



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** INFORMATION SERVICES

**File #:** 23-784

Board Meeting Date: 9/26/2023

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Michael Wentworth, Director/Chief Information Officer, Information Services Department  
**Subject:** Agreement with Microsoft for Unified Support Services

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Microsoft for Unified Support Services, providing support services through the Microsoft Enterprise platform, for the term of October 1, 2023 through September 30, 2026, in an amount not to exceed \$654,806.

**BACKGROUND:**

Microsoft's Enterprise (Platform) is the primary suite of tools used for and by all County employees playing a role in our day-to-day operations, innovation initiatives, and growth strategies. Microsoft's software solutions are integral to our business processes, ranging from communication, collaboration, automation, and computing devices. Our utilization of support services will encompass technical assistance, updates, and upgrades, ensuring full support for all Microsoft products while maintaining operational resilience.

On December 5, 2022, ISD released a Request for Proposals (RFP), RFP ISD-20231868, seeking proposals for support services for the Microsoft Enterprise Platform.

**DISCUSSION:**

ISD is seeking support services for all Microsoft technologies to support a wide range of software, hardware, enterprise e-mail communications, productivity tools, cloud environments, data centers, servers, and databases. These services will ensure seamless operations and swift issue resolution, addressing any challenges that may arise.

Two RFP proposals were received and reviewed by a committee of ISD staff. Microsoft was selected as the most qualified based on their Platform support, method, approach, and costs that best meets the County's business criteria and technical requirements. ISD is seeking approval from your Board to execute an agreement with Microsoft to provide support services for the suite of products for the Platform.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The County Attorney's Office has reviewed and approved the Resolution and Agreement as to form.

Approval of this Agreement will improve the performance measure related to the availability and reliability of the Microsoft Enterprise platform and its key applications. Microsoft's Unified Support Services will provide a more adaptive and responsive support system to County staff, ensuring prompt resolution of technical incidents, proactive IT project assistance, and access to specialized support teams during updates and upgrades. Overall, this agreement will strengthen County operations and facilitate a thorough evaluation of the efficiency and uptime of the Microsoft Enterprise Platform and its main applications.

**PERFORMANCE MEASURE:**

Measure	FY 2022-23 Actual	FY 2023-24 Projected
Microsoft Enterprise Platform & Key Applications Availability	99.99%	99.99%

**FISCAL IMPACT:**

The term of this agreement is from October 1, 2023, to September 30, 2026. The total not to exceed amount of this agreement is \$654,806. Funding for this agreement will come from ISD's Core-IT service charges billed to County Departments. Appropriations for this agreement are included in ISD's FY 2023-24 Recommended Budget and will be requested in future fiscal years.