

City Council – Action Request Form

Date: June 14, 2021

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Ben Rowe, Assistant City Manager
Thomas Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving the Renewal of a Contract with Microsoft, Inc. for Advanced Unified Support

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

The City of Winston-Salem utilizes Microsoft operating systems and software for data center servers, database systems, web applications, and hundreds of endpoint computing devices that are deployed in departments across the City. Proper configuration and operation of these systems supports the efficient delivery of critical City services. Microsoft Advanced Unified Support services provides rapid on-demand response from Microsoft Support Engineers to assist City staff in keeping these systems operating at peak efficiency.

Microsoft Advanced Unified Support provides a variety of services which include 24 x 7 on-demand support for all Microsoft software and operating systems, on-demand system and cybersecurity assessments, proactive planning and deployment services from dedicated engineers, unlimited access to the Microsoft Learning Library, and dedicated account managers to ensure service delivery targets are met. Microsoft, Inc. has provided a proposal for the annual renewal of the City's Advanced Unified Support Service, with a total cost of \$50,655.00. The contract will cover the time period of July 1, 2021 through June 30, 2022.

Committee Action:

Committee	<u>Finance 6/14/21</u>	Action	<u>Approval</u>
For	<u>Unanimous</u>	Against	<u></u>

Remarks:

This agreement also covers the support needs of the Winston-Salem Police and Fire Departments. This annual renewal is not available from resellers and must be purchased exclusively through Microsoft, Inc. Per the City's purchasing policy, any sole-sourced request over \$30,000 requires approval by City Council.

Approval is requested to renew the annual Microsoft Unified Advanced Support Service contract with Microsoft, Inc. Funding is allocated in the FY 20-21 Information Systems operating budget.

Exhibit A includes workforce demographics for Microsoft, Inc.