

January 5, 2016

**TO:** Budget & Finance Committee

**FROM:** Eric Stuckey, City Administrator  
Russell Truell, ACA Finance & Administration/CFO  
Fred Banner, IT Director  
Jason Potts, Network Manager

**SUBJECT: Microsoft Premier Support Services Contract**

**Purpose**

The purpose of this memo is to request approval of the agreement with Microsoft for the Microsoft Premier Support Services with the City of Franklin IT Department. This is an enterprise support offering with Microsoft direct to assist our IT department by maximizing our operations' software at peak performance levels.

**Background**

Under the proposed Premier Support agreement, Microsoft will resolve specific technical issues, provide advice and guidance on a range of operational and product topics, and supply access too many information resources to help the City decrease risks to its IT infrastructure, obtain higher productivity, and receive the maximum benefits from its IT investments. The support relationship will be managed and guided by a Technical Account Manager (Microsoft employee) assigned to Franklin to insure effective usage of the service and provide a direct link to Microsoft regarding 24x7 access to Microsoft engineers covering all of our Microsoft products (current access to engineering services is \$265 an hour for first level support with enhanced support priced much higher based on the issue and level of support needed).

One of the best features of this agreement is that if a breach of software services (cyber-attack) occurs, Microsoft will assist us in recovering from the attack with onsite support. They also will monitor our system and provide quarterly analysis of any activity that we may need to review to prevent future intrusions to our data.

**Financial Impact**

We budgeted \$64,000 in this year's budget (110.82510.41350). The cost of this service is \$59,707. Our COF Contract Number is 2015-0312 (Legal has reviewed). The Tennessee state contract for this service is #37243. Annual renewal for this service is estimated at \$65,000 for next year.

**Recommendation**

We ask approval of this agreement with Microsoft for one year.

**Microsoft Premier Support Services Description Schedule:  
Fee and Named Contacts**

TN Statewide Contract #37243

COF Contract No. 2015-0312

(Microsoft Affiliate to complete)

**Premier Support Services Description Number**

(Microsoft Affiliate to complete)

**Schedule Number**

001406606

NEW

This Schedule is made pursuant to the Microsoft Premier Support Services Description identified above (the "**Services Description**"). The terms of the Services Description and applicable Exhibits are incorporated herein by this reference and by accepting Our performance of Services under this Schedule You agree to be bound by these terms. Any terms not otherwise defined herein will assume the meanings set forth in the Agreement and the Services Description. Regardless of any terms and conditions contained in any purchase order, the terms of this Schedule apply.

By signing below the parties acknowledge and agree to be bound to the terms of the Services Description.

<i>Customer</i>	<i>Microsoft Affiliate</i>
Name of Customer (please print) <b>City of Franklin</b>	Name <b>Microsoft Corporation</b>
Signature	Signature
Name of person signing (please print)	Name of person signing (please print)
Title of person signing (please print)	Title of person signing (please print)
Date	Date

**Term**

This Schedule will commence on 12/31/2015 (the "Commencement Date") and will expire on 12/30/2016 (the "Expiration Date").

**1. PREMIER SUPPORT SERVICES AND FEES.** The quantities listed in the table below represent the amount of Services that You have pre-purchased for use during the term of this Schedule and applicable fees.

**a. Fee Summary**

<b>Services Summary</b>	<b>Total Price (US\$)</b>
Country: United States	<b>\$71,246</b>
Less Software Assurance Benefits	<b>(\$5,992)</b>
**Less One Time Microsoft Business Investment	<b>(\$5,547)</b>
<b>Total Amount Due</b>	<b>\$59,707</b>

**b. Services by Support Location**

<b>Country : United States</b> (Premier Standard 0)
<ul style="list-style-type: none"><li>• Support Account Management (estimated at 120)</li><li>• Up to <b>120</b> hours for Support Assistance*</li><li>• Up to <b>55</b> hours for Problem Resolution Support</li><li>• Up to <b>28</b> hours for Problem Resolution Support funded by 5 SAB Incidents</li><li>• Twelve (12) Onsite Services Resource Site Visits</li><li>• Unlimited Access to Premier Online Services</li></ul>

\* All registration requirements for Workshops and Events must be completed by You no later than 60 days prior to the expiration date of this Fee and Named Contacts Schedule(s).

Both Customer and Microsoft understand that there may be travel requirements for performing services under this Services Description. For any travel expenses that may arise in connection with this SD, Customer agrees that any travel and other expenses incurred by Microsoft may be decremented from the Support Assistance hours.

*\*\*The services described above constitute "gratuitous" services for which you shall have no legal or moral obligation to pay and for which we waive any entitlement to compensation. It is our intent that our performance of such services be in compliance with applicable law and regulations regarding the provision of gratuitous services. It is specifically understood that all services and services deliverables provided under this Services Description are for the sole benefit and use of **City of Franklin** which we provide them, directly or indirectly, and are not provided to or for the benefit of any government employee or individual. Fully executed documents and Purchase Order must be received by or no later than December 31, 2015 in order to receive "gratuitous" services.*

**2. MICROSOFT CONTACT**

**Microsoft Contact:** Contact for questions and notices about this Schedule and the Services Description:

Microsoft Contact Name: Chelsea Bode
Address: Microsoft Corporation 10900 Stonelake Blvd., Ste. 225 Austin, TX 78759 <a href="mailto:chbode@microsoft.com">chbode@microsoft.com</a>
Phone: 512-578-6848
Fax: 425-708-7929

### 3. CUSTOMER NAMED CONTACTS

- a. **Premier Customer Named Contacts (Support Consulting Contacts listed in subsection b below):** Any subsequent changes to the Named Contacts should be submitted to the Services Resource by the CSM.

<b>CSM Name: Fred Banner</b>	<b>Named Contact Name:</b>
Address: 109 Third Avenue South Franklin, TN 37064	Address: 109 Third Avenue South Franklin, TN 37064
Phone: (615) 550-6612	Phone: (615) 550-6613
Email: <a href="mailto:fredb@franklintn.gov">fredb@franklintn.gov</a>	Email: <a href="mailto:Jason.potts@franklintn.gov">Jason.potts@franklintn.gov</a>
Facsimile: (     )	Facsimile: (     )

<b>Named Contact Name:</b>	<b>Named Contact Name:</b>
Address: _____ _____ _____	Address: _____ _____ _____
Phone: (     )	Phone: (     )
Email:	Email:
Facsimile: (     )	Facsimile: (     )