

Contract  
FA957300

**Microsoft Premier Support Services Description Schedule:  
Fee and Named Contacts:**

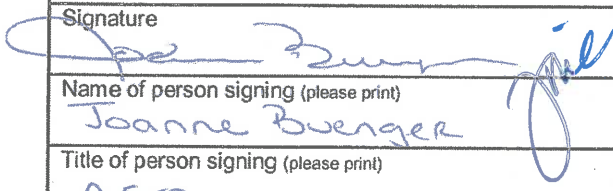
(Microsoft Affiliate to complete)  
Premier Support Services Description Number  
(Microsoft Affiliate to complete)  
Schedule Number

001423324
REN_00143324

Customer Name: **Contra Costa County DOIT**

This Schedule is made pursuant to the Microsoft Premier Support Services Description identified above (the "Services Description"). The terms of the Services Description and applicable Exhibits are incorporated herein by this reference and by accepting Our performance of Services under this Schedule You agree to be bound by these terms. Any terms not otherwise defined herein will assume the meanings set forth in the Agreement and the Services Description.

By signing below the parties acknowledge and agree to be bound to the terms of the Agreement and this Services Description.

Customer	Microsoft Affiliate
Name of Customer (please print) <b>Contra Costa County DOIT</b>	Name <b>Microsoft Corporation</b>
Signature 	Signature <b>David T. Gallagher</b>
Name of person signing (please print) <b>Joanne Buenger</b>	Name of person signing (please print) <b>David T. Gallagher</b>
Title of person signing (please print) <b>ASO</b>	Title of person signing (please print) <b>Director of Contracts</b>
Date <b>6/10/15</b>	Date <b>6-15-15</b>


Term
This Schedule will commence on <b>06/13/2015</b> (the "Commencement Date") and will expire on <b>06/12/2016</b> (the "Expiration Date").

1. **PREMIER SUPPORT SERVICES AND FEES.** The quantities listed in the table below represent the amount of Services that You have pre-purchased for use during the term of this Schedule and applicable fees.

a. **Fee Summary**

	Price (US\$)
Country: United States	\$299,668
<b>Total</b>	<b>\$299,668</b>

**FORM APPROVED**  
Sharon L. Anderson, County Counsel

By Deputy   
**Eric Gebston**

b. **Services by Support Location**

Country : United States (Premier Standard 0)
<ul style="list-style-type: none"> <li>• Support Account Management Included</li> <li>• Up to 914 hours for Support Assistance*</li> <li>• Up to 86 hours for Problem Resolution Support</li> <li>• Twelve (12) Onsite Services Resource Site Visit</li> <li>• Unlimited User Access to Premier Online Website</li> </ul>

Key # 30181  
1075



\* All registration requirements for Workshops and Events must be completed by You no later than 60 days prior to the expiration date of this Fee and Named Contacts Schedule(s).

Both Customer and Microsoft understand that there may be travel requirements for performing services under this Services Description. For any travel expenses that may arise in connection with this SD, Customer agrees that any travel and other expenses incurred by Microsoft may be decremented from the Support Assistance hours.

## 2. MICROSOFT CONTACT

**Microsoft Contact:** Contact for questions and notices about this Schedule and the Services Description:

<b>Microsoft Contact Name: Ronnie Ruff</b>
Address: Microsoft Corporation Attn: Ronnie Ruff
Phone: 800-395-3470
Email: v-roruff@microsoft.com
Fax: 425-708-7200

## 3. CUSTOMER NAMED CONTACTS

Contacts will be carried over from the previous Term.



Contra  
Costa  
County

To: Board of Supervisors  
From: Ed Woo, Chief Information Officer  
Date: June 9, 2015

Subject: Microsoft Premier Support Renewal

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Chief Information Officer, or designee to execute a premier support services agreement with Microsoft Corp., in an amount not to exceed \$299,665 to provide Microsoft premier support services for the period June 13, 2015 through June 12, 2016.

**FISCAL IMPACT:**

\$299,688 (100% User Fees); the entire cost is budgeted in DoIT's Fiscal Year 2015/16 budget and recovered through DoIT's billing process.

**BACKGROUND:**

The Department of Information Technology initiates the renewal of the Microsoft Premier Support each year. Premier Support is essential for the ongoing operation of many of the County's desktop computers and servers.

In accordance with Administrative Bulletin No 611.0, County Departments are required to obtain Board approval for single item purchases over \$100,000. The County Administrator's Office has reviewed this request and recommends approval.

**CONSEQUENCE OF NEGATIVE ACTION:**

This support is a critical component to maintaining the County's workstations and servers. Without it, DoIT may be unable to resolve issues that arise during the course of normal County business.

APPROVE

OTHER

RECOMMENDATION OF CNTY  
ADMINISTRATOR

RECOMMENDATION OF BOARD  
COMMITTEE

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Action of Board On: 06/09/2015  APPROVED AS  
RECOMMENDED

OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II  
Supervisor  
Mary N. Piepho, District III  
Supervisor  
Karen Mitchoff, District IV  
Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: June 9, 2015

David J. Twa, County Administrator and Clerk of the Board of Supervisors

ABSENT: Federal D. Glover, District V  
Supervisor

By: Chris Heck, Deputy

Contact: ED WOO (925) 383-2688

cc: