



**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): 16-369

Amendment No.: 06 AMS Version No.: 10

Commencement Date: 05/25/2021 New Termination Date: 05/24/2022

Prior Contract No. (Synergen/CMS): _____

Expense or Revenue Increase Decrease Amount This Amendment: \$ 420,000.00

Is there revenue included? Yes No If Yes \$ _____

*Funding Source(s) required: General Fund

Funding 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 \$ _____ % _____

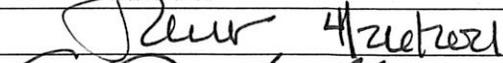
*Funding Source: _____

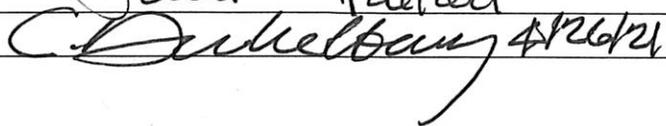
***If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)?** _____

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 -0700 Ana Wilber Digitally signed by Ana Wilber
Date: 2021.04.23 09:52:16
-0700

Department: Procurement Terri Spencer Digitally signed by Terri Spencer
Date: 2021.04.23 11:51:17 -0700 Telephone: 520.724.8728

Department Director Signature/Date: Daniel C. Hunt Digitally signed by Daniel C. Hunt
DN: cn=Daniel C. Hunt, ou=Pima County, ou=Information Technology
Department, email=Dan.Hunt@pima.gov, c=US
Date: 2021.04.23 11:29:11 -0700

Deputy County Administrator Signature/Date: 

County Administrator Signature/Date: 
(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

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

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

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