Proposed Sole Source Purchase Form

I. GENERAL INFORMATION:

<table>
<thead>
<tr>
<th>Date of Request</th>
<th>June 14, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Submitted by</td>
<td>Jennifer Sanchez</td>
</tr>
<tr>
<td>Department</td>
<td>Purchasing</td>
</tr>
<tr>
<td>Request Submitted by</td>
<td>Brian Menapace</td>
</tr>
<tr>
<td>Department</td>
<td>Information Technology</td>
</tr>
<tr>
<td>Proposed Vendor</td>
<td>Microsoft Corporation</td>
</tr>
<tr>
<td>Estimated Amount</td>
<td>$125,000.00</td>
</tr>
<tr>
<td>UNM Hospitals Purchasing Director</td>
<td>Jeffrey C. Gilmore</td>
</tr>
</tbody>
</table>

UnMH Contract #: 533-19

Provide a basic description of goods/services to be provided:

The University of New Mexico Hospitals (UNMH) is procuring Microsoft Products and Premier Support Services for the Fiscal Year 2020, which includes but is not limited to, Equipment, Software Licenses, Professional, Educational, Maintenance and Hosting Services, etc.

This sole source may support multiple purchase orders, and multiple contracts/contract addendums as the UNMH workforce changes and there is a need to purchase additional license(s) and support fees, etc.

Why is this purchase needed?

Please refer to the Sole Source Letter from Microsoft for information regarding the services being provided.

II. BASIS FOR SOLE SOURCE PROCUREMENT:

☐ PROPRIETARY. Item, technology, or service is proprietary and available ONLY from the proposed vendor.
COMPATIBILITY. Desired purchase must be compatible with existing item, technology or service.

RENEWAL. Support, maintenance, software subscription, technology or other IP must be renewed from vendor.

The UNMH has a previously established relationship with Microsoft Corporation for its Microsoft Environment, which includes but is not limited to, Equipment, Software Licenses, Professional, Educational, Maintenance and Hosting Services, etc. The UNMH wishes to continue using these services.

The Microsoft annual Support Services are needed to support the current use and installation of the UNMH's Microsoft Environment.

Other Basis for Sole Source: Please describe below:

Please refer to the Sole Source Letter from Microsoft for information regarding the services being provided.

III. SUPPLEMENTAL DETAILS.

Describe the unique capabilities of the proposed vendor's goods, services, or personnel performing the work and why this constitutes the only source. Describe any risks that could not be overcome without the purchase.

Identify other vendors or sources and the reason they were found to be unsatisfactory for providing the goods, services, or personnel performing the work.

List the other vendors who were contacted. Please describe the specs/qualifications/criteria that the other vendors were unable to satisfy.
IV. **DEPARTMENT APPROVAL.**

By signing below, the department certifies that the information submitted on this form has been reviewed and this purchase has departmental approval. The final determination of Sole Source approval shall be made by the Purchasing Department.

Requestor: ____________________________  Date: 6/14/19

Administrator: ____________________________  Date: 6/14/19

Director of Purchasing: ____________________________  Date: 7/23/19
July 02, 2019

Jennifer Sanchez
University of New Mexico Hospital
2701 Campus Blvd NE
Albuquerque, NM 87131
jedsanchez@salud.unm.edu

Re: Microsoft Support Services

Dear Jennifer

Microsoft is pleased to provide the following information regarding its Support Services offering to assist the University of New Mexico Hospital in making a determination relative to a sole source justification.

Microsoft Support Services are comprised of a comprehensive support solution that helps reduce costs, enhance productivity, and use technology throughout the IT lifecycle. They offer direct, expedient and unique access to Microsoft product development teams, software developers and source code for current and future products enabling (a) specialized insight into the architecture of current solutions that can facilitate smooth migrations to existing and future unreleased products/versions; (b) quick and comprehensive resolution of product support, trouble-shooting and hot-fix type issues; and (c) immediate and focused technology feedback link between our customers and the Microsoft product development teams to help shape the direction, features and functionality of future products.

Specialized training of Microsoft personnel is provided from Microsoft product development teams on how enterprise customers can best plan for, deploy, manage and maximize productivity of existing and future Microsoft products.

Furthermore, as part of Microsoft’s unique Support Services offer, the following services are available:

**Reactive support** helps resolve issues in your Microsoft environment and include prioritized problem resolution services to provide rapid response to minimize downtime. As part of reactive support services, Microsoft offers:

**Problem Resolution Support** provides assistance for problems with specific symptoms encountered while using Microsoft products, where there is a reasonable expectation that the problem is caused by Microsoft products Problem Resolution Support and request for support may be submitted via telephone or electronically through the an online support website portal.
Advisory Support: Phone-based support on short-term (limited to six hours or less) and unplanned issues for IT Professionals. Advisory Services may include advice, guidance, and knowledge transfer intended to help you deploy and implement Microsoft technologies in ways that avoid common support issues and that can decrease the likelihood of system outages.

Support Assistance provides short-term advice and guidance for problems not covered with Problem Resolution Service as well as requests for consultative assistance for design, development and deployment issues; including infrastructure support, supportability reviews, application development and access to lab facility to assist with product development, testing, and migration activities.

Service Delivery Management (Support Account Management) activities help to build and maintain relationships with your management and service delivery staff as well as to oversee escalation management and managing the elements of your support offering to meet your business requirements. These actions are managed by a Microsoft Technical Account Manager (TAM), coordinated by resources from a pooled set of resources, or provided digitally through access to an online services portal website portal.

Proactive services which help maintain and improve the health of IT infrastructure and operations. As part of proactive support, Microsoft offers individual proactive services, available and categorized as maintenance, optimization or education services.

Maintenance services help prevent issues in your Microsoft environment and are typically scheduled in advance of the service delivery to help ensure resource availability.

Optimization services focus on the goals of optimal utilization of the customer’s technology investment. These services may include remote administration of cloud services, optimizing the adoption of Microsoft product capabilities by end users and ensuring a robust security and identity posture.

Education services provide specialized training that help to enhance your support staff’s technical and operational skills through either onsite, online or on-demand instruction. These include specialized workshops, which help prevent problems, increase system availability and assist with creating products and solutions based on Microsoft technologies, and specialized training, which includes how customers can best plan for, deploy, manage, and maximize productivity of existing and future Microsoft products. These sessions are available at your facility or at Microsoft and can include deep technical development presentations with hands-on labs to facilitate your implementation of Microsoft technologies.
Microsoft

The support services described above are performed only by Microsoft Corporation or its affiliates (including full time employees and outsourced service providers delivering support as directed by Microsoft), even in those circumstances where it is sold through a reseller.

Should you have any questions concerning this letter, please do not hesitate to contact me at 703.673.7871 or at dgalgh@microsoft.com.

Sincerely,

David T. Gallagher
Director of Contracts
U.S. Public Sector Services