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Sole Source Acquisition Request

1. Fully describe the product(s) and/or service(s) being requested.

Microsoft Unified Support and Maintenance services including implementation support, problem resolution assistance, configuration assistance and training. Services may include onsite resources to assist in answering questions or updating configurations. Each Month the remaining support hours are reviewed and a plan is implemented to utilize the fixed number of support hours we have remaining. Unused hours may be converted into training sessions and on-site reviews of existing and planned configuration implementations. Includes access to Microsoft's DART team for incident response to security incidents and additional team resources.

2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

Microsoft Corporation
P.O. Box 844510
Dallas, TX 75284-4510

Nishant Agrawal
Services Account Executive
State and Local Government, Education
Mobile: (916) 588-5115

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.

\$597,000.00 for 3 year term 10/02/2026 to 10/01/2029

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 is a key provider of technology that the Sheriff/Coroner's Office relies on. They are able to provide a level of services and support resources directly from the company who make products such as Windows, Office, SQL Server; SharePoint Online and other software which our office uses every day. They have firsthand experience with all of the products we utilize in various business environments and are able to provide direct feedback regarding pros/cons of different configurations and assist with the implementation of those products. Unified Support also allows us to get answers from many other engineers within Microsoft on a variety of different topics which other vendors may not have the resources to provide such in-depth information. The Microsoft Cybersecurity Incident Response team (DART) is acutely aware of the various systems our agency utilizes to protect us from security incidents and is available to assist in the event of a security incident occurring.

5. Explain why the unique qualities and/or capabilities described above are essential to your department.

The Sheriff/Coroner's Office utilizes Microsoft products for several of its server, workstation and database software components, including workstation office products and email services. Microsoft's Unified Support provides ongoing technical services via remote and on-site support for the various Microsoft products installed throughout our agency. Diagnostics and problem resolution, software updates, critical fixes and configuration assistance/reviews are all part of the Unified Service. The assistance of Microsoft Engineers has helped our staff to improve the security posture and performance of our systems. The Cybersecurity Incident Response services are critical for shortening the response time of the DART team to assist our agency while providing additional security training in the event they are not needed for an incident response. The DART team who handles the CIR services has been extremely helpful to our cybersecurity team when it comes to assessing our current posture and training on how to identify threats as well as determine the details of any potential issues we need to resolve.

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.

The Sheriff's Office has been working with Microsoft Unified (previously called Premier) Support since 2016 to support our deployed Microsoft solutions. Microsoft is the sole provider for direct technical support of the products and solutions included with our Microsoft Enterprise Agreement (separate agreement renewed by BOS A-25-254). Support includes access to Microsoft technical support engineers, security engineers and security and cloud architects to ensure any issues or implementations are handled properly.

Other vendors we have found either resell the Microsoft support at a higher cost or utilize their own in-house staff to handle support tickets. Those companies do not have direct access to engineers who design, implement and deploy the solutions as they are released. They effectively take what is released by Microsoft and try to figure it out so they can answer our questions or issues.

Microsoft direct support is handled by Microsoft staff who can review tickets and escalate through the engineering chain to ensure the best resources are taking care of the issue. They are also the only provider of the DART team which can assist with security incidents and have access to all of the Microsoft backend resources to analyze and determine the best next steps within the Microsoft ecosystem.

Due to Microsoft being the only provider of support for their products we requested a renewal quote from Microsoft for a similar level of service for the term of 10/2/2026 to 10/01/2029.

teresa.burgamy 5/19/2026 6:04:30 AM

Requested By:

IT Manager

Title

[\[✕ Sign\]](#) Double click!

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

Brandon.Pursell 5/19/2026 8:50:43 AM

Department Head Signature

[\[✕ Sign\]](#) Double click!

rblackburn 7/24/2026 3:03:57 PM

Purchasing Manager Signature

[\[✕ Sign\]](#) Double click!