



Sole Source Acquisition Request

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

The Information Technology Services Department (ITSD) is requesting to suspend competition to enter into a one-year agreement to obtain Microsoft Unified Support Services. Microsoft Unified Support Services provide account management, technical support, software maintenance, problem resolutions, offer workshops, and events to support the Microsoft platform and products used by the County.

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

The vendor is Microsoft Corporation (Microsoft). The contact is Nishant Agrawal and he can be reached by email at nishant.agrawal@microsoft.com and by phone at 253-709-4704. Microsoft's address is One Microsoft Way, Redmond, WA, 98052.

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.

This will be a one-year agreement, and the total cost of the acquisition is \$276,710.19

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 provide a customized account and technical support plans to best meet the needs of the County within a specified budget range. There are no other vendors capable of providing unified support for Microsoft products.

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

Microsoft Unified Support Services provide direct call-in support for operating systems and associated software solutions. Unified support also includes on-site professional services for best practice configuration and evaluation of existing deployed services. These services play a vital role in ensuring the uninterrupted and efficient operation of County departments.

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.

Per Microsoft they are the only vendor that can provide unified support services for the Microsoft platform and products selected as keystone for the County's PC's and network. The operating system and its respective application in use countywide are based on Microsoft's proprietary software.

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Requested By:

Staff Analyst

Title

[\[X Sign\]](#) Double click!

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

Mike Kerr

Mike Kerr (Sep 5, 2025 08:00:06 PDT)

Department Head Signature

[\[X Sign\]](#) Double click!

Riley Blackburn

Digitally signed by Riley Blackburn
Date: 2025.09.09 12:50:31 -07'00'

[ Sign] Double click!

Purchasing Manager Signature