



April 14, 2015

City of Ann Arbor

Attn: Jenifer Latham  
Senior Infrastructure Specialist  
[JLatham@a2gov.org](mailto:JLatham@a2gov.org)

**Re: Microsoft Premier Support Services**

Dear Ms. Latham:

Microsoft is pleased to provide the following information regarding its Premier services offering(s) to assist **City of Ann Arbor** in making a determination relative to a sole source justification. "Premier" is Microsoft's primary enterprise-level product support offering.

Microsoft Premier support services as an integrated offering is performed only by Microsoft Corporation or its affiliates (including full time employees and contingent staff under Microsoft's direction), even in those circumstances where it is sold through a reseller.

Premier support services provided by Microsoft offer:

**Direct and unique access** to the various Microsoft product 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 product development teams to help shape the direction, features and functionality of future products;

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

**Support Account Management** from an assigned Microsoft Technical Account Manager (TAM), which helps to build and maintain relationships with your management and service delivery staff and helps you arrange each element of the Premier Support to meet your business requirements, including escalation management to other resources within Microsoft to expedite problem resolution;

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## **Services**

**Premier Specialized Workshops** which help you prevent problems, increase system availability and assist with creating products and solutions based on Microsoft technologies, including instructor led training sessions that emphasize Microsoft technologies at your facility or on location at Microsoft and deep technical development presentations with hands-on labs to facilitate your implementation of Microsoft technologies;

**Premier 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 is available 24 hours a day, 7 days a week and request for support may be submitted via telephone or electronically through the Premier online website;

**Premier 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; and.

**Information Services** provide your staff with the latest knowledge on Microsoft technologies to enhance your in-house support capabilities.

- a. Premier online website. The Premier online website provides access to the following information resources at no additional charge:
  - Regularly updated product news flashes documenting key support and operational information about Microsoft products.
  - Critical problem alerts notifying you of potentially high-impact problems.
  - Web response tool for submitting and checking the status of support incidents.
  - Microsoft KnowledgeBase of technical articles and troubleshooting tools and guides.

Should you have any questions concerning this letter, please do not hesitate to contact me at 703-673-7871 or at [dgallagh@microsoft.com](mailto:dgallagh@microsoft.com).

Sincerely,

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*David T. Gallagher*  
DocuSigned By: David T. Gallagher

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