



# Committee of the Whole

Cynthia Foley

Council Initiated:

Yes

No

**ECAF:** 2026-0997

**Motion:** 26-190

**Type:**

- Contract
- Board Appt.
- Code Amendment
- Budget Action
- Other

**Requested Handling:**

- Normal
- Expedite – 5/22/26
- Urgent

**Fund Source:**

- General Fund
- Other
- N/A

**Executive Rec:**

- Approve
- Do Not Approve
- N/A

**Approved as to**

**Form:**

- Yes
- No
- N/A

**Subject:** Microsoft Software Support Services – Notice to Proceed

**Scope:** The Work Order for Microsoft for Software Support Services renews access to services and resources, including:

- consulting for problem resolution support,
- 30-minute response time on critical issues,
- on demand training resources and risk assessment tools,
- a technical account manager,
- on-site or remote visits as needed,
- and cloud optimization services.

The work order is for a service period of three years, allowing the County to take advantage of fixed pricing.

Expedited handling is requested. The Work Order must be signed by the County by no later than 5/22/2026 for Microsoft to execute the document before 5/29/2026.

**Duration:** June 1, 2026, through May 31, 2029

**Fiscal Impact:**  Current Year  Multi-Year  N/A

Expenditures	June '26 - May '27	June '27 - May '28	June '28 - May '29	2029	2030	Total
505.5148884801	\$229,328.82	\$237,328.82	\$245,328.82			\$711,986.46 plus applicable sales taxes
<b>Totals</b>	<b>\$229,328.82</b>	<b>\$237,328.82</b>	<b>\$245,328.82</b>	<b>0</b>	<b>0</b>	<b>\$711,986.46</b>

**Authority Granted:** Motion 26-190 approves and authorizes the County Executive to execute the Work Order for Microsoft Software Support Services from June 1, 2026, through May 31, 2029.

**Background:** On May 18, 2000, Snohomish County approved a Microsoft Master Services Agreement (Original Contract ECAF 2000-0770), which allows the Department of Information Technology to obtain consulting services under a mutually agreed upon Work Order for continued Microsoft Performance Support Services. Performance Support Services allow for access to high level support professionals that advise County IT staff on product suites, refining licenses, product capabilities, and technical support.

# Committee of the Whole

Cynthia Foley

Work orders have been approved annually since the approval of the agreement in 2000. Recently approved work orders for Microsoft Support Services include:

- On June 11, 2025, Council approved a notice to proceed with payment for Microsoft support services for 2025-2026 via Motion 25-244<sup>1</sup>.
- On May 22, 2024, Council approved a notice to proceed with payment for Microsoft support services for 2024-2025 via Motion 24-218<sup>2</sup>.

**Requested Action:** Consider taking action.

---

<sup>1</sup> [2025-1629 - Motion 25-244](#)

<sup>2</sup> [2024-0876 - Motion 24-218](#)