



Snohomish County Council

Legislation Text

File #: 2024-0876, Version: 1

Executive/Council Action Form (ECAF)

ITEM TITLE:

Motion 24-218, approve and authorize notice to proceed with payment for year 2024-2025 Microsoft Support Services

DEPARTMENT: Information Technology

ORIGINATOR: Dee White

EXECUTIVE RECOMMENDATION: Ken Klein 5/10/24

PURPOSE: The purpose of this ECAF is to approve an annual payment to Microsoft for Software Support Services. Microsoft will provide 24x7 consulting for problem resolution support, 30-minute response time on critical issues, on demand training resources and risk assessment tools, a technical account manager focused on meeting our goals, resource on-site or remote visits as needed, and cloud optimization services.

BACKGROUND: In year 2000, the County approved a Microsoft Master Services Agreement, dated May 18, 2000, via the attached agreement. This agreement was set up as a tool for Information Technology to procure consulting services under a mutually agreed upon "Work Order," to continue Microsoft software support services. At this time, Information Technology is seeking approval to make an annual payment for Microsoft Software Support Services. If approved, Support Services will commence June 1, 2024, for twelve months, ending May 31, 2025. Performance Support Services will allow critical access by Information Technology staff to high level support Microsoft professionals that will advise us on our product suite and how to refine licenses, assist us managing the County Microsoft product capabilities, and having a technical account representative identify various available improvements, as well as provide on-site or remote consultation for direct technical support. **Expedited handling is requested as Microsoft requires the annual Purchase Order be provided to them no later than May 24, 2024. The Purchase Order cannot be requested until the Agreement and Motion are signed.**

FISCAL IMPLICATIONS:

EXPEND: FUND, AGY, ORG, ACTY, OBJ, AU	CURRENT YR	2ND YR	1ST 6 YRS
505-514888-4801	\$245,327		\$245,327
506-512471-4601	\$72,000		\$72,000
TOTAL	\$317,327		\$317,327

REVENUE: FUND, AGY, ORG, REV, SOURCE	CURRENT YR	2ND YR	1ST 6 YRS

TOTAL			

DEPARTMENT FISCAL IMPACT NOTES: Funds are currently budgeted in fiscal year 2024 for these professional services indicated above.

CONTRACT INFORMATION:

ORIGINAL	CONTRACT#	AMOUNT	\$317,327
AMENDMENT	CONTRACT#	AMOUNT	

Contract Period

ORIGINAL	START	6/1/2024	END	5/31/2025
AMENDMENT	START		END	

OTHER DEPARTMENTAL REVIEW/COMMENTS: Reviewed/approved by: Risk Management (Sheila Barker 5/10/24) and Finance (Nathan Kennedy 5/10/24)