

Contract Title: Microsoft Premier Support

HOW TO USE THIS CONTRACT

New York State Agencies may purchase from this contract utilizing a standard New York State Purchase Order. Non-State Agencies should utilize the purchase documents currently in use within their agency.

MICROSOFT PREMIER SUPPORT PROCESS

An Authorized User acquires services under this Centralized Contract by executing the Premier Support Services Description, and the Premier Support Fee and Named Contacts, set forth in Appendix D. If it elects to acquire additional offerings, it would also execute the appropriate exhibit(s), set forth in Appendix D.

The Parties agree that an Authorized User may establish sub-schedules or other mutually agreed upon documents to facilitate the transfer of service hours among a designated group of Authorized Users, such as all Executive Agencies or a subset of Executive Agencies. If this option is selected, the Authorized User shall designate in writing the employee(s) authorized to approve such transfers of service hours.

NOTE TO ALL AUTHORIZED USERS

The support services available from this contract are the highest level of support offered by Microsoft. When deciding to make a purchase from the Microsoft Premier Support contract, users should keep a copy of their procurement record-justification explaining why they chose to use this sole source contract. Authorized Users should keep such justification available in their procurement record in the event the Office of the State Comptroller requests it.

PUBLIC OFFICERS LAW

All contractors agreed to comply with the requirements of the New York State Public Officers Law, all other appropriate provisions of New York State Law and all resultant codes, rules and regulations from State laws establishing the standards for business and professional activities of State employees and governing the conduct of employees of firms, association and corporations in business with the State.

Agencies should notify Procurement Services' Customer Services promptly if the contractor fails to meet the service requirements of this contract. Service which does not comply with the specifications or is otherwise unsatisfactory to the agency should also be reported to Customer Services.