

**LIMITED SOURCE JUSTIFICATION
FOR
Microsoft Premier Support**

1. CONTRACTING ACTIVITY.

United States Transportation Command, DPO Support Division,
USTRANSCOM/TCAQ-D, 508 Scott Drive, Building 1900W, Scott AFB IL 62225-
5357.

2. NATURE AND/OR DESCRIPTION OF THE ACTION BEING APPROVED.

SDDC-G6 requires renewal of our Microsoft Premier Support which will provide priority telephone assistance and dedicated Technical Account Management to provide escalated assistance from Microsoft engineers to resolve complex operational issues. Award of a firm-fixed price contract is anticipated.

3. DESCRIPTION OF THE SUPPLIES OR SERVICES REQUIRED TO MEET THE AGENCY'S NEEDS.

The purpose of this action is to renew our Microsoft Premier Support, through which the Government will obtain the following: support account management, support for workshops and events, problem resolution support, rapid on-site support (if needed), software assurance conversion services, support assistance such as infrastructure support assistance and development support assistance, information services such as on-line website support, and subscriptions to various on-line tools. These on-line tools include participation in Expert Roundtables, which provides customers with access to Microsoft program managers, developers and support professionals covering key areas of Microsoft technology, and the Microsoft Developer Network Subscription (MSDN). This provides access to an extensive collection of programming information, development toolkits and sample code libraries. In addition, MSDN subscribers have access to the Microsoft Knowledge Base library for troubleshooting and diagnostic research.

Microsoft Premier Support provides Technical Account Management (TAM), telephonic Problem Resolution and Support Assistance, and specialized Microsoft engineering support to diagnosis, analyze and resolve problems with Microsoft products used throughout the SDDC enterprise. Premier support ensures all technical assistance is provided by US National Security Cleared personnel who have direct access to Microsoft Engineering Design Department to ensure escalated response and if required Microsoft patch development to correct operational issues. Specific details regarding the items to be purchased are below, with estimated cost. Period of performance for this requirement is 23 March 2014 through 22 March 2015.

Item Description	Quantity	Est Cost
Microsoft Premier Support including 200 hrs of Support Account Management, 40 US National Problem Resolution Support Hrs	1 lot	
Additional US National Problem Resolution Hrs	50 hrs	
Additional US National Support Assistance Hrs	42	

Total Estimated Cost		
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The total estimated value of this acquisition is

4. AUTHORITY AND SUPPORTING RATIONALE AND A DEMONSTRATION OF THE PROPOSED CONTRACTOR'S UNIQUE QUALIFICATIONS TO PROVIDE THE REQUIRED SUPPLY OR SERVICE.

FAR 8.405-6 (b) (1), Limited Source (Brand Name).

Microsoft and their authorized resellers are the only providers who can offer software updates/enhancements, technical support and software troubleshooting assistance with the level of expertise required to provide the response needed by the government.

Microsoft software is a standard which represents the core of our Information Technology baseline for both Workstation Operating Systems, Server Operating Systems, Office Automation (i.e., Word, Excel, Outlook/Exchange, etc), and the SDDC SharePoint Portal. Without this critical support the timeliness of response and implementation of corrective actions to resolve technical issues will be severely impaired.

Only Microsoft Premier Support (MPS) can provide the level of expertise required to meet the Government's requirement. Access to Microsoft Intellectual Property (IP) which includes Microsoft's Operating System software code is required for all of the required MPS services, and this access is only available to Microsoft employees. Microsoft employees require access to priority Microsoft code, tools, processes and knowledge to provide the MPS.

SDDC is heavily vested in Microsoft as a standard for our operating systems on workstations and servers and for Office Automation tools. Switching to another operating system and/or office automation tool suite would incur substantial costs and schedule delays which would negatively affect SDDC's mission. Without the availability of continued support via the MPS, SDDC's critical computing capabilities utilizing these products would be in jeopardy of failure should a technical issue arise that would require access to Microsoft's Intellectual Property (IP) which could lead to Mission Failure.

5. DETERMINATION BY THE ORDERING ACTIVITY CONTRACTING OFFICER THAT THE ORDER REPRESENTS THE BEST VALUE CONSISTENT WITH FAR 8.404(d).

The Contracting Officer is unable to make this determination until after receipt of the proposal for this requirement; however, commercial pricing, competition, and previous prices paid for these and similar services will be reviewed in order to determine a fair and reasonable cost. There are a number of authorized resellers who have GSA pricing available. GSA had determined that these vendors provide fair and reasonable pricing structures under their GSA contracts.

6. DESCRIPTION OF THE MARKET RESEARCH CONDUCTED AMONG SCHEDULE HOLDERS AND THE RESULTS OR A STATEMENT OF THE REASON MARKET RESEARCH WAS NOT CONDUCTED.

Vendors below were identified by the Microsoft Premier Support contracts manager, who identified the following three vendors as authorized resellers available on GSA:

Vexcel Corporation
InfoReliance
FutureNet Group

The contracts manager stated none of these companies are small businesses. Also attached is a list of authorized resellers that was provided by the Microsoft Technical Account Manager (TAM) who handles the SDDC account. FutureNet Group and True Tandem have both responded to requests for pricing estimates during market research and have provide the pricing estimate listed in the attached Market Research document. Market research conducted has determined that only Microsoft or one of their authorized resellers will be able to provide the required support.

7. ANY OTHER FACTS SUPPORTING THE JUSTIFICATION.

The following Technical requirements necessitate the purchase of Microsoft Premier Support (MPS):

- Microsoft software is an integral part of the SDDC enterprise architecture within both tactical and non-tactical environments. The software is a key component in achieving the SDDC vision supporting a secure environment. As SDDC continues to provide information-based network-centric computing capabilities worldwide it is critical that our technical personnel have access to the Microsoft engineering staff who can assist in resolving issues.
- The SDDC Sharepoint portal requires authentication of registered users in the Army Knowledge Online (AKO). MPS services are required to authenticate AKO and Active Directory registration. Failure to have the required MPS available would significantly and adversely impact AKO registration and authentication processes and potential result in inability of SDDC personnel to use the Sharepoint portal and the information stored on the portal.

The Army is heavily vested in Microsoft as a standard for our operating systems on workstations and servers. The Microsoft office automation suite (i.e. Word, Excel, Powerpoint, Outlook, etc) are essential to the computing environment. Without the availability of continued support via the MPS, the Army enterprise and SDDC's computing capability utilizing these products would be in jeopardy of imminent failure.

8. A STATEMENT OF THE ACTIONS, IF ANY, THE AGENCY MAY TAKE TO REMOVE OR OVERCOME ANY BARRIERS THAT LED TO THE RESTRICTED CONSIDERATION BEFORE ANY SUBSEQUENT ACQUISITION FOR THE SUPPLIES OR SERVCIES IS MADE.

The government will continue to monitor the market place for authorized providers that can meet the government's need. The government will consider other type of products if and when the Army Standard changes.

9. **CONTRACTING OFFICER'S CERTIFICATION.**

I certify that the data supporting the recommended use of other than full and open competition is accurate and complete to the best of my knowledge and belief.

— ANDREA C. MOUSER —

19 Feb 14
Date

10. **TECHNICAL/REQUIREMENTS PERSONNEL CERTIFICATION.**

I certify that the data supporting the recommended use of other than full and open competition is accurate and complete to the best of my knowledge and belief.

DONNA J. CLINE
SDDC Enterprise Hardware/Software Manager

6 Nov 13
Date