



City of Austin

Recommendation for Action

File #: 26-2902, **Agenda Item #:** 32.

10/22/2026

Posting Language

Authorize a contract for Microsoft Unified Support services to provide reactive and advisory support, training and readiness, and risk mitigation for Austin Technology Services with Microsoft Corp., for a term of three years in an amount not to exceed \$5,000,000. Funding: \$1,500,000 is available in the Operating Budget of Austin Technology Services. Funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department

Austin Financial Services.

Client Department(s)

Austin Technology Services.

Fiscal Note

Funding in the amount of \$1,500,000 is available in the Fiscal Year 2026-2027 Operating Budget of Austin Technology Services.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Procurement Language:

Multiple cooperative purchase programs were reviewed for these services. Austin Financial Services has determined this contractor best meets the needs of Austin Technology Services to provide the services required at the best value for the City.

MBE/WBE:

Cooperative Agreement contracts are exempt from the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program); therefore, no subcontracting goals were established.

For More Information:

Direct questions regarding this Recommendation for Council Action to Austin Financial Services - Central Procurement at: FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Additional Backup Information:

The contract is for Microsoft Unified Support services for Austin Technology Services, including reactive and advisory support, training and readiness, and risk mitigation. Microsoft Unified Support is critical to guarantee the City's system uptime by providing organization-wide problem resolution, on-demand risk assessments, and customizable service alerts. No other service offers the proprietary product access required to ensure the continuous availability, security, and reliability of the City's critical digital infrastructure.

This contract will replace an existing contract which expires on November 30, 2026. The requested authorization amount was determined using departmental estimates based on historical spend and anticipated future usage. The recommended contractor is the current provider for these services.

The Texas Department of Information Resources is a cooperative purchasing association recognized under Texas procurement statutes. Cooperative associations, themselves or using a lead government, competitively solicit and award contracts that are eligible for use by other qualified state and local governments. Due to their substantial volumes, larger than any one government could achieve independently, cooperative contracts routinely include superior terms, conditions, and pricing. Use of cooperative contracts also results in lower administrative costs and time savings.

If the contract is not approved, the City will lose access to Microsoft Unified Support, including problem resolution, on-demand risk assessments, and service alerts, when the existing contract expires on November 30, 2026.