

# RESOLUTION

## Resolution Authorizing a One-Year Unified Support Agreement with Microsoft Corporation in Fiscal Year 2025 (20)

**WHEREAS**, the County has a substantial investment in Microsoft software and applications; and

**WHEREAS**, in order to support this myriad of Microsoft software and applications, we engage Microsoft directly through a Unified Support Agreement; and

**WHEREAS**, the Unified Support Agreement consists of proactive support services to help maintain and improve the health of our I.T. infrastructure, as well as prioritized 24x7 problem resolution services that provide rapid response in order to minimize downtime and impact to the organization; and

**WHEREAS**, this Unified Support Agreement will cover the period of December 1, 2024, through November 30, 2025; and

**WHEREAS**, Microsoft Corporation, One Microsoft Way, Redmond, WA 98052 is the vendor offering said Unified Support Agreement; and

**WHEREAS**, this Unified Support Agreement has been reviewed and is recommended by the Administrative Services and Finance and Audit Committees.

**NOW, THEREFORE BE IT RESOLVED**, by this County Board of McHenry County, Illinois, that it hereby authorizes and directs the Director of Procurement and Special Services to negotiate the final form of the One-Year Unified Support Agreement with Microsoft Corporation at a cost not to exceed \$88,523.00; and

**BE IT FURTHER RESOLVED**, that the cost of said support agreement has been accounted for and will impact Main Account 512000 – Dept. 90 – Division 9000 – Fund 100 in FY2025 for a total cost not to exceed \$88,523.00; and

**BE IT FURTHER RESOLVED**, that the County Clerk is hereby authorized to distribute a certified copy of this Resolution to the Director of Information Technology; the Director of Procurement and Special Services; the County Auditor; the Chief Financial Officer; and the County Administrator.

**DATED** at Woodstock, Illinois, this 19th day of November, A.D., 2024.

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Michael Buehler, Chairman  
McHenry County Board

ATTEST:

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Joseph J. Tirio, County Clerk

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**RESOLUTION**

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**SUBJECT:** Resolution Authorizing a One-Year Unified Support Agreement with Microsoft Corporation in Fiscal Year 2025 (20)

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**Board / Committee Action Requested:**

To approve Resolution Authorizing a One-Year Unified Support Agreement with Microsoft Corporation in Fiscal Year 2025 (20).

**Background and Discussion:**

The County has a substantial investment in Microsoft software. This includes desktop and server operating systems, the M365 Office Suite, email, D365 Finance and Operations, and numerous other backend software applications. In order to support this myriad of software applications, we engage Microsoft directly through a Unified Support Agreement. The Unified Support Agreement consists of proactive support services to help maintain and improve the health of our I.T. infrastructure, as well as prioritized 24x7 problem resolution services that provide rapid response in order to minimize downtime and impact to the organization.

This is the third year of this Unified Support Agreement, as it is aligned with our Microsoft Enterprise Agreement. The cost of this proposed agreement is \$88,523.00 and covers the period of December 1, 2024, through November 30, 2025.

**Impact on Human Resources:**

N/A

**Impact on Budget (Revenue; Expenses, Fringe Benefits):**

This Unified Support Agreement with Microsoft Corporation has been accounted for and will impact Main Account 512000 – Dept. 90 – Division 9000 – Fund 100 in FY2025 for a total cost not to exceed \$88,523.00.

**Impact on Capital Expenditures:**

N/A

**Impact on Physical Space:**

N/A

**Impact on Other County Departments or Outside Agencies:**

N/A

**Conformity to Board Ordinances, Policies and Strategic Plan:**

N/A