

Item Title: Three-Year Agreement with Dell Inc. for Microsoft Licensing

Specific Action Requested:

That the Board of Commissioners approves a thirty-six-month Enterprise Licensing Agreement through Dell Inc. to provide licensing for Microsoft Office 365, Windows Enterprise, Server, and SQL. The request is to authorize the County Manager to execute a contract on behalf of Wake County for this agreement.

Item Summary:

Purpose: The Board of Commissioners must approve all multi-year contracts entered by the County.

Background: The County uses Microsoft software for end-user computers, office productivity tools, as well as backend servers and databases. Microsoft systems and licenses form the “backbone” of many of the County’s critical information systems, including the land records and vital records systems used by the Register of Deeds, electronic medical records, tax administration records, and various public health systems. The County must hold licenses for employees to continue using the software. This recommended action extends the current Enterprise Licensing Agreement for a thirty-six-month term. The new agreement continues existing service levels and includes no substantive changes.

Board Goal: This action supports routine County operations.

Fiscal Impact: Funding is included in the County’s adopted operating budget. No additional appropriation is needed. The total of the thirty-six-month agreement is \$6,596,172.30.

Additional Information:

The Information Services (IS) Department is responsible for ensuring that licenses for all computer system components are properly maintained and upgraded as required by specific vendor agreements and to maintain proper network security.

The County uses Microsoft operating systems for personal computers as well as the majority of servers in the County data center. The County also uses Microsoft Office 365 for cloud-based productivity applications including Exchange Online for email, SharePoint Online for collaboration, Teams for unified communications, as well as access to the online and desktop Microsoft Office software suite. The Enterprise Agreement also includes Windows Enterprise licensing which allows the County to maintain current versions of the Windows Operating System. This is particularly important with the increased cadence of major Windows updates and shortened lifecycles.

This agreement provides the County volume-level pricing for purchasing licenses and “software assurance”, a support add-on for the specified products that also provides the ability to upgrade to the latest software version without repurchasing the newer product. In order to continue access to volume pricing and allow the County to continue software assurance on the licenses purchased under the previous agreements, the County wishes to enter into a new thirty-six-month agreement with Microsoft. This will preserve entitlement to the latest software versions, which is very important both from an operational standpoint and from the standpoint of maintaining network security.

The Enterprise Agreement was bid to Dell Inc. and incumbent Software House International, with Dell Inc. providing the low bid based on the NCPA\OMNIA Partners cooperative purchasing agreement. The total thirty-six-month cost of \$6,596,172.30 is spread across the agreement period of September 1, 2023, through August 31, 2026, as follows:

Payment Due Date	Term	Amount
9/1/2023	12 months	\$2,198,724.10
9/1/2024	12 months	\$2,198,724.10
9/1/2025	12 months	\$2,198,724.10

The agreement covers all current Microsoft licensing. Additional licenses can be procured as needed at the contract rate.

Attachments:

1. Dell Inc. Quote dated June 23, 2023
2. Microsoft Enterprise Enrollment Documents