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STATE PROCUREMENT OFFICE NOTICE & REQUEST FOR SOLE SOURCE

STATE PROCUREMENT OFFICE
STATE OF HAWAII

- 1. TO: Chief Procurement Officer
- 2. FROM: HAWAII STATE PUBLIC LIBRARY SYSTEM
Department/Division/Agency

Pursuant to HRS §103D-306 and HAR Chapter 3-122, Subchapter 9, the Department requests sole source approval to purchase the following:

3. Description of goods, services, or construction:
 Microsoft premier support services includes the following: 1) Service management, 2) Proactive services, 3) Problem resolution services. See complete explanation attached. HSPLS has the following servers in need of support: Microsoft Hyper-V virtual servers, Microsoft SQL servers, Microsoft Exchange servers (being implemented), Microsoft Lync servers (being implemented), Microsoft Forefront servers (being implemented), Microsoft SharePoint servers. This level of service is not provided by any other company selling Microsoft Products. See attachment for complete description of services.

4. Vendor Name: MICROSOFT Address: MICROSOFT CORPORATION ONE MICROSOFT WAY REDMOND, WA 98052	5. Price: \$95,190.00
6. Term of Contract: (mm/dd/yyyy) From: JUNE 1, 2011 To: SEPT. 1, 2012 <u>5/31/2012</u> <i>DL 4/14/11</i>	7. Prior Sole Source Ref No. _____

8. Feature: The good, service, or construction has the following unique features, characteristics, or capabilities: Microsoft Premier Support Services has the unique features of assistance in the areas of optimization, consultation, 'how to' incidents, specialized training, direct and unique access to Microsoft engineers qualified to support all Microsoft products. (see attached for more information)
 Resellers of Microsoft products and services do not possess the expertise to handle the complex optimization and design problems that arise from various data center products. This is the reason why Microsoft reserves for itself the premier support, and therefore is the sole provider of it. The proactive and maintenance tasks have the ability to prevent problems before they occur. This is very important for HSPLS, since most of our back end servers run on Microsoft operating system as well as application products.

9. Essential features. How the unique features, characteristics, or capabilities are essential for the agency to accomplish its work: HSPLS operates on Windows server products at the data center level, and is in need of support beyond the 'Break-fix' model offered by resellers or other vendors. This means seeking support from only qualified individuals that can assist in all problems that are outside of critical fixes. The sole company qualified to grant this support is Microsoft, since their engineers are the producers of this software.

11. Alternate source. The following other possible sources for the good, service, or construction were investigated but do not meet our needs because: HSPLS investigated and obtained quotes from resellers of Microsoft products, such as Dell, but found that they were unable to provide the premier support, which only Microsoft can provide, and which officially they claim to do so. Microsoft reserves the ability to grant this level of support only to their company, the producers of the software.

12. Direct any inquiries to:
Department: HI ST PUBLIC LIBRARY SYSTEM
Contact Name/Title: PAOLA SAIBENE

13 Phone Number:
808 586-3713
Fax Number:
808 586-3715

Expenditure may be processed with a purchase order/pCard: Yes No
If no, a contract must be executed and funds certified.

Agency shall ensure adherence to applicable administrative and statutory requirements, including HAR Chapter 3-122, Subchapter 15, Cost or Pricing Data, if required.

14 *I certify that the information provided above is to the best of my knowledge, true, correct and that the goods, services, or construction are available through only one source.*


Department Head Signature

March 31, 2011
Date

Reserved for CPO Use Only

15 Date Notice Posted: 4/4/11

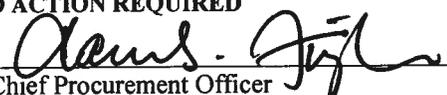
Submit written objections to this notice to issue a sole source contract within seven calendar days or as otherwise allowed from the above posted date to: Chief Procurement Officer
State Procurement Office
P.O. Box 119
Honolulu, Hawaii 96810-0119

16. Chief Procurement Officer's comments:

Approval is for the period June 1, 2011 to May 31, 2012 and is for the solicitation process only, HRS section 103D-310(c) and HAR section 3-122-112, shall apply and award is required to be posted on the Awards Reporting System.

As a reminder, individual(s) participating in procurement activities are required to be in compliance with Procurement Delegation No. 2010-01 and Amendment 1, and Procurement Circular No. 2010-05, *Statewide Procurement Training*, as appropriate.

17. APPROVED DISAPPROVED NO ACTION REQUIRED


Chief Procurement Officer

5/10/2011
Date

Microsoft[®]

Services

March 31, 2011

Paola Saibene
Hawaii State Public Library System
44 Merchant St., Honolulu HI
808-586-3713
paola.saibene@librarieshawaii.org

Re: Microsoft Premier Support Proposal and Service Description

Dear Paola,

Thank you for your interest in Microsoft's Premier Support for the Enterprise.

Premier Support for the Enterprise is Microsoft's support offering focused on the needs of city and state customers. Premier Support provides not only first class mission critical technical support for all Microsoft products, but also a close working relationship with technical account managers focusing on improving system availability and reducing overall support overhead. In addition, we offer a range of technical services aimed at preventing problems, helping your in-house support staff provide a better service to their end-users and increasing the value to you of your investment in Microsoft software.

Premier Support for the Enterprise includes Technical Support, Account Management, Information and Proactive Services components that have made this offering a value leader in the industry. I have attached information that details these four delivery components of Premier Support.

Enclosed please find:

- A custom proposal for Hawaii State Public Library System

We look forward to building a support relationship with you that will bring tangible benefits to your organization, and we are committed to providing quality services that successfully address your operational requirements and organizational goals.

We look forward to the possibility of establishing a support relationship between Hawaii State Public Library System and Microsoft. I thank you for this opportunity to present our offerings to you. Please feel free to contact me with any questions that arise as you review the enclosed materials. We look forward to your response.

Regards,
Kiersten Keester
Microsoft Sales Services Executive
Phone: 916-781-0685
FAX: 425-936-7329
kkeest@microsoft.com

MICROSOFT PREMIER SUPPORT For Hawaii State Public Library System

This Proposal is Valid through June 30, 2011

FEATURE	QUANTITY
PROBLEM RESOLUTION SERVICES Incident resolution Multivendor Coordination Remote Diagnostic and Debug (Dial-in) 24 X 7 Access to Support Professionals	Up to 75 Hours
SUPPORT ASSISTANCE Supportability Consulting Supportability Reviews Workshops	Up to 180 Hours
SUPPORT MANAGEMENT SERVICES Planning and Resource Facilitation Status Reports and Meetings Incident Escalation Management	Included
INFORMATION SERVICES Unlimited-user access license to Premier Online website Critical Problem Alerts Product NewsFlashes Support Webcasts 4 Named Contacts	Included
ONSITE RESOURCE VISIT	Included
Total Due From Customer:	\$95,190

Available Services

Premier Support is a support offering that provides you with direct and preferred access to Microsoft through a customized packaging of support options. It is a personalized support relationship guided by a dedicated Technical Account Manager who understands your business and acts as your advocate within Microsoft. Premier provides an enhanced support experience with improved problem resolution response times and increased access to proactive support services. It provides a comprehensive selection of support resources to choose from including problem resolution services, proactive prevention resources, infrastructure support assistance, workshops and online information sources. This provides you with direct, preferred access to Microsoft's best technical experts by phone and in person for 24x7 coverage of your total environment of Microsoft technologies.

We propose an annual contract term of Premier Support which includes the following services:

Support Account Management

With Premier Support, you gain a dedicated resource that is your eyes, ears and voice within Microsoft; the Technical Account Manager or TAM. A dedicated Technical Account Manager plans and facilitates the

delivery of all support services and will work with you over the phone and onsite to help make sure that your support requirements are being met. The Technical Account Manager acts as your internal advocate at Microsoft to manage your support issues and makes sure that the right resources are engaged on your support issues. Your TAM will engage with you in the following activities:

- **Service Delivery Plan** - Develop an understanding of your business and technology requirements in order to design a service plan that will help you mitigate operational risk and optimize IT efficiency within your business applications and IT infrastructure.
- **Activity Reporting and Planning Review** – Regular reports to provide information about the usage of your Premier Support agreement. The TAM will help optimize your services usage and work with you to develop support strategies to minimize reoccurrence of problems.
- **Escalation Management** – Manages your support issues to assure that your problems are escalated as high in the Microsoft technical organization as required to help address your situation. Quick resolution to your support issues helps maximize your IT productivity.
- **Proactive Information Distribution** – Proactively act as a communication conduit to push pertinent technical information to your IT staff. This provides your staff with the latest product and security information needed to reduce your risk of downtime.

Problem Resolution Support

You will have problem resolution support service to request assistance with a specific technical problem with Microsoft products. As a Premier Support customer, you receive the priority support you need for a quick recovery. Our problem resolution services help ensure that your critical issues receive our utmost attention until they are resolved and your business is up and running. Our Support Professionals deliver expert assistance by phone and onsite for technical problems that occur when you use a Microsoft product. Our response times are based on the severity of the problem as you define it, and we work to resolve business-critical issues 24 hours a day, 7 days a week. Problem Resolution Services are outlined as follows:

- You can log problem resolution requests any time, either online or by phone.
- Response times are prioritized on the severity of the problem and its impact to your business. You define the severity.
- Response to critical problems is one hour or less, with maximum support resources applied to sustain a continuous 24x7 effort.
- A Critical Situation Management process that will be invoked automatically for all issues that you designate having a significant or critical business impact. Under the Critical Situation Management process, resources will be deployed and management visibility will be maintained to ensure that the affected systems are brought back to normal operations as quickly as possible.
- 24x7 onsite support service, which helps ensure the dispatch of support professionals to your site in response to your business-critical event.

With these problem resolution services, your IT team should be able to resolve problems in the Microsoft environment much more quickly. This will help reduce the amount of time that is spent fighting fires today and enable the IT staff to focus on more strategic projects and issues.

Support Assistance

You will have access to Support Assistance services beyond the specific problem resolution support service. Planning and infrastructure support services aim to reduce your systems management and support costs by identifying operational risks and addressing potential problems before they occur. These services offer prescriptive guidance on a variety of issues — from answers to your basic "how-to" questions to the discussion of best practices around deployments, migrations, and operations in your IT environment. Your Technical Account Manager will work in partnership with you to identify and address potential problems before they occur, reducing the risk of downtime and interruption to your business:

- Access to Microsoft product and technology specialists to assist in deploying new solutions quickly and correctly, helping to reduce future support and maintenance expense.

- Strategic advice and recommendations on the operation of technology solutions based on Microsoft's own experience.
- Collaboration with third-party software vendors to help ensure your entire solution works properly and integrates seamlessly into your environment.
- Supportability reviews to examine your Microsoft deployment and identify opportunities for improving system availability and supportability.
- Multivendor issue resolution through TSANet, a network of vendors who share resources to facilitate the resolution of your problem, regardless of where the issue originated.

Your Technical Account Manager will either provide the Support Assistance Services or will coordinate access to subject matter experts, as required.

Workshops

Knowledge transfer services help your IT staff develop the skills and resources to mitigate potential IT issues. Microsoft support workshops are offered on a regional basis, and provide hands-on training and best practices in Microsoft technologies. Some examples of workshops that are available regionally include:

- *Problem Management for Microsoft Windows* teaches your team how to troubleshoot and debug in a Windows environment
- *Network Monitoring Tools and Techniques* trains your team to troubleshoot peer protocols and repair underlying network or application problems
- *Securing Enterprise Platforms* teaches your team how to proactively protect your Microsoft infrastructure
- *Microsoft Operational Engagement Workshop* helps your team understand the Microsoft Operations Framework and build a roadmap for operational improvements
- *Microsoft Operations Framework Essentials (MOF)* is an introductory two-day course designed to expose students to the three key elements of the Microsoft Operations Framework—the MOF process, team, and risk models.
- *Microsoft Operations Framework Changing Quadrant* is a collection of best practices, principles and models that provides technical guidance for achieving mission-critical production system reliability, availability, supportability, and manageability for solutions and services built on Microsoft products and technologies.
- *Other Workshops are available.*

Your Technical Account Manager will work with you to determine which workshops are useful and appropriate for you.

Information Services

As a Premier Support customer, you will have access to a variety of resources for getting technical information that can help your IT team be well-informed and develop expertise and self-sufficiency. Online information resources will help your IT teams stay up-to-date about the latest Microsoft products and technologies at their own pace. These services include:

- **Microsoft Premier Online website** – Includes unlimited access to the Web Response and Technical Microsoft Product Information (only available to Premier customers):
 1. **Web Response** – A tool for submitting and checking the status of problem resolution requests online.
 2. **Technical Microsoft Product Information** – Access to an online version of Microsoft's TechNet information resource of common problems and their solutions including partner-level articles not available to the public.
- **Product NewsFlashes** – Technical summaries are produced regularly by senior support professionals that pull together the latest updated information, fixes, new known problems, and advice.

- **Critical Problem Alerts** – An E-mail-based subscription service giving early warning of potential high-impact problems and guidance on how to avoid them.
- **Support Webcasts** – Regularly scheduled teleconference discussions delivered live by Microsoft developers, product managers and senior support staff, covering key areas of Microsoft technology.

Microsoft Premier Support Services

- 1) Service management: to include the following areas:
 - a) Service delivery plans
 - b) Service improvement planning
 - c) Remediation planning
 - d) Operational guidance
 - e) Monthly reporting
 - f) Incident trend analysis
 - g) Escalation management
 - h) Account representative
 - i) Remote and onsite assistance

Service management is interpreted as being able to develop an understanding of HSPLS technology requirements to design a customized service plan; to review service delivery regularly to keep the plan effective and relevant; to deliver monthly reporting, trending advice, and incident trend analysis; and to facilitate support services and resources proactively to help reduce operational risks.

- 2) Proactive services:
 - a) health checks and supportability reviews
 - b) operational excellence solution
 - c) remediation services
 - d) dedicated supportability engineering
 - e) business expertise for Microsoft Dynamics
 - f) proactive information distribution
 - g) Microsoft premier online support and access
 - h) Workshops
 - i) Microsoft tech net access

Proactive services is interpreted as being able to assess the current state of IT of HSPLS's infrastructure to prescribe solutions that reduce incidents; to incorporate tools and maturity models to establish a road map toward healthy IT infrastructure with maximum uptime, system stability, and performance; to implement a systematic approach to assessing and analyzing IT infrastructure and then delivering solutions to ensure it continuously matures over time and evolves from support function to a business resource; to provide training and information services, and access online knowledge base to improve IT staff expertise.

- 3) Problem resolution services:
 - a) 24/7 problem resolution services covering all products
 - b) 24/7 critical situation escalation management
 - c) Rapid on-site support service

HSPLS will utilize Microsoft's Premier Support Services

- 1) Microsoft Exchange 2010 servers –Microsoft Lync 2010 servers
- 2) Microsoft Hyper-V servers (latest version)
- 3) Microsoft SharePoint 2010
- 4) Microsoft Forefront Security 2010

- 5) Active directory servers (windows 2008 R2)
- 6) SQL 2008 servers