



Snohomish County Council

Legislation Text

File #: 2023-0525, Version: 1

Executive/Council Action Form (ECAF)

ITEM TITLE:

Motion 23-195, approving and authorizing notice to proceed with payment for year 2023-2024 Microsoft Support Services

DEPARTMENT: Information Technology

ORIGINATOR: Dee White

EXECUTIVE RECOMMENDATION: Approved by Ken Klein 5/10/23

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, 2023, for twelve months, ending May 31, 2024. 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 25, 2023. 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
505-5148884801	\$228,355		\$228,355
TOTAL	\$228,355		\$228,355

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

TOTAL			

DEPARTMENT FISCAL IMPACT NOTES: Funds are included in the approved 2023 budget for these professional services indicated above.

CONTRACT INFORMATION:

ORIGINAL	X	CONTRACT#	AMOUNT	\$228,355.00
AMENDMENT		CONTRACT#	AMOUNT	

Contract Period

ORIGINAL	START	6/1/2023	END	5/31/2024
AMENDMENT	START		END	

OTHER DEPARTMENTAL REVIEW/COMMENTS: Continuation of existing agreement. No Risk Management or PA approval is required.

Reviewed/approved by Risk - Shelia Barker 5/10/23 and Finance - Nathan Kennedy 5/10/23