

Resolution #21-0324
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**RESOLUTION APPROVING THE RENEWAL OF A CONTRACT WITH
MICROSOFT, INC. FOR ADVANCED UNIFIED SUPPORT SERVICES**

WHEREAS, the City of Winston-Salem utilizes Microsoft operating systems and software for data center servers, database systems, web applications, and endpoint computing devices that are deployed in departments across the City; and

WHEREAS, proper configuration and operation of these systems supports the efficient delivery of critical City services; and

WHEREAS, immediate response from Microsoft Support Engineers is needed to assist City staff in keeping these systems operating at peak efficiency; and

WHEREAS, Microsoft Advanced Unified Support provides 24 x 7 support services, on-demand system and cybersecurity assessments, proactive planning and deployment services, access to the Microsoft Learning Library, and dedicated account managers to ensure service delivery targets are met; and

WHEREAS, Microsoft, Inc. is a sole-source provider of Advanced Unified Support services and does not partner with any reseller agencies to provide renewal options; and

WHEREAS, Microsoft, Inc. has provided a proposal for the annual renewal of the City's Advanced Unified Support contract for the period of July 1, 2021 through June 30, 2022 at a total cost of \$50,655.00; and

WHEREAS, this agreement also covers the support needs of the Winston-Salem Police and Fire Departments; and

WHEREAS, approval is requested to renew the annual Microsoft Unified Advanced Support service contract with Microsoft, Inc. using funds included in the FY 20-21 Information Systems operating budget.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to enter into a contract with Microsoft, Inc. for Unified Advanced Support services in the amount of \$50,655.00.

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to execute the contract on behalf of the City.