



Legislation Text

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File #: 20-2560, Version: 1

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**STRATEGIC PRIORITY:** Government Performance and Financial Management  
**AGENDA DATE:** January 27, 2021  
**COUNCIL DISTRICT(S):** All  
**DEPARTMENT:** Office of Procurement Services  
**EXECUTIVE:** Elizabeth Reich

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**SUBJECT**

Authorize a one-year cooperative purchasing agreement for Microsoft premier support services for the Department of Information and Technology Services with Microsoft Corporation through the Department of Information Resources cooperative agreement - Not to exceed \$395,734 - Financing: Data Services Fund

**BACKGROUND**

This agreement will provide continuous Microsoft premier support services for the Department of Information and Technology Services. The Microsoft premier support services provide dedicated, enhanced technical support, and on-site assistance for complex and critical problems that arise during the use of Microsoft products. The City utilizes various Microsoft products such as Windows Server operating systems, Office 365 cloud computing, Visio, and Project to conduct daily business operations. Microsoft products are also used on City servers, workstations, and mobile devices. Microsoft premier support service is a comprehensive solution that enables the City to maximize information technology resources.

The contract is a vital component for the City that includes the following services:

- Advanced vendor-level support - as needed
- Two proactive support engagements
- Problem resolution services - as needed
- Cloud modernization planning
- On-demand performance assessments
- On-demand education

Microsoft Corporation does not provide premier support services through any third-party vendor. Furthermore, pricing for this service is only provided through the Department of Information Resources cooperative agreement.

The Department of Information Resources cooperative agreement is authorized by Chapter 791 of the Texas Government Code and Subchapter F, Chapter 271, Texas Local Government Code. Section 271.102 of the Texas Local Government Code which authorizes a local government to participate in a Cooperative Purchasing Program with another local government or a local cooperative organization.

**PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

On January 28, 2015, City Council authorized a three-year service contract for Microsoft premier support services with Microsoft Corporation through the Department of Information Resources, State of Texas Cooperative contract by Resolution No. 15-0155.

On April 25, 2018, City Council authorized a three-year service contract for Microsoft premier support services with Microsoft Corporation through the State of Texas Department of Information Resources cooperative agreement by Resolution No. 18-0616.

**FISCAL INFORMATION**

Fund	FY 2021	FY 2022	Future Years
Data Services Fund	\$395,734.00	\$0.00	\$0.00

**M/WBE INFORMATION**

In accordance with the City’s Business Inclusion and Development Policy adopted on September 23, 2020, by Resolution No. 20-1430, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Procurement Category	M/WBE Goal	M/WBE %	M/WBE \$
\$395,734.00	Other Services	N/A	N/A	N/A
<ul style="list-style-type: none"> <li>• The Business Inclusion and Development Policy does not apply to Cooperative Purchasing Agreements.</li> <li>• Microsoft Corporation - Non-local; Workforce - 0.45% Local</li> </ul>				

**PROCUREMENT INFORMATION**

Method of Evaluation for Award Type:

Cooperative Purchasing Agreement	<ul style="list-style-type: none"> <li>• Cooperative purchasing agreements enable the City to associate with State agencies, other local governments, or local cooperative organizations comprised of other state and local governments, to leverage market buying power and enable the City to purchase goods or services at lower prices</li> </ul>
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| <ul style="list-style-type: none"><li>• The cooperative purchasing agreement is an alternative method of meeting the requirements for competitive bidding or competitive sealed proposals, not an exception from that requirement</li></ul> |
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**OWNER**

**Microsoft Corporation**

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Redmond, WA 98052

Satya Nadella, Chief Executive Officer  
Brad Smith, President