



**Contra  
Costa  
County**

To: Board of Supervisors  
From: Ed Woo, Chief Information Officer  
Date: May 23, 2017  
Subject: Microsoft Premier Support Renewal

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Chief Information Officer, or designee, to execute a Support Services Description Schedule with Microsoft Corporation in an amount not to exceed \$377,120 to extend Microsoft premier support services for the period June 13, 2017 through June 12, 2018.

**FISCAL IMPACT:**

\$377,120 (100% User Fees); the entire cost is budgeted in DoIT's Fiscal Year 2017/18 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. The County is party to a Microsoft Premier Support Services Agreement dated June 13, 2014, that is extended each year for continued support services. 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.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **05/23/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Diane Burgis, District III Supervisor  
Karen Mitchoff, District IV Supervisor  
Federal D. Glover, District V 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: May 23, 2017

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

By: Rolanda Hartfield, Deputy

Contact: Ed Woo (925)  
383-2688

cc:

**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.