



AGENDA STAFF REPORT

Control: 26001622

MEETING DATE: 09/15/2026
LEGAL ENTITY TAKING ACTION: Board of Supervisors
BOARD OF SUPERVISORS DISTRICT(S): All Districts
SUBMITTING AGENCY/DEPARTMENT: District Attorney
DEPARTMENT CONTACT PERSON(S): Matthew Pettit (714) 347-8440
Ed Lee (714) 347-8768

SUBJECT: Approve Amendment with Insight Public Sector for Microsoft Unified Support

CEO CONCUR

Concur

COUNTY COUNSEL REVIEW

Approve agreement to form

CLERK OF THE BOARD

DISCUSSION

3 Votes Board Majority

Budgeted: Yes

Current Year Cost: \$45,553

Annual Cost: N/A

Staffing Impact: No

Current Fiscal Year

Revenue: N/A

Levine Act Review

Completed? Yes

Prior Board Action: 5/20/2025 #20

Sole Source: No

County Audit in Last 3

years: No

Funding Source: GF: 50%, Other
(Proposition 172): 50%

RECOMMENDED ACTION(S):

1. Authorize the County Procurement Officer or Deputized designee to execute Amendment Number One to Subordinate Contract MA-026-25011305 with Insight Public Sector, Inc. for Microsoft Unified Support Services to increase funding by \$45,553, for a new cumulative total not to exceed \$2,469,731, effective June 28, 2025, through June 27, 2028.
2. Pursuant to Contract Policy Manual Section 3.3-112, authorize the County Procurement Officer or Deputized designee to exercise a contingency contract increase, not to exceed a total of 10 percent of the Contract amount for the first year of the Contract, for the entire term of the Contract, including renewals, and within the scope of work set forth in the Contract. The use of this contingency contract increase is subject to approval requirements established by the County Procurement Officer.

SUMMARY:

Approval of Amendment Number One to Contract MA-026-25011305 with Insight Public Sector, Inc. for Microsoft Unified Support Services will allow the continuous hands-on technical assistance from Microsoft for all Microsoft-based infrastructure and software to support the Orange County District Attorney's technical environment that includes the Case Management System.

BACKGROUND INFORMATION:

The Orange County District Attorney (OCDA) utilizes its Case Management System (CMS) for generating complaint and subpoena forms, case tracking and management reports. The OCDA's CMS also serves as a primary hub for police agencies to transmit cases through a secured data interface for filing consideration and for the OCDA to transmit case filings through a secure interface with the courts. Therefore, system functionality of the core CMS and all supporting sub-systems are essential. Minimizing downtime is absolutely critical to ensure legal mandates are met and all software and hardware systems must be properly maintained and supported. Microsoft Unified Support Services allow the OCDA's Office to properly support and proactively maintain all Microsoft solutions department-wide.

In 2016, the OCDA engaged with Microsoft to provide extended support for existing Microsoft-based infrastructure. Microsoft introduced Premier Support as a workforce multiplier in providing Microsoft in-house expertise for both reactive and proactive engagements, with increased responsiveness compared to traditional standard support. Over the past three years, the OCDA utilized Microsoft Premier Support Services (MPSS) for both break-fix scenarios as well as for proactive work including a risk assessment program (RAP) to identify and address any issues with user management (Active Directory) and security (Group Policy), and health checks for general server integrity (Windows Servers) and email (Exchange). Each engagement drew from a pool of proactive hours within the MPSS Contract and access to additional RAP engagements was limited by the number of hours per contract. MPSS also provided a Technical Account Manager (TAM) from Microsoft to directly engage with OCDA. The TAM would possess intimate understanding of the existing OCDA environment as well as the future direction of the OCDA.

In 2017, the OCDA expanded MPSS to also cover Application Development in preparation for modernization of the CMS. The Application Support portion of Premier Support provided an Application Development focused TAM to better understand the software needs of OCDA. Application Development MPSS provided both Microsoft in-house expertise, training to OCDA's application development staff, and architectural design and framework selection support for the application development team.

In 2019, Microsoft expanded the MPSS program to the Unified Support program. The main difference between MPSS and Unified Support is in the way RAP engagements are performed. While MPSS pulled from (and is limited to) contract hours, Unified Support provides access to unlimited self-RAP assessments without drawing from contract hours. Microsoft-led RAP sessions are still available as well. Unification also allows the OCDA to combine the Application Development MPSS contract with the general MPSS contract.

In 2022 and 2023, the OCDA moved a portion of its external application environment from an on-premises configuration housed at the County Data Center to the Microsoft Azure cloud environment, which has provided better resource management for application scaling. This has given the OCDA the ability to have a redundant external environment for OCDA application with External Case Management System and Electronic Discovery Complaint system. These upgrades include replication between regions within the continental United States for redundancy and continuity.

In 2024, the OCDA leveraged more of the Office365 offerings including Exchange Online which would move email mailboxes to the Microsoft Cloud.

On June 4, 2024, the Board approved Contract MA-026-24011234 with Zones, LLC for the term of June 28, 2024, through June 27, 2025, in the amount not to exceed \$577,141. Zones, LLC's Contract was a

subordinate to a state of California Software Licensing Program (SLP) cooperative contract for Microsoft Unified Support Services. OCDA obtained pricing from the three authorized Microsoft resellers and Zones, LLC was the lowest-priced authorized Microsoft reseller.

On May 20, 2025, the Board's approved Contract MA-026-25011305 with Insight Public Sector, Inc. for the term of June 28, 2025, through June 27, 2028, in the amount not to exceed \$2,424,177.73. Insight Public Sector, Inc.'s Contract is subordinate to the County of Orange Regional Cooperative Agreement RCA-017-25010022 for Microsoft Enterprise Products & Services. OCDA now requests the Board's approval to execute Amendment Number One to Contract MA-026-25011305 with Insight Public Sector, Inc. and exercise cost contingency increase not to exceed 10% under certain conditions for the term of June 28, 2025, through June 27, 2028, in the amount not to exceed \$45,553.

The Contractor's performance has been confirmed as satisfactory. OCDA has verified there are no concerns that must be addressed with respect to Contractor's ownership/name, litigation status or conflicts with County interests.

Subcontractors

This Contract does not currently include subcontractors or pass through to other providers. See Attachment B for Contract Summary Form.

The Orange County Preference Policy is not applicable to this contract award/renewal/amendment.

FINANCIAL IMPACT:

Appropriations for this Contract are included in the OCDA's Budget Control 026 FY 2026-27 Budget, and the amended amount will be absorbed. The Contract contains language allowing the County to terminate the Contract, reduce the level of services and/or renegotiate the levels of services to be provided.

STAFFING IMPACT:

N/A

REVIEWING AGENCIES/DEPARTMENTS:

N/A

ATTACHMENTS:

Attachment A - Amendment No. One to Contract MA-026-25011305 with Insight Public Sector, Inc.

Attachment B - Contract Summary Form