



Sole Source Acquisition Request

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

Microsoft Premier 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.

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

Microsoft Corporation
Attn: Tyler Groth
Technical Account Manager
Office: +1 (916) 503-5129
Mobile: +1 (503) 926-3499
Email: tyler.groth@microsoft.com

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.

\$121,851, 1 year term from 10/02/2019 to 10/01/2020

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 resources directly from the company who make products such as Windows, Office, SQL Server; SharePoint 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. It 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

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 Premier Support provides ongoing technical services via phone and on-site support, for the Sheriff/Coroner's Microsoft software install base. Diagnostics and problem resolution, software updates, critical fixes and configuration assistance/reviews are all part of the Premier Service.

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.

We previously had a contact with Microsoft under agreement A-16-580. Microsoft is the sole provider for direct technical support for the products they provide. 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 terms of 10/2/2019 to 10/01/2020. Since our last agreement, Microsoft no longer offers multi-year agreement terms so we are limited to a one year agreement.

Josh.Mikow 9/23/2019 1:16:59 PM

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.

Thomas.Trester 9/24/2019 3:14:55 PM

Department Head Signature

[\[✕ Sign\]](#) Double click!

gcornuelle 9/26/2019 7:50:51 AM

Purchasing Manager Signature

[\[✕ Sign\]](#) Double click!