

Memorandum



Date: June 16, 2026

To: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

From: Daniella Levine Cava *Daniella Levine Cava*
Mayor

Agenda Item No. 8(P)(3)

Subject: Recommendation for Approval of a Non-competitive Designated Purchase for Additional Time and Expenditure Authority for Microsoft Premier Support Services

Executive Summary

This item seeks approval to extend a contract with Microsoft Corporation for an additional three-year term with expenditure authority to allow the Communications, Information and Technology Department (CITD) to continue purchasing Microsoft Unified Support Services (formerly Microsoft Premier Support Services) on behalf of multiple County departments. The Microsoft Unified Support Services are exclusively provided by Microsoft for enterprise customers.

These services are critical to maintaining the security, reliability, and operational integrity of the County's Microsoft-based infrastructure, including enterprise systems and the *miamidade.gov* platform. The contract provides reactive and proactive technical support across Microsoft technologies, including system assessments, advisory services, rapid escalation for mission-critical issues, and access to specialized technical expertise and training resources. The contract supports essential services such as system optimization, migration guidance, and application development support.

Approval of this extension will allow the County to maintain uninterrupted technical support while avoiding the time and administrative burden associated with negotiating a new agreement. Additionally, the services support the County's implementation and optimization of advanced Microsoft security tools, including identity governance controls, multi-factor authentication, Azure Information Protection, Microsoft Defender, and Microsoft Sentinel, strengthening the County's cybersecurity posture and protecting critical digital infrastructure.

Recommendation

It is recommended that the Board of County Commissioners (Board) approve a non-competitive designated purchase, pursuant to Section 2-8.1(b)(3) of the Miami-Dade County Code (Code), by a two-thirds vote of the Board members present, authorizing a three-year extension with expenditure authority of \$6,420,523 under *Contract No. SS9892-1/22, Microsoft Premier Support Services*, for CITD.

Background

This sole source contract was awarded by the Board via Resolution No. R-501-17 on May 2, 2017, for a three-year term with one, three-year option to renew. Since its establishment, the contract has been modified under delegated authority and by the Board through Resolution Nos. R-1301-19, R-1114-22, and R-880-23. Market research confirms that Microsoft Corporation remains the exclusive provider of Microsoft Unified Support Services for enterprise-level customers. The requested additional time and expenditure authority will ensure the County maintains a contractual mechanism to procure these critical support services without disruption.

As the County continues transitioning to Microsoft's cloud-based platforms, access to Unified Support Services remains essential to ensure seamless integration and performance across both on-premises and cloud environments. These services provide reactive and proactive technical support, including system assessments, expert advisory assistance, and structured training resources. Proactive

engagements help optimize key solutions such as server migrations, security configurations, Microsoft Teams, Power Apps, and data analytics that support the County’s evolving technology environment.

Over the past three years, several County departments have expanded their use of Microsoft consulting services to support critical initiatives:

- The Miami-Dade Aviation Department (MDAD) has advanced security modernization efforts, including enhancements to Endpoint Manager, Azure Password Protection, Azure Active Directory hybrid configurations, and improvements to SharePoint Online, Exchange Online, and Microsoft 365 archiving.
- The Water and Sewer Department (WASD) and the Department of Regulatory and Economic Resources (RER) are implementing solutions using Power Apps and Power Automate to support automation initiatives such as administrative portals, field assessment tracking, inventory management, and equipment and software approval tracking.

Competition for these services is not practicable, as Microsoft Corporation is the sole provider of Unified Support Services and related consulting for enterprise customers. These services are not available through third-party resellers or Microsoft-certified partners. Staff will continue monitoring the market for any changes that may allow for future competition. Accordingly, it is in the County’s best interest to approve this designated purchase pursuant to Section 2-8.1(b)(3) of the Code to continue purchasing these required services.

Scope

The impact of this item is countywide in nature.

Delegated Authority

The County Mayor or County Mayor’s designee will have the authority to execute Contract Amendment No. 5 and exercise all provisions of the contract, including any cancellation or extensions, pursuant to Section 2-8.1 of the Code and Implementing Order 3-38.

Fiscal Impact/Funding Source

The current contract is scheduled to expire November 30, 2026, with a cumulative allocation of \$9,378,702. If this request is approved, the contract will be extended through November 30, 2029 and have a modified cumulative allocation of \$15,799,225. The requested increase in expenditure authority is based on additional support necessary to continue supporting the County’s Microsoft application and server infrastructure, including Azure Active Directory Services, Exchange Messaging, SharePoint, OneDrive, Intune, Teams Domain Name System, and Endpoint Configuration Manager. The County also receives onboarding assistance for new services and has requested Microsoft Consulting Services for various projects for multiple departments.

Department	Existing Cumulative Allocation	Additional Allocation Requested	Modified Cumulative Allocation	Funding Source	Budgeted	Contract Manager
CITD	\$9,378,702	\$6,420,523	\$15,799,225	Internal Service Funds	FY2025-26 Adopted Budget, Volume 3, Page 282, Other Operating costs	Julian Manduley
Total	\$9,378,702	\$6,420,523	\$15,799,225			

*As this is a countywide enterprise contract, most of the costs are not budgeted within CITD’s budget but are instead distributed across the entire enterprise.

Track Record/Monitor

Natalya Vasilyeva of the Strategic Procurement Department (SPD) is the Division Director.

Awarded Vendor

Vendor	Principal Address	Local Address	Principal
Microsoft Corporation	One Microsoft Way Redmond, WA	830 Brickell Plaza Miami, FL	Bradford L. Smith

Due Diligence

Pursuant to Resolution No. R-187-12, due diligence was conducted in accordance with SPD's Procurement Guidelines to determine contractor responsibility, including verifying corporate status and review of performance and compliance issues through various vendor responsibility lists and a keyword internet search. The lists referenced include convicted vendors, debarred vendors, delinquent contractors, suspended vendors, and federal excluded parties. There were no adverse findings relating to contractor responsibility.

Applicability of Ordinances and Contract Measures

- The two percent User Access Program applies.
- The Small Business Enterprise measures and Local Preference do not apply.
- The Living Wage Ordinance does not apply.



Carladenise Edwards
Chief Administrative Officer



MEMORANDUM

(Revised)

TO: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

DATE: June 16, 2026

FROM: 
Gen Bonzon-Keenan
County Attorney

SUBJECT: Agenda Item No. 8(P)(3)

Please note any items checked.

- “3-Day Rule” for committees applicable if raised**
- 6 weeks required between first reading and public hearing**
- 4 weeks notification to municipal officials required prior to public hearing**
- Decreases revenues or increases expenditures without balancing budget**
- Budget required**
- Statement of fiscal impact required**
- Statement of social equity required**
- Ordinance creating a new board requires detailed County Mayor’s report for public hearing**
- No committee review**
- Requires more than a majority vote (i.e., 2/3’s present , 2/3 membership _____, 3/5’s _____, unanimous _____, majority plus one _____, CDMP 7 votes (majority of membership) _____, CDMP 2/3 members present but not less than 7 votes (majority of membership) _____, CDMP 9 votes (2/3 membership) _____) to approve**
- Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required**

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 8(P)(3)
6-16-26

RESOLUTION NO. _____

RESOLUTION AUTHORIZING A NON-COMPETITIVE DESIGNATED PURCHASE PURSUANT TO SECTION 2-8.1(B)(3) OF THE COUNTY CODE BY A TWO-THIRDS VOTE OF THE BOARD MEMBERS PRESENT; AUTHORIZING A THREE-YEAR EXTENSION WITH EXPENDITURE AUTHORITY OF \$6,420,523.00 FOR A TOTAL MODIFIED CONTRACT AMOUNT OF \$15,799,225.00 FOR CONTRACT NO. SS9892-1/22, MICROSOFT PREMIER SUPPORT SERVICES, FOR THE COMMUNICATIONS, INFORMATION AND TECHNOLOGY DEPARTMENT; AND AUTHORIZING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO EXECUTE THE CONTRACT AMENDMENT AND EXERCISE ALL PROVISIONS OF THE CONTRACT, INCLUDING ANY CANCELLATION OR EXTENSIONS, PURSUANT TO SECTION 2-8.1 OF THE CODE AND IMPLEMENTING ORDER 3-38

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that:

Section 1. This Board finds it is in the best interest of Miami-Dade County to authorize a non-competitive designated purchase pursuant to section 2-8.1(b)(3) of the County Code, by a two-thirds vote of the Board members present, authorizing a three-year extension with expenditure authority of \$6,420,523.00 for a total modified contract amount of \$15,799,225.00 for Contract No. SS9892-1/22, Microsoft Premier Support Services, for the Communications, Information and Technology Department.

Section 2. This Board authorizes the County Mayor or County Mayor's designee to execute Contract Amendment No. 5, in substantially the form attached and made a part hereof, and exercise all provisions of the contract, including any cancellation or extensions, pursuant to section 2-8.1 of the County Code and Implementing Order 3-38. A copy of the contract document is on file with and available upon request from the Strategic Procurement Department.

The foregoing resolution was offered by Commissioner _____, who moved its adoption. The motion was seconded by Commissioner _____ and upon being put to a vote, the vote was as follows:

Anthony Rodriguez, Chairman	
Kionne L. McGhee, Vice Chairman	
Marleine Bastien	Juan Carlos Bermudez
Sen. René García	Oliver G. Gilbert, III
Roberto J. Gonzalez	Keon Hardemon
Danielle Cohen Higgins	Vicki L. Lopez
Natalie Milian Orbis	Raquel A. Regalado
Micky Steinberg	

The Chairperson thereupon declared this resolution duly passed and adopted this 16th day of June, 2026. This resolution shall become effective upon the earlier of (1) 10 days after the date of its adoption unless vetoed by the County Mayor, and if vetoed, shall become effective only upon an override by this Board, or (2) approval by the County Mayor of this resolution and the filing of this approval with the Clerk of the Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

JUAN FERNANDEZ-BARQUIN, CLERK

By: _____
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency.

A handwritten signature in black ink, consisting of the letters 'MBV' in a stylized, cursive font, positioned above a horizontal line.

Michael B. Valdes

**AMENDMENT No. 5
TO
MICROSOFT MASTER SERVICES AGREEMENT – STATE & LOCAL (NON-
STANDARD) (#U5222173)**

Between

Microsoft Corporation One Microsoft Way Redmond, WA 98052	<i>and</i>	Miami-Dade County, FL 5680 SW 87th Avenue Miami, FL 33173
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THIS AMENDMENT No. 5 TO MICROSOFT's MASTER SERVICES AGREEMENT – STATE & LOCAL (NON-STANDARD) (#U5222173) ("Amendment 5") is made and entered into by and between the undersigned for the purpose of amending that certain Microsoft Master Services Agreement State & Local (Non-Standard) (#U5222173) (the "Agreement"), effective as of January 13, 2017, by and between Miami-Dade County, FL ("Customer" or "County") and Microsoft Corporation ("MS" or "Contractor").

Capitalized terms used herein and not otherwise defined have the meanings set forth in the Agreement. In consideration of the promises, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. The first paragraph of Section 11 (Term and Termination) of the Agreement shall be deleted in its entirety and replaced with the following new paragraph:

"The Contract shall become effective on **June 1, 2017** (the "Commencement Date") and shall expire on **November 30, 2029** (the "Expiration Date"). The parties signing the cover page of this agreement may terminate it at any time by giving the other party at least sixty (60) calendar days' prior written notice."

2. Replace Attachment B (FY23 U.S. SLGE Published Price List Microsoft Consulting Services) in entirety with (FY26 U.S. SLGE ISD Price List).

The parties acknowledge and agree that pricing for Microsoft Consulting Services is not fixed and is subject to change. The Enrolled Affiliate agrees to Microsoft's updated pricing for Consulting Services as reflected in Attachment B, as amended from time to time. Microsoft may update Consulting Services pricing on an annual basis, and such updated pricing shall become effective upon execution of a written amendment to this Agreement reflecting Microsoft's then-current adjusted rates.

IN WITNESS WHEREOF, the parties have signed this Amendment on the date indicated below. This Amendment is not binding until executed by MS.

Microsoft Corporation

Miami-Dade County, FL

By: David Karalekas

By: _____

Name: David Karalekas

Name: _____

Title: Director of Sales

Title: Mayor

Date: 3/2/2026

Date: _____

Attest: Ian Ritchie
Corporate Secretary

Attested by: _____
Clerk of Court and Comptroller

Corporate Seal

Approved as to form and legal sufficiency

Assistant County Attorney

**FY26 U.S. State and Local Government
(SLG) and Education (EDU)
Price List
Industry Solutions Delivery
*Effective Date: July 1, 2025***

Prepared by:

Dana Greenlay- Approval Executive, Industry Solutions - Americas
danacar@microsoft.com

Microsoft Services Background

Industry Solutions Delivery (ISD) helps customers achieve value from digital transformation at scale. ISD has been an integral part of Microsoft since 1990, helping thousands of customers worldwide build and implement information technology solutions, while empowering every customer to achieve more using Microsoft's latest products, services and technologies to drive Digital Transformation. ISD Practices are located at Microsoft field offices around the world.

ISO Labor Category	Description	Rate (\$)	Cleared(\$)
Associate Consultant	Hours	270	290
Consultant	Hours	300	335
Senior Consultant	Hours	365	385
Principal Consultant	Hours	380	400
Associate Project Manager	Hours	270	290
Project Manager	Hours	305	345
Senior Project Manager	Hours	370	385
Domain Solution Architect	Hours	390	410
Senior Domain Solution Architect	Hours	490	510
Program Director	Hours	425	445
GitHub Services Delivery	Hours	470	490
GitHub Services PMO	Hours	370	390

ISO Labor Category	Description	Rate(\$)
GD Offshore	Hours	85
GD Onsite	Hours	365
Data Scientist	Hours	400
Principal Data Scientist	Hours	500
Security Architect b	Hours	445
Security Consultant	Hours	400
Consulting Product Manager	Hours	330
Senior Consulting Product Manager	Hours	380
Delivery Management Executive	Hours	460
Program Architect	Hours	500

Partner/Subcontractor Rates - Onshore	DescriP.tion	Rate \$
Technician VIII	Hours	515
Technician VII	Hours	470
Technician VI	Hours	420
Technician V	Hours	315
Technician IV	Hours	295
Technician III	Hours	255
Technician II	Hours	230
Technician I	Hours	210
Technician	Hours	165
Associate Technician	Hours	135

Partner/Subcontractor Rates - Offshore	DescriP.tion	Rate(\$)
Technician VI	Hours	210
Technician V	Hours	155
Technician IV	Hours	145
Technician III	Hours	125
Technician II	Hours	115
Technician I	Hours	105
Technician	Hours	80
Associate Technician	Hours	65

- *Daily per diem and other travel is charged /AW government travel regulations.*
- *Note: Initial air fare to/from India is not charged to customer*

- The labor category from which personnel will be assigned will be specified by Microsoft in a Work Order based on the nature of the services to be provided.
- Microsoft reserves the right to revise our rates at any time.
- There may be niche skills/partner resources required that are not part of the rate card. These will be identified for customers in advance of contracting.
- "Cleared" Hourly rates shall apply whenever the customer requires a Secret or higher-level security clearance (or Agency equivalent type clearance) either by the issuance of a D0254 or otherwise specifying such security requirements in the contract documents.

Signature: 
[Ian Ritchie \(Mar 3, 2026 11:24:56 PST\)](#)
 Email: ianr@microsoft.com






SS9892-1 22-1 - SA No. 5 - Final (MSFT Signed)

Final Audit Report

2026-03-03

Created:	2026-03-03
By:	David Karalekas (David.Karalekas@microsoft.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAABv5qJHjMh0S6JscrH8ki7hOhJjTUcvfK

"SS9892-1 22-1 - SA No. 5 - Final (MSFT Signed)" History

-  Document created by David Karalekas (David.Karalekas@microsoft.com)
2026-03-03 - 5:40:20 PM GMT- IP address: 20.97.9.18
-  Document emailed to Ian Ritchie (ianr@microsoft.com) for signature
2026-03-03 - 5:41:45 PM GMT
-  Email viewed by Ian Ritchie (ianr@microsoft.com)
2026-03-03 - 5:45:17 PM GMT- IP address: 52.102.6.165
-  Document e-signed by Ian Ritchie (ianr@microsoft.com)
Signature Date: 2026-03-03 - 7:24:56 PM GMT - Time Source: server- IP address: 71.231.124.39
-  Agreement completed.
2026-03-03 - 7:24:56 PM GMT

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(SLG) and Education (EDU)
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*Effective Date: July 1, 2025***

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