

Mayor and Council Communication

DATE: 05/10/22

M&C FILE NUMBER: M&C 22-0363

LOG NAME: 13P AMEND MICROSOFT UNIFIED SUPPORT ITS ADK

SUBJECT

(ALL) Authorize Execution of Microsoft Enterprises Services Work Order to Provide Unified Enterprise Support Services Using a Cooperative Agreement in the Amount of \$129,189.50 for the First Year with Four One-Year Renewals in an Amount of \$145,000.00 for the Information Technology Solutions Department

RECOMMENDATION:

It is recommended that City Council authorize execution of Microsoft Enterprises Services Work Order to provide Unified Enterprise Support Services using cooperative agreement Texas Department of Information Resources DIR-CPO-4911 in the amount of \$129,189.50 for the first year, with four one-year renewals in an amount of \$145,000.00 for the Information Technology Solutions Department.

DISCUSSION:

The Information Technology Solutions Department (ITS) began using Microsoft Technical Account Manager (TAM) Premier Services April 1, 2018. Microsoft TAM Premier Services included support account management, support assistance for all Microsoft products, problem resolution support, and premier online services up to a specific number of support hours. This has been renewed annually with Microsoft.

Microsoft discontinued TAM services and now offers Unified Enterprise Support Services, which will include unlimited incident support and problem management, extended remote advisory services, and proactive services. Proactive services are assessments and surveys, expert-led solution-specific engagements for well-architected server migration, security, Microsoft Teams, business applications, and analytics.

With the enhanced services provided by the Unified Enterprise Support Services agreement, ITS will get dedicated support directly from Microsoft for all Microsoft products, incidents, new rollouts, critical issues, outages, and security patching.

The cost for the first year of Unified Enterprise Support Services is \$166,636.50 less a flex allowance of \$25,000.00 and a software assurance benefits allowance of \$12,447.00, for a total cost of \$129,189.50. The 2023 support services renewal will include a flex allowance based on the percentage of Microsoft licenses purchased by the City of Fort Worth. However, Microsoft is discontinuing software assurance benefits so that allowance will not be a part of the 2023 renewal. A budgetary projection for the 2023 renewal is approximately \$145,000.00.

Funding is budgeted in the Consultant and Other Professional Services account of the ITS Platform Technologies General Fund.

AGREEMENT TERM: Upon City Council's approval, the term will become effective and expire November 15, 2022.

RENEWAL TERMS: Approval of this Mayor & Council Communication includes options to renew Unified Enterprise Support Services annually at a cost of approximately \$145,000.00, for four additional one-year terms, with a final expiration date of November 15, 2026. The renewals do not require specific City Council approval as long as sufficient funds have been appropriated.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

A Form 1295 is not required because: This contract will be with a publicly-traded business entity or a wholly-owned subsidiary of a publicly-traded business entity: Microsoft

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are available in the current operating budget, as previously appropriated, in the General Fund for IT Solutions Department to support the approval of the above recommendation. Prior to an expenditure being made, the IT Solutions Department has the responsibility to validate the availability of funds.

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Expedited