



Sole Source Acquisition Request

[\[📧 Email Me\]](#)
Double click!

1. Fully describe the product(s) and/or service(s) being requested.
Microsoft Unified Support Services provides account management, technical support, software maintenance, problem resolution, workshops, and events to support the Microsoft products used by the County.
2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.
Microsoft Corporation
Marc Hogrefe
Support Solution Specialist
marc.hogrefe@microsoft.com
(916) 934-6427
3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.
\$284,366 for a single year of Microsoft Unified Support. Microsoft is only offering single-year Unified Support agreements.
4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a sole source acquisition.
Microsoft Unified Support Services provides customized account and technical support plans to best meet the needs of the County within a specified budget range. No other vendor can provide Unified Support for Microsoft products.
5. Explain why the unique qualities and/or capabilities described above are essential to your department.
Microsoft Unified Support provides direct call-in support for operating systems and associated software applications. Unified Support also includes on-site Professional Services for best-practice configuration and evaluations of existing deployed services.
6. Provide a comprehensive explanation of the research done to verify that there is only a sole vendor that is capable of providing the required service(s) and/or product(s). Include a list of all other vendors contacted with regard to providing the requested product(s) and/or service(s) and indicate their response.
Microsoft Corporation is the only vendor that can provide the Microsoft Unified Support Services for the Microsoft platform and products selected as the keystone for the County's PCs and network.

chjones 8/25/2020 2:42:58 PM

Requested By:

Staff Analyst

Title

[\[✕ Sign\]](#) Double click!

I approve this request to sole source for the service(s) and/or product(s) identified herein.

rbash 8/26/2020 3:32:32 PM

Department Head Signature

[\[✕ Sign\]](#) Double click!

Purchasing Manager Signature