

Texas Department of Information Resources

Unified Support Services: Microsoft

Fiscal Year 2018 – Fiscal Year 2019

[Microsoft Corporation: DIR-TSO-3781](#)

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Summary

The Department of Information Resources (DIR) is pleased to announce an expedited bulk purchase of Microsoft Unified Support Services. With the passage and of S.B. 261 from the 85th legislative session, DIR may now contract for the bulk purchase of information technology commodity items intended for use by more than one state agency without being constrained by certain dollar limitations that may otherwise have precluded a bulk purchase.

DIR has concluded vendor negotiations and customers may now issue purchase orders. The time period for placing orders is from August 30, 2018 through November 30, 2018.

Instructions for ordering

Microsoft Unified Support is offered as an annual subscription that is priced as a % of a customer's 12-month historical total product purchase history & estimated product footprint to be supported. The price is represented as a fixed annual amount. The bulk purchase price for Unified Support is determined as a % of a customer's 12-month historical total product purchase history & estimated product footprint to be supported less 5% Microsoft Incentive for the enrollment period August 30, 2018 through November 30, 2018.

This Bulk Purchase Initiative is open to all eligible DIR customers. Eligible customers should contact Microsoft Corporation for more information about Microsoft Unified Support Services features, and to receive a quote. Contact information may be found on the DIR contract page for [DIR-TSO-3781](#).

Once ready to order, please include the DIR contract number (DIR-TSO-3781) on your purchase order (PO) as well as the following statement, **“DIR Bulk Purchase Initiative BP2018-09”** in the line Item of the description of the product. Please submit your PO directly to Microsoft Corporation and forward a copy of your PO to bulk.purchase@dir.texas.gov.

As a reminder, state agency purchases outside of DIR negotiated Bulk Purchase Agreements are required to follow thresholds outlined in TGC 2157.

DIR Contact Information

For questions regarding the DIR’s Bulk Purchase Initiative, please contact:

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Director, Cooperative Contracts
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Microsoft Unified Support Pricing Table

(Microsoft incentive ends at 11:59 pm (CT) on November 30, 2018)

Microsoft Unified Support Services	Core (Level 1)	Advanced (Level 2 Support)	Microsoft Bulk Purchase Incentive	Performance (Level 3 Support)	Microsoft Bulk Purchase Incentive
Minimum Unified Support Contract Price	N/A	\$50,000.00	\$47,500.00	\$175,000.00	\$166,250.00
Server Products	N/A	10% - \$0 to \$1.5M	-5%	12% - \$0 to \$1.5M	-5%
	N/A	9% - \$1.5M to \$3M	-5%	11% - \$1.5M to \$3M	-5%
	N/A	8% - \$3M to \$6M	-5%	10% - \$3M to \$6M	-5%
	N/A	7% - \$6M to \$15M	-5%	9% - \$6M to \$15M	-5%
	N/A	6% - over \$15M	-5%	8% - over \$15M	-5%
User Products	N/A	8% - \$0 to \$1.5M	-5%	10% - \$0 to \$1.5M	-5%
	N/A	7% - \$1.5M to \$3M	-5%	9% - \$1.5M to \$3M	-5%
	N/A	6% - \$3M to \$6M	-5%	8% - \$3M to \$6M	-5%
	N/A	5% - \$6M to \$15M	-5%	7% - \$6M to \$15M	-5%
	N/A	4% - over \$15M	-5%	6% - over \$15M	-5%
Azure 12-month Historic Spend	N/A	10% - \$0 to \$1.8M	-5%	12% - \$0 to \$1.8M	-5%
	N/A	7% - \$1.8M to \$6M	-5%	8.5% - \$1.8M to \$6M	-5%
	N/A	5% - \$6M to \$12M	-5%	6% - \$6M to \$12M	-5%
	N/A	3% - over \$12M	-5%	3.5% - over \$12M	-5%

The bulk purchase price for Unified Support is determined as a % of a customer's 12-month historical total product purchase history & estimated product footprint to be supported less 5% Microsoft Incentive for the enrollment period August 30, 2018 through November 30, 2018.