



# CITY OF PLANO COUNCIL AGENDA ITEM

<b>CITY SECRETARY'S USE ONLY</b>				
<input type="checkbox"/> Consent <input type="checkbox"/> Regular <input type="checkbox"/> Statutory				
Council Meeting Date:		12/16/2014		
Department:		Technology Services		
Department Head		David Stephens		
Agenda Coordinator (include phone #): <b>Dianna Wike x7549</b>				
<b>CAPTION</b>				
To approve the purchase of Microsoft Premier Support Services for Technology Services in the amount of \$78,025 from Microsoft Corporation through an existing DIR (Department of Information Resources) contract and authorizing the City Manager to execute all necessary documents. (DIR-SDD-1927)				
<b>FINANCIAL SUMMARY</b>				
<input type="checkbox"/> NOT APPLICABLE <input checked="" type="checkbox"/> OPERATING EXPENSE <input type="checkbox"/> REVENUE <input type="checkbox"/> CIP				
FISCAL YEAR:	<b>2014-15</b>	<b>Prior Year (CIP Only)</b>	<b>Current Year</b>	<b>Future Years</b>
		<b>TOTALS</b>		
Budget		0	3,304,208	0
Encumbered/Expended Amount		0	-1,842,609	0
This Item		0	-78,025	0
BALANCE		0	1,383,574	0
<b>FUND(s):    TECHNOLOGY SERVICES FUND</b>				
<b>COMMENTS:</b> Funds are included in the 2014-15 Technology Services Budget for the annual Microsoft maintenance and support agreement. The amount for 2014-15 is \$78,025, with the remaining budget balance to be used for other maintenance agreements.				
<b>STRATEGIC PLAN GOAL:</b> Maintenance agreements and support services relate to the City's Goal of Financially Strong City with Service Excellence.				
<b>SUMMARY OF ITEM</b>				
Technology Services staff recommends approval of the purchase of Microsoft Premier Support services from Microsoft Corporation, utilizing their DIR contract, in the amount of \$78,025. The City is authorized to purchase from the State Contract list pursuant to Chapter 271 Subchapter D of the Local Government Code and by doing so satisfies any State Law requiring local governments to seek competitive bids for items. (Department of Information Resources DIR-SDD-1927)				
List of Supporting Documents: Memorandum			Other Departments, Boards, Commissions or Agencies	



# Memorandum

**Date:** November 26, 2014  
**To:** Diane Palmer-Boeck, Purchasing Manager  
**From:** David Stephens, Chief Information Officer  
**Subject:** Purchase of Microsoft Premier Support Services

Technology Services proposes purchasing the Microsoft Premier Support service from Microsoft Corp. through the Department of Information Resources with the State of Texas. The DIR contract number is DIR-SDD-1927.

This support agreement provides the City with critical Microsoft support directly from Microsoft employees, including their development staff. It includes a total of 80 hours of support assistance hours and a total of 131 hours of support for problem resolution support. This support is crucial for our continued support of the network. With this support purchase, we can improve our network and application continuity and have less downtime for outages.

The support is for the period of January 25, 2015 to January 24, 2016 and in the amount of \$78,025.

If this support were not available, Technology Services might not be able to resolve Microsoft related application issues in a timely manner. This could have a negative impact on the operations of numerous City departments.