

SWC# 399, Microsoft Unified Support

Contract Information and Usage Instructions

Contract Period: Three-year initial term, with 2 one-year renewal options

Start Date: July 01, 2023
Initial End Date: June 30, 2026
Final End Date: June 30, 2028

Summary/Background Information: This contract is used to purchase Microsoft Unified Support and consulting services. This is a sole-source contract.

State Contact Information

Michael Gross
Category Specialist
Central Procurement Office
(615) 507-6227
michael.d.gross@tn.gov

Vendor Contact Information:

Microsoft Corp
One Microsoft Way Dept 1120
Redmond, WA 98052
Edison Contract Number #79410

Joe Michelotti
Phone number (502) 598-9525
joseph.michelotti@microsoft.com

State Agency Ordering Instructions:

1. Please consult the Product catalogs and contract line items to determine what Microsoft Unified and/or consulting services are needed. If you need assistance creating a scope of work, please contact Joe Michelotti at Microsoft.
2. Once you have selected all of the needed services, please contact Joe Michelotti with Microsoft for a quote.
3. Follow your normal requisition/purchase order process to complete the order.

Local Government Entity Instructions:

1. Local Governments and other eligible entities are encouraged to use this contract.
2. Local entities should contact Chelsea Bode with Microsoft with respect to how they would like to conduct business transactions. Her contact information is on the first page.
3. The State requires Microsoft to report all sales to Local Government entities making use of the State contract.

Access to Contract Documents Online:

1. Click on the link below to go to the Supplier Portal homepage:
https://sso.edison.tn.gov/psp/paprd/SUPPLIER/SUPP/h/?tab=PAPP_GUEST
2. Click on the “Statewide Contract (SWC) Search” link in the middle section of the page under “Statewide Contract Information”.
3. Scroll down the list of contracts and locate “Microsoft Premier Support”. Click on the picture of a folder under the “Details” column.
4. You will get a rectangular box and one of the columns (to the right) will say “Contract Documents”, and below will be a picture of a file folder, click on it and you will get a new box with multiple contract documents shown. Click on the picture of the document to view the attachment.