From: Mayor

Subject: Proprietary Purchase of a Microsoft Premier Support Services Agreement from Microsoft Corporation for the Municipality of Anchorage, Information Technology Department (ITD) ($60,000)

Approval of this purchase will provide ITD with a one-year Microsoft Premier Support Services Agreement that will provide support and technical assistance in the daily operations, recoverability, and reliability of the Municipal computing environment.

Over the years, the Municipality’s technology track has evolved into an operational system that is heavily dependent on the various Microsoft products that includes web presentation, file based storage, messaging, network/desktop operating systems, and database storage applications. These systems have become more mission critical and complicated to support. As such, there is a growing need for technical assistance and management in support of these products.

Under the proposed agreement, Microsoft will provide ITD with designated account management and technical support resources to help maximize our technology investment and to meet our evolving business requirements by providing: support assistance with prescriptive advice and guidance on performance concerns, disaster recovery, and configuration assistance; critical situation management and onsite support that may be required to reduce downtime and increase operational efficiency; workshops to help develop skills to mitigate problems before they occur, and programs to provide assessment of our systems with remediation recommendations; and online information services.

As the owner and developer of the Microsoft product line, Microsoft Corporation is best suited to meet the technical support and assistance requirements of the department.

This acquisition has been approved by the Information Technology Technical Review Committee.

Based upon the above information and attached Departmental Memorandum, it is recommended that the Assembly approve the proprietary purchase of the Microsoft Premier Support Services Agreement from Microsoft Corporation in an amount not to exceed $60,000.

Prepared by: Barton R. Mauldin, Purchasing Officer

Fund Certification: Sharon Weddleton, CFO

607-1482-3612-148200-BP2008 - $60,000
(2008 Operating)

Concur: Michael K. Abbott, Municipal Manager

Respectfully submitted: Mark Begich, Mayor