

# **Microsoft** **Services**

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**Re: Microsoft Premier Support Service**

Dear Ms. Johnson,

Microsoft is pleased to provide the following information regarding its Premier services offering to assist the Port of Los Angeles in making a determination relative to a sole source justification. "Premier" is Microsoft's primary enterprise-level product support offering.

Microsoft Premier support services as an integrated offering is performed only by Microsoft Corporation or its affiliates (including full time employees and contingent staff under Microsoft's direction), even in those circumstances where it is sold through a reseller.

Premier support services provided by Microsoft offer:

**Direct and unique access** to the various Microsoft product teams, software developers and source code for current and future products enabling (a) specialized insight into the architecture of current solutions that can facilitate smooth migrations to existing and future unreleased products/versions; (b) quick and comprehensive resolution of product support, trouble-shooting and hot-fix type issues; and (c) immediate and focused technology feedback link between our customers and the product development teams to help shape the direction, features and functionality of future products;

**Specialized training** of Microsoft personnel from Microsoft product development teams on how enterprise customers can best plan for, deploy, manage and maximize productivity of existing and future Microsoft products;

**Support Account Management** from an assigned Microsoft Technical Account Manager (TAM) which helps to build and maintain relationships with your management and service delivery staff and helps you arrange each element of the Premier Support to meet