



**CITY OF HOUSTON - CITY COUNCIL**

Meeting Date: 9/16/2025

Item Creation Date:

SR1692484205 – Microsoft Unified Support Services (Carahsoft Technology Corp.) - MOTION

Agenda Item#: 17.

**Summary:**

NOT A REAL CAPTION

Approve a motion for spending authority in the amount not to exceed \$2,433,245.00 for the purchase of Professional Support Services to support the enterprise suite of Microsoft products from **CARASOFT TECHNOLOGY CORPORATION** through the Texas Department of Information Resources for Houston Information Technology Services and various City departments - Through September 30, 2028 - General, Central Service Revolving, and Enterprise Funds

**Background:**

**SR1692484205 – Approve a motion for spending authority in the amount not to exceed \$2,433,245.00 for the purchase of Professional Support Services to support the enterprise suite of Microsoft products from Carahsoft Technology Corporation (Carahsoft) through the Texas Department of Information Resources (DIR) for Houston Information Technology Services (HITS) and various City departments.**

**Specific Explanation:**

The Chief Information Officer and the Chief Procurement Officer recommend that the City Council approve a motion for spending authority in the amount not to exceed **\$2,433,245.00** for the purchase of Professional Support Services to support the enterprise suite of Microsoft products from **Carahsoft Technology Corporation** through the cooperative purchasing agreement with DIR. Additionally, it is recommended that authorization be given to issue purchase orders to the DIR vendor Carahsoft Technology Corporation, as necessary. The requested spending authority is expected to sustain HITS and various City departments through September 30, 2028.

This purchase will allow HITS to purchase Professional Support Services to support Microsoft products for City departments, including:

- 24/7/365 problem resolution support for Microsoft technologies with a dedicated Incident Manager;
- On-demand technical assessments to prevent risk and avoid downtime;
- Service Delivery Management, including product implementation support, cloud transition planning, and other proactive support services; and
- Education services, including both on-demand and instructor-led training classes for the City of Houston technical staff and end users.

This recommendation is made pursuant to subsection 271.102(c) of the Texas Local Government Code, which provides that "a local government that purchases goods or services from a cooperative purchasing program or organization satisfies any state law requiring the local government to seek competitive bids for the purchase of the goods or services."

**M/WBE Participation:**

M/WBE Zero Percentage Goal Document approved by the Office of Business Opportunity.

**Fiscal Note:**

Funding for this item is included in the FY2026 Budget. Therefore, no Fiscal Note is required as stated in the Financial Policies.

DocuSigned by:

9/9/2025

**Jordan Greenfield, Chief Procurement Officer**  
Finance/Strategic Procurement Division

DocuSigned by:

9/9/2025

**Lisa Kent, Chief Information Officer**

**ESTIMATED SPENDING AUTHORITY**

Department	FY2026	Out Years	Total
Houston Information Technology Services	\$641,297.50	\$1,537,695.00	\$2,178,992.50
Houston Airport System	\$34,538.75	\$92,587.50	\$127,126.25
Houston Public Works	\$34,538.75	\$92,587.50	\$127,126.25
<b>Total</b>	<b>\$710,375.00</b>	<b>\$1,722,870.00</b>	<b>\$2,433,245.00</b>

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JK

9/9/2025

**Amount and Source of Funding:**

\$ 127,126.25 – HAS Revenue Fund (8001)  
 \$2,178,992.50 – Central Service Revolving Fund (1002)  
 \$ 127,126.25 – Water & Sewer System Operating Fund (8300)  
**\$2,433,245.00 - Total**

**Contact Information:**

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**ATTACHMENTS:**

<b>Description</b>	<b>Type</b>
Direct Award Approval	Contract/Exhibit
Delinquent Tax Report	Other
Conflict of Interest	Other
1295 Certificate	Other
Quote	Contract/Exhibit
Ownership form	Backup Material
Form A - HAS	Financial Information
Certificate of Funds	Financial Information
Signed coversheet	Signed Cover sheet
Funding Verification for HPW & HITS	Financial Information