a single citywide Unified Support contract.</p> <p>Why are we recommending this?</p> <ul style="list-style-type: none">• Microsoft’s support roadmap will soon discontinue Premier Support in lieu of Unified Support for major enterprise customers• Unified Support will provide enhanced benefits to all departments rather than just HAS/HPW/HITS• We are continuing our commitment to consolidate / standardize similar IT agreements citywide and to increase visibility of IT-related spend
Contract Amount:	\$1,250,000 (covers Years 1 & 2)
Contract Term:	2 years (10/1/2020 through 9/30/2022) + 1 option year*

*Spending authority for 10/1/2022 through 9/30/2023 will be requested from City Council in 2022 if the City elects to exercise the Option Year

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 Support

Benefit from organization-wide coverage

Maintain business continuity with as-needed 24x7 problem resolution support for your Microsoft technologies*

Gain a personal connection within Microsoft

Maximize your support services with help from a designated, go-to expert who understands your business and goals

Move your technology initiatives forward

Work proactively with Microsoft experts to enable outcomes around adoption, security, and optimization

Accelerate your cloud growth and innovation

Optimize targeted cloud workloads with tailored planning and recommendations that address risks, health, and gaps

Get a fixed support price for the year

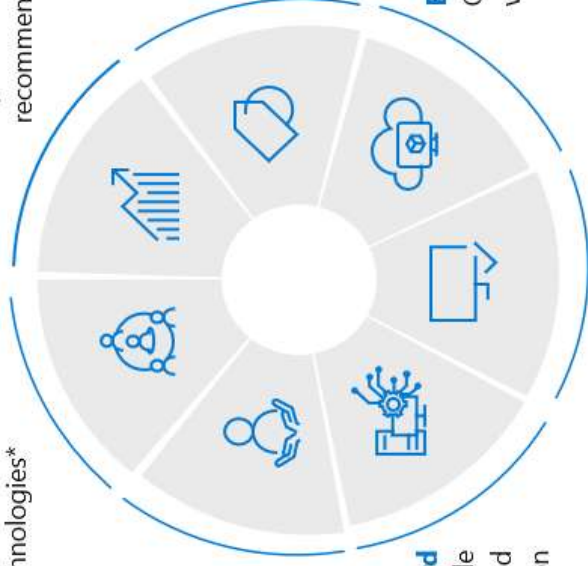
No additional charge for license and cloud purchases through our unique fixed support price model

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



Microsoft Unified Support Annual Spending Authority Forecast



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

¹This agreement will hold multi-year discount rates for the Option Year, but we may choose to renegotiate along with the Citywide Enterprise Agreement for software licensing that will expire 9/30/2022. It may be desirable to have both agreement terms aligned. The City will make a recommendation on this option by Summer 2022.

*Spending authority for 10/1/2022 through 9/30/2023 will be requested from City Council in 2022 if the City elects to exercise the Option Year

Questions?