

## JUSTIFICATION FOR SOLE SOURCE PROCUREMENT

Agency: South Carolina Department of Motor Vehicles

Sole Source Vendor: Microsoft

Based upon the following determination, Agency proposes to acquire the supplies, construction, information technology, and/or services described herein from the Vendor named above per S.C. Code Ann. §11-35-1560 and S.C. Regulation 19-445.2105, Sole Source Procurement.

Description of the Agency need that this procurement meets: Agency needs a comprehensive support solution that helps reduce costs, enhance productivity, and use applicable Microsoft technology throughout the IT lifecycle. Agency wants direct and expedient 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 the agency and the Microsoft product development teams to help shape the direction, features and functionality of future products. In addition, specialized training of applicable agency technical personnel 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

Description of market research Agency performed to determine the availability of products or services that would meet the Agency's needs: Discussion with Microsoft on support services needed to maintain a reliable and secure Microsoft technology environment. The support services described above are performed only by Microsoft Corporation

Description of supplies, construction, information technology, and/or services Vendor will provide under the contract: Ensure the agency has the support needed to maximize its investment in Microsoft technologies by aligning to desired business outcomes. The Microsoft Support team will work with the agency to help overcome business challenges, so agency can achieve technology objectives and realize the following: drive cloud adoption with Microsoft-led Built-In Proactive Services, onsite migration support when needed, and on-demand self-service training, readiness, and risk prevention resources; minimize downtime and disruption for end users with as-needed, organization-wide problem resolution, on-demand risk assessments, and customizable service alerts; reduce backlog of defects and support tickets, as well as the randomizing pressure of reactive support for agency IT staff, through as-needed problem resolution and advisory support, on-demand health assessments, and the right combination of strategic Add-ons. Enable IT to grow its technical competence and offer greater value to the business without significant training costs by taking advantage of on-demand education. Reactive support to resolve issues in agency's Microsoft environment including prioritized problem resolution services to provide rapid response to minimize downtime. As part of reactive support services, Microsoft's support includes Problem Resolution Support providing 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 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 the agency 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 agency management and service delivery staff as well as to oversee escalation management and managing the elements of support offering to meet 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 agency's 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 agency'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 agency 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 the agency can best plan for, deploy, manage, and maximize productivity of existing and future Microsoft products. These sessions are available at agency's facility or at Microsoft and can include deep technical development presentations with hands-on labs to facilitate your implementation of Microsoft technologies.

Detailed explanation why no other vendor's supplies, construction, information technology, and/or services will meet the needs of the Agency: The support services described above are performed only by Microsoft Corporation



Authorized Signature

Printed Name: Adam Wagnblas

Title: Director of Administration

Date: 7/8/2024

**Notes:**

**Authorized signature is the agency head unless the agency head has delegated that authority. Delegation of authority must be submitted to the Materials Management Officer in writing.**