



**BOARD OF SUPERVISORS AGENDA ITEM REPORT**  
**CONTRACTS / AWARDS / GRANTS**

☐ Award ☒ Contract ☐ Grant

Requested Board Meeting Date: May 4, 2021

or Procurement Director Award ☐

*\* = Mandatory, information must be provided*

**\*Contractor/Vendor Name/Grantor (DBA):**

Microsoft Corporation

**\*Project Title/Description:**

Microsoft Premier Support

**\*Purpose:**

Amendment of Award: Master Agreement No. MA-PO-16-369, Amendment No. 06. This Amendment extends the termination date to 05/24/2022, revises support services, and increases the annual award amount by \$170,000.00 from \$250,000.00 to \$420,000.00 for a cumulative not-to-exceed (NTE) contract amount of \$1,940,000.00. Administering Department: Information Technology.

**\*Procurement Method:**

Pursuant to Pima County Procurement Code 11.12.050, Sole source procurement, on June 21, 2016, the Board of Supervisors approved an award of contract for an initial term of one (1) year and an annual award amount of \$240,000.00. Contract allows for one-year renewal periods and remains in effect until terminated.

On February 9, 2017, the Procurement Director approved Amendment No. 01, which extended the termination date to 06/20/2018 and added the annual award amount of \$240,000.00 for a cumulative NTE contract amount of \$480,000.00.

On May 25, 2017, the Procurement Director approved Amendment No. 02, which changed the effective and expiration dates to enable Microsoft to apply the Software Assurance Benefit to the upcoming Premier Contract to avoid a lapse in coverage.

On February 2, 2018, the Procurement Director approved Amendment No. 03, which extended the termination date to 05/24/2019 and added a partial annual award amount of \$200,000.00 for a cumulative NTE contract amount of \$680,000.00.

On May 7, 2019, the Board of Supervisors approved Amendment No. 04, which extended the termination date to 05/24/2020, expanded the existing support services and added Designated Support Engineering services, and added a one-time increase of \$600,000.00 for a cumulative NTE contract amount of \$1,280,000.00.

On May 26, 20, the Procurement Director approved Amendment No. 05, which extended the termination date to 05/24/2021, revised support services and added the annual award amount of \$240,000.00 for a cumulative NTE contract amount of \$1,520,000.00.

This increase allows for a Dedicated Service Engineer for Cybersecurity purposes, priority routing for senior engineers, increase project load ability for the "Built-In Proactive Service", and provides the Pima County Sheriff's Department the ability to engage with Microsoft support as well.

PRCUID: 218507

Attachments: Contract Amendment No. 06 and IT memorandum.

**\*Program Goals/Predicted Outcomes:**

Continued use and support of Microsoft Premier Support Services.

**\*Public Benefit:**

Continuous hands-on assistance and immediate escalation for urgent issues which speeds resolutions and helps keep our mission-critical systems up and running.

**\*Metrics Available to Measure Performance:**

Percent of up-time of web content.

**\*Retroactive:**

No.

To: COB 4-26-21 (Addendum)  
Pgs: 3  
Vers: 10

Revised 5/2020

**Contract / Award Information**

Document Type: \_\_\_\_\_ Department Code: \_\_\_\_\_ Contract Number (i.e., 15-123): \_\_\_\_\_

Commencement Date: \_\_\_\_\_ Termination Date: \_\_\_\_\_ Prior Contract Number (Synergen/CMS): \_\_\_\_\_

☐ Expense Amount: \$\* \_\_\_\_\_ ☐ Revenue Amount: \$ \_\_\_\_\_**\*Funding Source(s) required:**Funding from General Fund? ☐ Yes ☐ No If Yes \$ \_\_\_\_\_ % \_\_\_\_\_Contract is fully or partially funded with Federal Funds? ☐ Yes ☐ No**If Yes, is the Contract to a vendor or subrecipient?** \_\_\_\_\_Were insurance or indemnity clauses modified? ☐ Yes ☐ No*If Yes, attach Risk's approval.*Vendor is using a Social Security Number? ☐ Yes ☐ No*If Yes, attach the required form per Administrative Procedure 22-10.***Amendment / Revised Award Information**Document Type: MA Department Code: PO Contract Number (i.e., 15-123): 16-369Amendment No.: 06 AMS Version No.: 10Commencement Date: 05/25/2021 New Termination Date: 05/24/2022

Prior Contract No. (Synergen/CMS): \_\_\_\_\_

☒ Expense or ☐ Revenue ☒ Increase ☐ Decrease Amount This Amendment: \$ 420,000.00Is there revenue included? ☐ Yes ☒ No If Yes \$ \_\_\_\_\_**\*Funding Source(s) required:** General FundFunding from General Fund? ☒ Yes ☐ No If Yes \$ 420,000.00 % \_\_\_\_\_**Grant/Amendment Information** (for grants acceptance and awards) ☐ Award ☐ Amendment

Document Type: \_\_\_\_\_ Department Code: \_\_\_\_\_ Grant Number (i.e., 15-123): \_\_\_\_\_

Commencement Date: \_\_\_\_\_ Termination Date: \_\_\_\_\_ Amendment Number: \_\_\_\_\_

☐ Match Amount: \$ \_\_\_\_\_ ☐ Revenue Amount: \$ \_\_\_\_\_**\*All Funding Source(s) required:****\*Match funding from General Fund?** ☐ Yes ☐ No If Yes \$ \_\_\_\_\_ % \_\_\_\_\_**\*Match funding from other sources?** ☐ Yes ☐ No If Yes \$ \_\_\_\_\_ % \_\_\_\_\_**\*Funding Source:** \_\_\_\_\_**\*If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)?** \_\_\_\_\_Contact: Troy McMaster, Procurement Officer Troy McMaster Digitally signed by Troy McMaster  
DN: cn=Troy McMaster, o=Pima County,  
ou=Procurement Department,  
email=troy.mcmaster@pima.gov, c=US  
Date: 2021.04.21 09:04:52 -0700Ana Wilber Digitally signed by Ana Wilber  
Date: 2021.04.23 09:52:16  
-0700Department: Procurement Terri Spencer Digitally signed by Terri Spencer  
Date: 2021.04.23 11:51:17 -0700 Telephone: 520.724.8728Department Director Signature/Date: Daniel C. Hunt Digitally signed by Daniel C. Hunt  
DN: cn=Daniel C. Hunt, o=Pima County,  
ou=Procurement Department,  
email=daniel.hunt@pima.gov, c=US  
Date: 2021.04.23 11:26:11 -0700Deputy County Administrator Signature/Date: Terri Spencer 4/26/21County Administrator Signature/Date: Daniel C. Hunt 4/26/21  
(Required for Board Agenda/Addendum Items)

**Pima County Department of Information Technology**

**Project:** Microsoft Premier Support

**Contractor:** Microsoft Corporation  
PO Box 844510  
Dallas, TX 75284-4510

**Contract No.:** MA-PO-16-369

**Contract Amendment No.:** 06

<b>Orig. Contract Term:</b>	06/21/2016 – 06/20/2017	<b>Orig. Amount:</b>	\$ 240,000.00
<b>Termination Date Prior Amendment:</b>	05/24/2021	<b>Prior Amendments Amount:</b>	\$1,280,000.00
<b>Termination Date This Amendment:</b>	05/24/2022	<b>This Amendment Amount:</b>	\$ 420,000.00
		<b>Revised Total Amount:</b>	\$1,940,000.00

**CONTRACT AMENDMENT**

The parties agree to amend the above-referenced contract as follows:

**1. Background and Purpose.**

- 1.1. Background. On June 21, 2016, County and Contractor entered into the above referenced agreement to provide Microsoft Premier Support.
- 1.2. Purpose. County requires an amendment to extend the termination date, further revise support services, and to increase the annual award amount for the revised services.

**2. Term.** The parties agree to extend the contract term for one additional year commencing on May 25, 2021 and terminating on May 24, 2022. If the commencement date is before the Effective Date of this amendment, the parties will, for all purposes, deem the amendment to have been in effect as of the commencement date.

**3. Maximum Payment Amount.** The maximum annual spending limit for the County under this Contract, as set forth in Exhibit A, Section 2.A of the initial Contract, is increased by \$170,000.00, therefore County's annual funding increases under this Contract will not exceed \$420,000.00. The maximum amount the County will spend under this Contract, as set forth in Exhibit A, Section 2.A of the initial Contract and subsequently amended, is increased by \$420,000, therefore County's total payments to Contractor under this contract, including any sales taxes, will not exceed \$1,940,000.00.

**4. Scope of Services.** The parties have revised the Support Services as described in the attached Exhibit B: Microsoft Enterprise Services Work Order (6 pages).

**SIGNATURE PAGE TO FOLLOW**

All other provisions of the Contract not specifically changed by this Amendment remain in effect and are binding upon the parties.

**PIMA COUNTY**

\_\_\_\_\_  
Chairman, Board of Supervisors

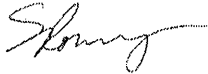
\_\_\_\_\_  
Date

**ATTEST**

\_\_\_\_\_  
Clerk of the Board

\_\_\_\_\_  
Date

**APPROVED AS TO FORM**



\_\_\_\_\_  
Deputy County Attorney

Stacey Roseberry

\_\_\_\_\_  
Print DCA Name

4/21/2021

\_\_\_\_\_  
Date

**MICROSOFT CORPORATION**



Staci Jacobs (Apr 22, 2021 13:03 CDT)

\_\_\_\_\_  
Authorized Officer Signature

**Staci Jacobs**

\_\_\_\_\_  
Printed Name and Title

**Apr 22, 2021**

\_\_\_\_\_  
Date

Date: April 6, 2021

To: Terri Spencer  
Procurement Director

From: Dan Hunt  
Chief Information Officer

Re: Microsoft Premier Support MA PO-16-369

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This request is to increase the annual award amount for the Microsoft Premier Support (MA). This MA service provides continuous support assistance and immediate escalation for urgent Microsoft issues and is up for renewal on May 24, 2021.

ITD is requesting to increase our annual award amount for Microsoft Premier Support, from \$250,000/year, to \$420,000/year. This increase of \$170,000/year is in order to achieve the following:

- We will have 400 hours/year of a Dedicated Service Engineer (DSE) for Cybersecurity. Pima County is facing constant and increasing cybersecurity threats, and this support is critical to maintaining our security.
- In addition to having unlimited reactive support cases, we will now be able to get priority routing to senior engineers. Pima County has a sophisticated information environment, and many of the issues we encounter cannot be solved in a timely manner with normal entry-level support. This will improve our ability to get issues resolved more efficiently.
- We will increase our "Built-In Proactive Service" from 2 to 3, enabling an additional project each year to modernize and better secure the environment.
- This increase also includes an enhancement that provides the ability for the Pima County Sheriff's Department to engage with Microsoft support as well.

ITD believes that these enhancements are necessary improvements in order to best meet the needs of Pima County Departments and its constituents.

SF/sc