



## Legislation Text

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**File #:** 16-0064, **Version:** 1

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**DATE:** January 6, 2016

**TO:** Board of Mayor and Aldermen

**FROM:** Eric Stuckey, City Administrator  
Fred Banner, IT Director

**SUBJECT:**

Consideration of Agreement (COF Contract No. 2015-0312) with Microsoft for Microsoft Premier Support Services for the IT Department in an amount of \$59,707. (01/14/16 Finance 4-0)

**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**

The amount of \$64,000 was included in this year's budget (account# 110.82510.41350). The cost of service in this agreement is \$59,707. Our COF Contract Number is 2015-0312 has been reviewed by the Law Department. The Tennessee state contract for this service is #37243. Annual renewal for this service for next year is estimated at \$65,000.

**Recommendation**

Staff recommends approval of this agreement with Microsoft for one year.