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3 **2021 RES-097**

4 **AUTHORIZING PURCHASE OF MICROSOFT UNIFIED SUPPORT RENEWAL**

5 Dane County Information Management utilizes a service provided by Microsoft  
6 Corporation annually. This service provides critical 24/7 support, health and assessment  
7 checks, proactive monitoring, on-demand assessments, root cause diagnostics and  
8 training among other benefits. Dane County entered into a five year agreement on  
9 September 14, 2019 under contract number 13728. This service is renewed annually.

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11 The cost to renew this service from September 14, 2021 through September 14, 2022 is  
12 \$134,854.00. Funding for this annual renewal is included in the 2021 budget. The cost  
13 for this year's renewal is higher than in years past. This expected increase was based on  
14 multiple factors including an increase of devices identified during an internal assessment  
15 last year, a significant increase of new devices procured for COVID related purposes, an  
16 increase in services utilized last year, and new services added to the agreement this  
17 year to assist in Dane County's transition to Microsoft's online services.

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19 NOW, THEREFORE, BE IT RESOLVED that the County Executive is authorized to enter  
20 into an agreement with Microsoft Corporation to extend renewal of Unified Support for a  
21 period of twelve months effective on September 14, 2021.  
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