



# County of Fresno

Hall of Records, Rm. 301  
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Fresno, California  
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## Legislation Details (With Text)

**File #:** 16-1106 **Name:** Microsoft Premier Support Services Agreement

**On agenda:** 9/27/2016 **In control:** Sheriff - Coroner  
**Final action:** 9/27/2016

**Enactment date:** **Enactment #:** Agreement No. 16-580

**Title:** Make a finding that it is in the best interest of the County to waive the competitive bidding process under Administrative Policy No. 34 due to unusual or extraordinary circumstances, as Microsoft is the support provider for its licensed products; and approve and authorize the Chairman to execute a sole source Agreement with Microsoft Corporation (Microsoft) for maintenance and technical support of Microsoft products used by the Sheriff-Coroner's Office effective October 2, 2016 through October 1, 2019 (\$306,624)

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Agenda Item, 2. Sole Source Acquisition Request, 3. Agreement A-16-580 with Microsoft Premier

Date	Ver.	Action By	Action	Result
9/27/2016	1	Board of Supervisors	Consent Agenda be approved	Pass

**DATE:** September 27, 2016

**TO:** Board of Supervisors

**SUBMITTED BY:** Margaret Mims, Sheriff-Coroner

**SUBJECT:** Microsoft Premier Services Agreement

### RECOMMENDED ACTION(S):

- 1. Make a finding that it is in the best interest of the County to waive the competitive bidding process under Administrative Policy No. 34 due to unusual or extraordinary circumstances, as Microsoft is the support provider for its licensed products; and**
- 2. Approve and authorize the Chairman to execute a sole source Agreement with Microsoft Corporation (Microsoft) for maintenance and technical support of Microsoft products used by the Sheriff-Coroner's Office effective October 2, 2016 through October 1, 2019 (\$306,624).**

There is no increase in Net County Cost associated with the recommended actions. Approval of the recommended actions will allow Microsoft to continue providing maintenance and technical support for the Microsoft products used by the Sheriff-Coroner's servers, databases and over 700 personal computers. Estimated support requirements are determined in advance based on historical usage and planned implementations.

### ALTERNATIVE ACTION(S):

There is no viable alternative action. Should your Board not approve the recommended actions, Microsoft will terminate their maintenance and technical support and Sheriff-Coroner's staff will be without technical on-line and phone support, diagnostics, problem resolution, software updates, critical fixes, and configuration assistance for its Microsoft software installed base.

SUSPENSION OF COMPETITION/SOLE SOURCE CONTRACT:

The Sheriff-Coroner's Office requests the Board waive the competitive bidding process consistent with Administrative Policy No. 34 as Microsoft is the only provider of maintenance and support services for the Microsoft products used by the Sheriff-Coroner. The Internal Services Department Purchasing Division concurs with the department's request to waive the competitive bidding process.

FISCAL IMPACT:

There is no additional Net County Cost associated with the recommended actions. Funding for activity under this Agreement is included in the adopted FY 2016-17 Sheriff-Coroner's Org 3111 Budget. Funding will also be included in future departmental budget requests for your Board's consideration. Year one of the Agreement commencing October 2, 2016 is \$100,250. Year two, commencing October 2, 2017 is estimated at \$102,195. Year three, commencing October 2, 2018 through October 1, 2019 is estimated at \$104,179.

DISCUSSION:

The County has successfully contracted with Microsoft for Premier Support Services for software product support for the past 15 years. The service has been used for the design and implementation of multiple software installations, supporting several departmental applications, data and infrastructure requirements. On September 11, 2012 your Board approved a three year Agreement with Microsoft that expired October 1, 2015. Since this time, the Sheriff-Coroner's Office executed a one year Purchase Order with Microsoft which will expire October 1, 2016. A one year Purchase Order was used during this time due to evolving information technology projects and because the need for specific longer term support was not identifiable. During this one year, the Department has worked with Microsoft to better estimate upgrade schedules and services the Sheriff-Coroner would benefit the most from over the next three years based on current software utilization. Options and resources for existing systems have been identified for system planning for the next three years.

The Sheriff-Coroner's Office utilizes Microsoft products for several of its server, workstation and database software components, including workstation office products and e-mail 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.

This three-year Microsoft Premier Support Services Agreement allows for Sheriff-Coroner's Office Information Technology staff to contact Microsoft Premier Support for expert technical assistance and services, based upon the annual prepayment of a pre-determined number of support hours. Each month the support hours (burn rate) are reviewed and services adjusted, as needed, to stay within contracted hours. Any unused hours may be converted to training sessions and on-site reviews of existing and planned configuration implementations. The hours must be used within the year and cannot be carried forward.

ATTACHMENTS INCLUDED AND/OR ON FILE:

Sole Source Acquisition Request  
On file with Clerk - Agreement with Microsoft Premier

CAO ANALYST:

Jeannie Z. Figueroa