



# Snohomish County Council

## Legislation Text

File #: 2021-0210, Version: 1

### Executive/Council Action Form (ECAF)

**ITEM TITLE:**

Motion 21-181, approve and authorize Notice to Proceed with payment For Year 2021-2022 Microsoft Support Services

**DEPARTMENT:** Information Technology

**ORIGINATOR:** Dee White

**EXECUTIVE RECOMMENDATION:** Approve

**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 ECAF and 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, 2021 for twelve months, ending May 31, 2022. 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.

**FISCAL IMPLICATIONS:**

<b>EXPEND:</b> FUND, AGY, ORG, ACTY, OBJ, AU	CURRENT YR	2ND YR	1ST 6 YRS
505-5148884801	\$213,804.33		
<b>TOTAL</b>			

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

<b>TOTAL</b>			

**DEPARTMENT FISCAL IMPACT NOTES:** Funds are currently budgeted in fiscal year 2021 for these professional services indicated above.

**CONTRACT INFORMATION:**

ORIGINAL	X	CONTRACT#	AMOUNT	\$213,804.33
AMENDMENT		CONTRACT#	AMOUNT	

**Contract Period**

ORIGINAL	START	06/01/2021	END	05/31/2022
AMENDMENT	START		END	

**OTHER DEPARTMENTAL REVIEW/COMMENTS:** Approved/Reviewed by Finance & Risk