

OFFICE OF CHIEF INFORMATION OFFICER
Summary of State Board of Education Agenda Items
February 17, 2022

OFFICE OF TECHNOLOGY AND STRATEGIC SERVICES

05.D. Action: Contract with Microsoft to provide for Premier and Unified Support Services
 [Goal 5 – MBE Strategic Plan]

Awarded Vendor: Microsoft Corporation
 Redmon, Washington

Scope of Project: Under MDE emergency procurement declaration, by committing to the Microsoft Azure Platform, we look to Microsoft for “Unified Support.” Throughout our ongoing migration to the cloud, we have taken advantage of the Microsoft Unified Support offering. In the past, we have purchased support through a reseller, with the expected reseller mark up. With the emergency procurement, we can bypass the reseller and go direct to Microsoft for even better value. Microsoft will provide Premier and Unified Support Services in the following areas.

Advisory Support	Reactive Support Management
Azure Problem Resolution	Service Delivery Management
On-demand Assessment	Webcasts
Setup and Config Service	Reactive Enabled Contacts
On-Demand Education	Proactive Services
Online Support Portal	Designated Support Engineering for Azure Data
Problem Resolution	

Personnel associated with this contract are not former Department employees or related to any Department employees.

Scope of Contract:

- Term of Contract: February 22, 2022–September 30, 2024
- Total amount to be awarded: \$1,160,976
- Method of Award: Emergency Procurement (COVID19-ESSER ARP)

Funding Source: Federal Funds

This item references Goal 5 of the *Mississippi Board of Education 2018-2022 Strategic Plan*.

Recommendation: Approval

Back-up material: None