

Memorandum



Date: July 21, 2026

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

From: Daniella Levine Cava
Mayor

A handwritten signature in blue ink that reads "Daniella Levine Cava".

Agenda Item No. 3(B)(2)

Subject: Recommendation for Ratification of an Emergency Contract for MDPLS Microsoft Licenses

Summary

This item seeks ratification by the Board of County Commissioners (Board) of an emergency contract for the purchase of required Microsoft licenses and subscription services for the Communications, Information and Technology Department (CITD) on behalf of the Miami-Dade Public Library System (MDPLS). An emergency was declared by the CITD Director on January 15, 2026 to ensure continuity of services, as any disruption in licensing would have significantly impacted MDPLS' ability to provide reliable public access to technology, ensure continuity of core services and online resource availability, and enable staff to effectively serve the community. Additionally, these licenses provide essential cybersecurity and data protection capabilities that safeguard County systems and resident information.

Due to Microsoft's transition from its Educational Licensing Program to its Nonprofit Licensing Program, MDPLS and other public library entities nationwide were required to shift to a new licensing structure. The Administration and the County Attorney's Office (CAO) spent several months negotiating with senior executives of Microsoft; however, the inflexibility and rigidity of Microsoft's Nonprofit Licenses resulted in an emergency contract to sustain services, as the new national policy was the only available option for the County.

Recommendation

It is recommended that the Board ratify the award of an emergency contract, *Contract No. E-10663, MDPLS Microsoft Licenses*, to Insight Public Sector, Inc. in the amount of \$1,700,000 for a three-year term for CITD on behalf of MDPLS.

Background

Historically, MDPLS operated under Microsoft's Educational Licensing Program, which provided discounted pricing. Microsoft implemented corporate policy changes reclassifying public libraries under its Nonprofit Licensing Program, thereby eliminating their eligibility to continue under the Educational Licensing Program. Microsoft advised that effective October 31, 2025, MDPLS is no longer permitted to renew licenses under the Educational Licensing Program and required the County to transition licensing to Microsoft's Nonprofit Licensing Program by January 31, 2026.

Further complicating the transition, Microsoft's guidance regarding contract requirements evolved over time. Initially, the County was advised that licenses must be procured through an authorized Microsoft reseller (CSP) to qualify for the Nonprofit Discounted Licensing Program. However, in late 2025, Microsoft advised that licenses must instead be purchased directly from Microsoft to maintain eligibility for these benefits. This change materially impacted the County's procurement strategy and timing. Given the lack of clear guidance, evolving requirements, and absence of finalized pricing structures, a replacement contract could not be awarded in a timely manner.

CITD provided the Strategic Procurement Department (SPD) with a preliminary request to issue a competitive bid in March 2025, followed by submission of a proposed list of licenses and quantities in late June 2025. During coordination with Microsoft regarding evolving licensing requirements and product SKUs, Microsoft acknowledged inaccuracies in the initially approved SKUs and later issued corrections and additional guidance. Due to the changing and incomplete information, CITD requested

that the solicitation process be placed on hold until further clarification was obtained. Following continued discussions with Microsoft and receipt of updated requirements, the project was reinitiated.

A competitive solicitation, *EVN0027540*, was advertised on September 19, 2025, based on the Microsoft guidance that licenses must be procured through a CSP. However, in October 2025, Microsoft advised the County that proceeding through a CSP would jeopardize MDPLS eligibility for nonprofit discounted pricing, including loss of discounted licensing benefits for public access computers. Microsoft further advised that the only means to obtain the full Nonprofit Program benefits was through a direct agreement with Microsoft. Accordingly, to preserve discounted pricing and continuity of services, the solicitation was subsequently cancelled.

MDPLS was not alone in facing significant challenges during the transition from Microsoft's Educational Licensing Program to the Nonprofit Licensing Program. Staff conducted outreach with peer institutions, including Broward Public Library, King County Library System, Urban Libraries Council, American Library Association, and the Florida Department of State Division of Library and Information Services. These entities reported similar difficulties involving licensing eligibility, contract alignment, and limited implementation guidance. Some institutions noted that critical procurement decisions remained dependent on Microsoft approvals, creating operational uncertainty and constraining the ability to plan and timely re-procure. Feedback from these well-established public library systems confirms that the challenges encountered by MDPLS reflected a broader sector-wide disruption caused by Microsoft's revised licensing policies.

Following cancellation of the solicitation, SPD, in coordination with CITD, explored options to engage Microsoft through a direct agreement:

- Option 1. Utilize the County's existing direct contract with Microsoft, *Contract No. SS9892-1/22*, to maintain the County established contractual protections and compliance requirements. An amendment was drafted, reviewed, and approved by the CAO; however, Microsoft's Nonprofit Licensing Program Manager declined to execute the amendment.
- Option 2. Following Microsoft's refusal under Option 1, staff in consultation with the CAO, pursued a new direct agreement under Microsoft's Nonprofit Program. The proposed agreement removed County-specific provisions to the greatest extent possible, retaining primarily State of Florida and Federal compliance requirements. Although Microsoft initially expressed willingness to proceed, it ultimately refused to accept State of Florida mandated requirements. Multiple coordination meetings were held among Microsoft, CITD, SPD, and CAO; however, despite extensive negotiations, no final agreement was reached.
- Option 3. Staff also explored piggybacking on cooperative contracts; however, those options required compliance with the State of Florida requirements.

Following the County's inability to finalize a direct agreement with Microsoft, the CITD Director declared an emergency on January 15, 2026, to avoid service disruption for public library services. The CITD Director recommended a three-year contract with the incumbent reseller, Insight Public Sector, Inc., based on Microsoft's mandatory three-year Products and Services Agreement (MPSA) structure and operational risk associated with migrating to a new software vendor.

Due to MDPLS' operational reliance on Microsoft systems, the emergency procurement was necessary. SPD and CITD continue to evaluate long-term procurement strategies, including pursuing a direct agreement under Microsoft's Nonprofit program or a competitive solicitation among authorized resellers.

Scope

The scope of this item is countywide in nature.

Fiscal Impact/Funding Source

The fiscal impact for this ratification is \$1,700,000 for a three-year term, which expires on January 14, 2029. Prior to the emergency declaration, CITD procured MDPLS licenses at educational discount pricing through OMNIA Cooperative Contract No. 23-6692 to a Microsoft reseller and expired on January 31, 2026.

Department	Allocation	Funding Source	Budgeted
CITD	\$1,700,000	Library District	FY 25-26 Adopted Budget, Volume 2, Page 207, Other Operating (MDPLS)
Total	\$1,700,000		

**While CITD makes payments on this contract, MDPLS is paying directly from its own sub object code.*

Track Record

Natalya Vasilyeva of SPD is the Division Director.

Delegated Authority

If this item is approved, the County Mayor or County Mayor's designee will have the authority to 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.

Awarded Vendor

Vendor	Principal Address	Local Address	Number of Employee Residents	Principal
			1) Miami-Dade 2) Percentage*	
Insight Public Sector, Inc.	2701 E Insight Way Chandler, AZ	None	0	Joyce Mullen
			0%	

**Provided pursuant to Resolution No. R-1011-15. Percentage of employee residents is the percentage of Vendor's employees who reside in Miami-Dade County as compared to the Vendor's total workforce.*

Due Diligence

Pursuant to Resolution No. R-187-12, due diligence was conducted in accordance with SPD's Procurement Guidelines to determine vendor responsibility, including verifying corporate status and that there are no performance and compliance issues through various vendor responsibility lists and a keyword internet search. The lists that were referenced included convicted vendors, debarred vendors, delinquent contractors, suspended vendors, and federal excluded parties. There were no adverse findings relating to vendor 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: July 21, 2026

FROM: 
Glen Bonzon-Keenan
County Attorney

SUBJECT: Agenda Item No. 3(B)(2)

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. 3(B)(2)
7-21-26

RESOLUTION NO. _____

RESOLUTION RATIFYING EMERGENCY CONTRACT NO. E-10663, MDPLS MICROSOFT LICENSES, TO INSIGHT PUBLIC SECTOR, INC. IN THE AMOUNT OF \$1,700,000.00 FOR A THREE-YEAR TERM FOR THE COMMUNICATIONS, INFORMATION AND TECHNOLOGY DEPARTMENT ON BEHALF OF THE MIAMI-DADE PUBLIC LIBRARY SYSTEM; AND AUTHORIZING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO 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

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 ratify Emergency Contract No. E-10663, MDPLS Microsoft Licenses, to Insight Public Sector, Inc. in the amount of \$1,700,000.00 for a three-year term for the Communications, Information and Technology Department on behalf of the Miami-Dade Public Library System.

Section 2. This Board authorizes the County Mayor or County Mayor's designee to exercise all provisions of the contract, including any cancellation or extensions, pursuant to section 2-8.1 of the Code of Miami-Dade County and Implementing Order 3-38. A copy of the contract 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 21st day of July, 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.

MBV

Michael B. Valdes