

DEPARTMENTAL INPUT CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

Rev 1

New contract
 OTR
 CO
 SS
 BW
 Emergency

Re-Bid
 Other (Government Access)

LIVING WAGE APPLIES: YES NO

Previous Contract/Project No. 252-001-09-1-2

Requisition/Project No: RQET1600023

TERM OF CONTRACT: 36 months with 1 thirty-six month option-to-renew

Requisition/Project Title:- Microsoft Premier Support Services

Description: Microsoft Premier Support Services are options that are provided exclusively through Microsoft to their enterprise customers. These options enables enterprise customers to purchase blocks of contact hours for technical support on Microsoft products and services. As an enterprise customer, the County is able to take advantage of this offering to procure any necessary support on an as needed basis. Options utilized by the County include proactive services which helps the departments to install and maintain new or existing Microsoft products or services, assistance with migration and support of complex deployments of Microsoft products or services, support for the development or enhancement of software that integrates with Microsoft products or services, and immediate escalation for urgent mission critical issues. Any resulting contract would be a multi-year contract with applicable options to renew.

User Department(s): ET – Information Technology Department

Issuing Department: ISD / PM Contact Person: Brad Skinner Phone: 305-375-1075

Estimated Cost: \$1,620,000 Funding Source: Internal Service Funds REVENUE GENERATING: No

ANALYSIS

Commodity/Service No: 920-45 – Software Maintenance/Support Services 918-29 – Computer Consulting Services - Software

Trade/Commodity/Service Opportunities

Contract/Project History of Previous Purchases For Previous Three (3) Years
 Check Here if this is a New Contract/Purchase with no Previous History

	EXISTING	2 ND YEAR	3 RD YEAR
Contractor: MICROSOFT CORPORATION	\$1,586,274	\$289,948	\$1,313,000
Small Business Enterprise: No			
Contract Value:			
Comments:			

Continued on another page (s): Yes No

RECOMMENDATIONS

SBE	Set-Aside	Sub-Contractor Goal	Bid Preference	Selection Factor
		%		
		%		
		%		
		%		

Basis of Recommendation:

DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

Rev 1

Signed: *Brad Skinner*

Date to SBD: September 1, 2016

Date Returned to PM: _____



INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES

Justification/Input Document for Non-Competitive Acquisition

It is the policy of Miami-Dade County to consistently purchase goods and services using full and open competition. The citizens of Miami-Dade County are best served when we make sound business decisions based on competitive bids or proposals. Early acquisition planning that includes consultation with Internal Service Department's procurement staff can help avoid delays and facilitates effective market research. However, there may be instances when other than full and open competition may be justified. When a user department(s) determines that other than full and open competition is necessary or in the best interest of the County, appropriate justification for that course of action must be submitted to ISD for approval and execution in order to waive the competitive bid/proposal process.

Please provide the information requested below to support the need and feasibility for waiving the competitive bid/proposal process:

Department:	ITD		
Contact Person:	Tania Gundin	Phone Number:	(305) 596-8285
Requisition No.:	RQET1600023	Estimated Value:	\$539,656.50
Proposed Vendor:	Microsoft Corporation		
Previous Contract Number:	252-001-09-1-2	Previous Contract Value:	\$20,997,333.00

Purpose of the Purchase

Please describe your minimum requirements and the benefits of making the acquisition.

Required in order to continue with Microsoft Premier Support Services for various departments as follows:

- \$63,160.00 – ITD
- \$17,965.00 – ITD Virtualization
- \$200,000.00 – WASD
- \$64,180.00 – MDAD
- \$146,200.00 – MDPD
- \$48,151.50 – MDPLS

See attached for Description Schedule.

Best Interest of the County / Uniqueness of Product

Please provide a detailed description as to why a waiver of formal bidding is in the County's best interest (e.g., product standardization, compatibility, proprietary access or distributorship, how vendor



**INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES**

is uniquely qualified to provide the needed product or service, etc.). Please note that a lack of advance planning is not an acceptable justification for a non-competitive acquisition.

This service is only provided directly from Microsoft Corporation (MS) and not through resellers. It was part of State of Florida Contract 252-001-09-1-2 expired on 01/31/16, which included MS Licensing. The State issued two replacement contracts, one for MS Licensing (43230000-15-2), and one for MS Premier Support Services (43230000-15-1). As a non-competitive contract, we are not able to access the State Contract; hence, the need to establish a County contract.

Market Research

Please describe your market research and the results thereof. This should include a description of other, similar sources or products available in the market if any and why they are not acceptable.

N/A

Proposed Actions

Please describe the actions the department will take to overcome the present barriers to competition prior to any future acquisitions of this product or service.

N/A

Department Director's Approval

9/8/2016
Date Approved

Microsoft Premier Support Services Description Schedule: Fee and Named Contacts

(Microsoft Affiliate to complete)

Premier Support Services Description Number

(Microsoft Affiliate to complete)

Schedule Number

001243787

Customer Name: FL-Miami Dade County

This Schedule is made pursuant to the Microsoft Premier Support Services Description identified above (the "**Services Description**"). The terms of the Services Description and applicable Exhibits are incorporated herein by this reference and by accepting Our performance of Services under this Schedule You agree to be bound by these terms. Any terms not otherwise defined herein will assume the meanings set forth in the Agreement and the Services Description. Regardless of any terms and conditions contained in any purchase order, the terms of this Schedule apply.

By signing below the parties acknowledge and agree to be bound to the terms of the Services Description.

<i>Customer</i>	<i>Microsoft Affiliate</i>
Name of Customer (please print) FL-Miami Dade County	Name Microsoft Corporation
Signature	Signature
Name of person signing (please print)	Name of person signing (please print)
Date	Date

Term

This Schedule will commence on 10/01/2016 (the "Commencement Date") and will expire on 09/30/2017 (the "Expiration Date").

1. PREMIER SUPPORT SERVICES AND FEES. The quantities listed in the table below represent the amount of Services that You have pre-purchased for use during the term of this Schedule and applicable fees.

a. Fee Summary

Services Summary	Total Price (US\$)
Country: United States	
Miami Dade County ITD	\$63,160
Miami Dade County Virtualization	\$17,965
Miami Dade Water and Sewer	\$200,000
Miami Dade Aviation	\$64,180
Miami Dade Police	\$146,200
Miami Dade Public Library	\$48,151.50
Total Amount Due	\$539,656.50

b. Services by Support Location

<p>Country : United States : Miami Dade County ITD (Premier Support Standard)</p>
<ul style="list-style-type: none"> • Support Account Management (estimated at 120) • Up to 40 hours for Support Assistance* • Up to 120 hours for Problem Resolution Support • Twelve (12) Onsite Services Resource Site Visits • Unlimited Access to Premier Online Services
<p>Country : United States : Miami Dade County Virtualization (Premier Support Standard)</p>
<ul style="list-style-type: none"> • Support Account Management (estimated at 35) • Up to 10 hours for Support Assistance* • Up to 35 hours for Problem Resolution Support • Unlimited Access to Premier Online Services
<p>Country : United States : Miami Dade Water and Sewer (Premier Support Standard)</p>
<ul style="list-style-type: none"> • Support Account Management (estimated at 220) • Up to 540 hours for Support Assistance* • Up to 112 hours for Problem Resolution Support • Seven (7) Onsite Services Resource Site Visits • Unlimited Access to Premier Online Services
<p>Country : United States : Miami Dade Aviation (Premier Support Standard)</p>
<ul style="list-style-type: none"> • Support Account Management (estimated at 120) • Up to 120 hours for Support Assistance* • Up to 40 hours for Problem Resolution Support • Six (6) Onsite Services Resource Site Visits • Unlimited Access to Premier Online Services
<p>Country : United States : Miami Dade Police (Premier Support Standard)</p>
<ul style="list-style-type: none"> • Support Account Management (estimated at 240) • Up to 205 hours for Support Assistance* • Up to 200 hours for Problem Resolution Support • Eight (8) Onsite Services Resource Site Visits • Unlimited Access to Premier Online Services
<p>Country: United States: Miami Dade Public Library (PSfE Foundation)</p>
<ul style="list-style-type: none"> • Up to 80 hours Service Delivery Management • Up to 40 hours for Problem Resolution Support or Remote Support Assistance* • 1 RAP as a Service Plus (RaaS+) based on any current technology available at the time of scheduling • 1 User Subscription to the Workshop Library On-Demand • 3 days of Custom Proactive Onsite

* All registration requirements for Workshops and Events must be completed by You no later than 60 days prior to the expiration date of this Fee and Named Contacts Schedule(s).

2. MICROSOFT CONTACT

Microsoft Contact: Contact for questions and notices about this Schedule and the Services Description:

Microsoft Contact Name: Michael Murphy
Phone: (980) 776-7767
Fax: (425) 936-7329
Email: micmur@microsoft.com

3. CUSTOMER NAMED CONTACTS

- a. **Premier Customer Named Contacts:** Any subsequent changes to the Named Contacts should be submitted to the Services Resource CSM.

Contacts will be carried forward from the previous Term.