



**OFFICE OF THE PURCHASING AGENT
COUNTY OF COOK**

118 NORTH CLARK ST. ROOM 1018
CHICAGO, ILLINOIS 60602-1375
(312) 603-5370

THIS PURCHASE ORDER NUMBER
MUST APPEAR ON ALL PACKAGES,
INVOICES, SHIPPING PAPERS AND
DROP SHIPMENTS.

PURCHASE ORDERED ISSUED TO
733557

Microsoft Professional Support Sal
P O Box 844510
Dallas TX 75284-4510

DATE
9/27/2011
F.O.B. POINT

PURCHASE ORDER NO.
178218 - 000- OP
REQUISITION NO.
00098862 OR

COOK COUNTY FEIN: 36-6006541
ILLINOIS SALES TAX EXEMPT: E-9998-2013-04
FEDERAL EXCISE TAX EXEMPT CERT: 36-75-D038K

SHIP TO Treasurer - Chicago Downtown Branch
Cook County Building
118 N. Clark Street RM 112
Chicago IL 60602-1304

DELIVERY INSTRUCTIONS

Ralph Amelio Treasurer's Office 118 N
Clark Street, RM 212

DEPT NO

5341897

Page 1 of 1

LINE	FURNISH THE FOLLOWING SUPPLIES AND/OR SERVICE	QUANTITY/ UOM	UNIT PRICE	EXTENDED PRICE	ACCOUNT NUMBER
1.00	<p>The service is only available through Microsoft and is not sold through any other means. Microsoft is the Sole Source provider for this item.</p> <p>Description</p> <p>Microsoft Professional Service 5 Pack of IT Annual Phone Supp This services is only available through Microsoft Corp. and is not sold through any other means. Microsoft Corporation is the Sole Source provider for this item.</p>	1.00 EA	1,289.0000	1,289.00	5341897.540180
***** Total Order *****				1,289.00	

NOTE: VENDOR AGREES NOT TO EXCEED THE QUANTITY OR DOLLAR AMOUNT OF THIS ORDER WITHOUT WRITTEN AUTHORIZATION FROM THE PURCHASING AGENT

RECEIPT CERTIFICATION (FOR DEPARTMENT USE ONLY)

I hereby certify that I have received the goods/services reflected above and that the items referenced are in full conformity with the purchase order/contract.

Authorized Signature: _____

Date: _____

I hereby certify that this purchase is in agreement with the requisition on file authorizing the expenditure and is properly approved.

PURCHASING AGENT

Mania de Luna
BR

10/31/11

~~ISSUE~~ PO
ISSUE PO
no contact



Maria Pappas
Cook County Treasurer

September 13, 2011

Ms. Maria de Lourdes Coss
Cook County Purchasing Agent
118 North Clark Street- Room 1018
Chicago, Illinois 60602

Re: Requisition OR 98862- Internal Req# 15340028

Dear Ms. Coss

The Treasurer's Office is requesting to enter into an agreement with Microsoft Professional Support under Requisition OR 98862, Internal Requisition 15340028 for support services. Microsoft is the sole source provider of this service and is not sold by any other means.

The Treasurer's Office is a Microsoft shop and require this Microsoft support. Attached please find the Sole Source letter and Sole Source Justification for this request.

Thank you for your consideration with this request.

Sincerely,


Joseph M. Fratto
Chief Deputy Treasurer



Service Offering Overview and Ordering Guide

Microsoft® Product Support Services top priority is to help every business, organization, and individual to be more successful with Microsoft products. Fast, accurate issue resolution and comprehensive support services mean you can focus on core business and personal goals rather than on technology. The result: Increased productivity and a higher return on your technology investments.

This guide is designed to help you determine the support offering best suited to your business needs and provide you with the information, forms, or phone numbers necessary to obtain the support you need.

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1. Support Services Overview
 2. Phone Numbers and Ordering Instructions
 3. Professional Support Order Form
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Product Support Services Offering Overview

Microsoft provides four service offering families, a brief summary of which is listed below with more detailed information online at <http://support.microsoft.com/?LN=en-us&scid=gp%3Ben-us%3Bofferprophone&x=14&y=11>

- Microsoft Premier Support - Responsive and proactive services for our large, strategically managed accounts.
- Microsoft Authorized Premier Support - Services delivered jointly by Microsoft and Microsoft Gold Certified Partners for Support Services.
- Microsoft Professional Support - Targeted at technical communities of individuals, including resellers and consultants, OEMs/SBs, Developers, IT Pros, and Microsoft Certified Partners.



Cook County
Office of the Purchasing Agent

Sole Source Justification

General Information	Date: 9/13/11
Unit/Department: IT	Phone No. 312.603.3188
Contact Name: Maurizio Marchese	email MMARCHESE@COOKCOUNTYTREASURER.COM

Vendor Information	Requisition No.
Name: Microsoft	Purchase Order No.
Address:	Contract No.

Description. Please provide a description of the goods or services required, the duration or frequency of the requirement, and where will the services or goods be delivered.

Microsoft 5 - Day support

Type. Please select one of the options and explain below.

- ☐ Single Source ☒ Proprietary/Copyright Restrictions ☐ Equipment Compatibility
☐ Patented Product ☐ Exclusive or Unique Capability ☐ Other, please explain

Explanation: Why is this product or service the only one that would satisfy the requirement(s)?

IT IS SUPPORT PROVIDED BY MICROSOFT FOR THEIR PRODUCTS.

Due Diligence. Describe the due diligence performed that led to the conclusion that this is a sole source.

WE ARE A MICROSOFT SHOP AND REQUIRE MICROSOFT SUPPORT

Department Recommendation

Requestor: Maurizio Marchese	Date: 9.13.11
Department Head: [Signature]	Date: 9/13/11

Purchasing Agent Approval

Signature: [Signature]	Date: 10/31/11
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**Microsoft
Premier
Support**

August 25, 2011

Mr. Ralph Amelio
Cook County Treasurer
118 N. Clark St.
Chicago, IL 60602

Re: Microsoft Premier Support Service is a Sole Source

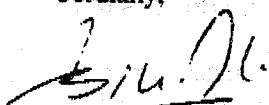
sent via email

Dear Mr. Amelio:

This letter is to confirm that Microsoft Premier Support is a service that is only available through direct purchase from Microsoft Corporation, and is not sold through any other means, such as via a reseller. Microsoft Premier Support is a sole source provider.

Should you have any questions concerning this letter or any Premier Support issues please do not hesitate to contact me at (314) 303-6113 or asimq@microsoft.com. Thank you so much for considering Premier Support.

Cordially,



Asim A. Qureshi
Account Executive
Microsoft