RESOLUTION No. 18-77

A RESOLUTION OF THE MAYOR AND THE CITY COUNCIL OF THE CITY OF DORAL, FLORIDA, PURSUANT TO SECTION 2-231 OF THE CITY CODE OF ORDINANCES, WAIVING THE CITY'S COMPETITIVE BIDDING PROCEDURE IN FAVOR OF MICROSOFT PREMIER CORE SERVICES; AUTHORIZING THE CITY MANAGER TO PURCHASE ANNUAL MICROSOFT PREMIER CORE SERVICES IN AN AMOUNT NOT TO EXCEED ANNUAL BUDGETED FUNDS FOR AS LONG AS THE MICROSOFT PRODUCTS ARE UTILIZED BY THE CITY; AUTHORIZING THE CITY MANAGER TO EXECUTE ALL NECESSARY DOCUMENTS IN CONNECTION WITH THIS PURCHASE AND EXPEND BUDGETED FUNDS ON BEHALF OF THE CITY IN FURTHERANCE HEREOF; PROVIDING FOR IMPLEMENTATION; AND PROVIDING FOR AN EFFECTIVE DATE

WHEREAS, in FY11 and FY12, the City Council for the City of Doral (the "City") approved the Payment and Execution of Microsoft Premier Services Contract via Resolution 11-4 and 12-32. The Microsoft Premier Services provides expertise at any level on any Microsoft products. The level of sophistication and complexity of our Microsoft environment makes it impossible to have expertise on all the technologies currently in used by the City; and

WHEREAS, the Microsoft Premier Core Support Services provides emergency support 24x7, workshops for planning and deployment of complex products; and

WHEREAS, this allows the IT Department to run an efficient infrastructure and mitigates downtime for the Microsoft suite of products. It is in the best interest of the City to sign the Microsoft Premier Services and Support; and

WHEREAS, section 2-321 of the City Code of Ordinances provides that the City may waive the City's competitive bidding process by a majority approval of the City Council upon the manager's recommendation that it is in the best interest to do so, to

obtain goods and services which cannot be acquired through the normal purchasing process due to insufficient time, the nature of the goods or services or other factors; and

WHEREAS, because the City's IT systems are run on a Microsoft platform and the subject services are critical to the City's IT infrastructure, the Manager has recommended it is in the City's best interest to waive formal bidding procedures and proceed as recommended by staff; and

WHEREAS, staff has recommended that the City Council authorize the City Manager to purchase annual Microsoft Premier Core Services

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND CITY COUNCIL OF THE CITY OF DORAL, FLORIDA, AS FOLLOWS:

Section 1. **Recitals.** The above recitals are confirmed, adopted, and incorporated herein and made a part hereof by this reference.

Section 2. **Waiver.** Pursuant to Section 2-321 of the City of Doral Code of Ordinances, and upon the recommendation of the City Manager, the City's competitive bidding procedures are hereby waived in favor of Microsoft Premier Core Services. This waiver in and of itself does not vest Microsoft Premier Core Services with any rights absent an agreement with the City.

Section 3. **Approval.** The purchase of the annual Microsoft Premier Core Services, as described in Exhibit "A", which is incorporated herein and made a part hereof by this reference, in an amount not to exceed the annual budgeted funds for as long as the Microsoft products are utilized by the City, is hereby approved.

Section 4. **Authorization.** The City Manager is authorized to execute

agreement, subject to approval as to form and legal sufficiency by the City Attorney, and

to expend budgeted funds, in furtherance hereof.

Section 5. **Implementation.** The City Manager and City Attorney are hereby

authorized to take such further action as may be necessary to implement the purpose

and provisions of this Resolution.

Section 6. **Effective Date.** This Resolution shall become effective

immediately upon adoption.

The foregoing Resolution was offered by Vice Mayor Rodriguez who moved its adoption. The motion was seconded by Councilmember Mariaca and upon being put to a vote, the vote was as follows:

Mayor Juan Carlos Bermudez	Yes
Vice Mayor Ana Maria Rodriguez	Yes
Councilman Pete Cabrera	Absent/Excused
Councilwoman Christi Fraga	Yes
Councilwoman Claudia Mariaca	Yes

PASSED AND ADOPTED this 9 day of May, 2018.

_____
JUAN CARLOS BERMUDEZ, MAYOR

ATTEST:

_____
CONNIE DIAZ, CMC
CITY CLERK

APPROVED AS TO FORM AND LEGAL SUFFIENCY
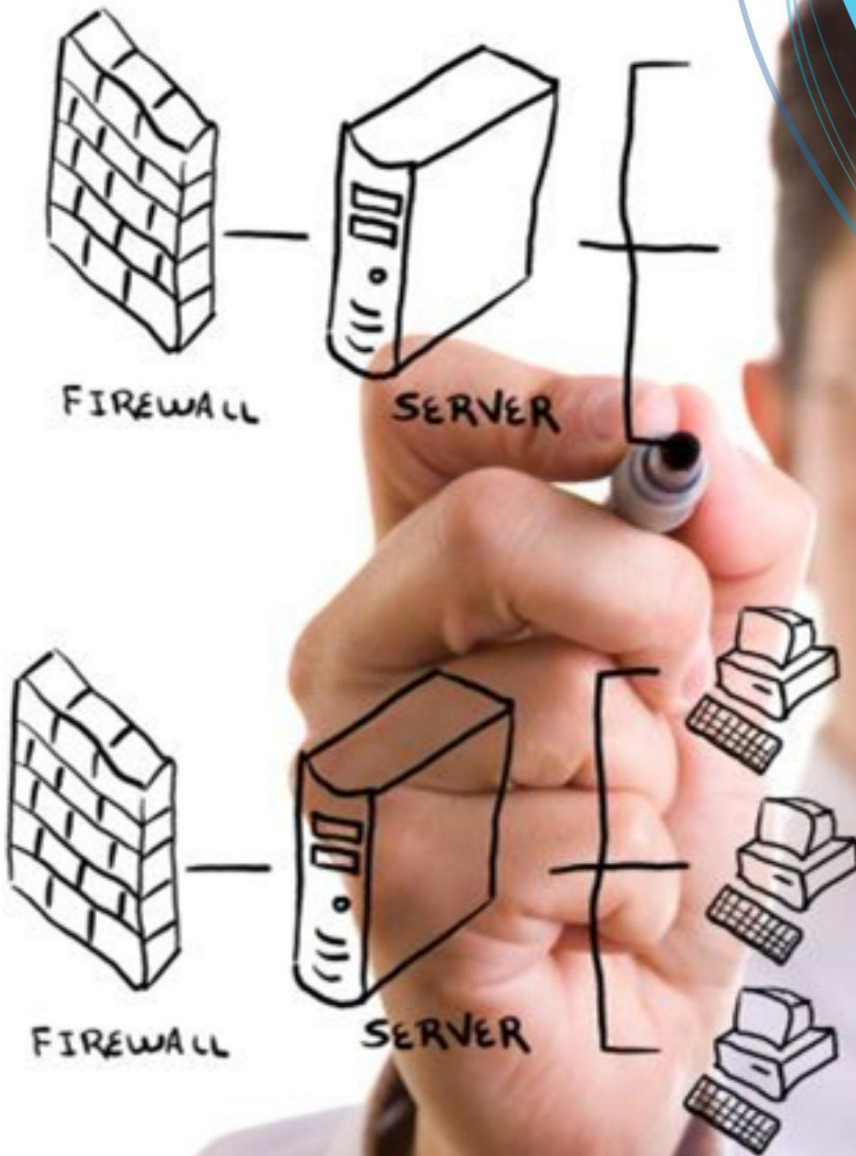FOR THE USE AND RELIANCE OF THE CITY OF DORAL ONLY:

_____
WEISS, SEROTA, HELFMAN, COLE & BIERMAN, P.L.
CITY ATTORNEY

EXHIBIT "A"

Proposal for City of Doral

Microsoft Services Premier Support

2018

Microsoft

Get the Most Out of Your Current Investment

Microsoft Services Premier Support delivers the knowledge, tools and support of Microsoft experts to you.

Maximize the value of your Microsoft investments. As a Microsoft Premier Support customer, we exclusively offer a comprehensive set of support services and solutions to help improve and maintain the health of your Microsoft platform environment.

Customized Support Tailored to *Your* Business

Premier Support provides immediate escalation for urgent issues, strategic advice for optimizing your current systems, and knowledge sharing tailored to your unique IT environment – enabling you to get the most out of your IT infrastructure.

A Dedicated Support Team

Your designated Technical Account Manager monitors your IT operations and helps alleviate any issues that may arise. You benefit from:

A Primer on Microsoft Services Premier Support

- Access to a global network of experts with unmatched knowledge of Microsoft products

- Accelerated support, ensuring you speak to the right subject-matter experts to solve your problem right away

- Direct assistance with planning, rollouts and rigorous Health Checks and remediation services

- **A global network of subject-matter experts** available 24 hours a day, seven days a week.
- **Deep knowledge of Microsoft products** to deliver unmatched support services.
- **Operational guidance** aimed at increasing system performance and reducing support costs and risks.
- **Direct relationship with Microsoft**—Technical Account Manager (TAM) that quickly provides latest technology updates and information to help drive efficiencies.
- **Hands-on training and knowledge** transfer to help increase IT staff expertise and improve alignment between business goals and IT investments.
- **Access to Microsoft product developers**

Backed by 24/7 Support Availability

In the event a technical issue arises, your Premier Support team ensures you receive the priority support you need for a quick recovery. Problem resolution services can help ensure that your critical issues receive our attention until they are resolved — and your business is up and running. Your IT staff can spend less time putting out fires and more time helping to maximize the productive use of your technology.

- **24 hours a day, seven days a week expert assistance** for technical problems—by phone and on site

- **Support escalation to the highest level necessary**, delivered through a streamlined, critical issue management process led by an escalation engineer

- **Reactive on-site support** that provides senior escalation engineers on site helping customers solve the most complex IT issues (based on contract terms and escalation thresholds)

- **Priority access to hotfixes and critical product updates**—enabling preparation early on for deployment

Proactive Monitoring and Health Checks

Your Technical Account Manager is your go-to resource for any support issues. As your designated advocate within Microsoft, this highly skilled professional works with the team to provide proactive planning to address risks and maximize IT health. Your Premier Support services include:

- **Risk assessments to help identify potential problems** before they impact the IT environment or end users.

- **Operations assessments to help streamline processes** – including security measures and resource allocation.

- **Remediation services and side-by-side sessions with Microsoft field engineers** who can help remedy problematic implementations.

- **Microsoft product support workshops** that sync with key release cycles to deliver insights into new services and to help increase preparedness.

- **Guidance to help maximize current IT investments** and advice on technologies/services that can help support business initiatives.

Support Services Components

City of Doral	Option 1 Entry Reactive Level Agreement (Premier Core)	Option 2 Entry Proactive Level Agreement (Premier Foundation)	Option 3 (Premier STD 0) (Premier Standard)
Support Account Management (TAM) • Designated Technical Account Manager • Account Management and Services Planning • Relationship and shared goals; • Resource coordination and case escalation; • General product research & information;	**45 Hours**	**80 Hours**	**120 Hours**
Support Assistance Hours (Proactive) • Onsite Technical Planning Discussions • Risk Assessment / Healthchecks • Technology focused Training Workshops • Migration Readiness (On-Prem/O365/Azure) • Implementation Planning Reviews • IT Services Management Consulting Services	**10 Hours** (Limited Add-on capabilities)	*Plus* 1 RAP as a Service Plus (RaaS+) 1 Workshop Library on Demand 2-day Custom Proactive Visit	**40 Hours**
Problem Resolution Support Hours (Reactive) • 24x7 Resolution Support for Critical Issues • Severity Based Response Times • Online Incident Tracking • Rapid Self Escalation	**40 Hours**	**40 Hours**	**120 Hours**
Total Price	**$22,585**	**$48,300**	**$66,640**

The information contained in this document (a) represents Microsoft's current statement of the features, functions, and capabilities of the products and services described herein, which is subject to change at any time without notice to you, (b) is for your internal evaluation purposes only and should not be interpreted as a binding offer or commitment on the part of Microsoft to provide any product or service described herein; and (c) constitutes Microsoft trade secret information and may not be disclosed to any third party. Any procurement that may result from this information is subject to negotiation and execution of a definitive

agreement between customer and its chosen authorized Microsoft reseller incorporating applicable Microsoft commercial terms. Microsoft does not guarantee the accuracy of any information presented and assumes no liability arising from your use of the information. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

The descriptions of other companies' products in this document, if any, are provided only as a convenience to you. Any such references should not be considered an endorsement or support by Microsoft. Microsoft cannot guarantee their accuracy, and the products may change over time. Also, the descriptions are intended as brief highlights to aid understanding, rather than as thorough coverage. For authoritative descriptions of these products, please consult their respective manufacturers.

All trademarks are the property of their respective companies.