



Contra  
Costa  
County

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: October 23, 2018

Subject: Purchase Order with Microsoft Corporation for Unified Support Renewal

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Purchasing Agent to execute, on behalf of the Health Services Director (1) a Purchase Order with Microsoft Corporation in an amount not to exceed \$132,272, for advanced level support of Microsoft software, and (2) Microsoft Enterprise Services Work Order for the period from December 15, 2018 through December 14, 2019.

**FISCAL IMPACT:**

100% funding is included in the Hospital Enterprise Fund I Budget.

**BACKGROUND:**

Microsoft support services will provide the Health Services Department (HSD) the ability to contact Microsoft directly for proactive and reactive technical support on hardware and software support issues, thus HSD Information Technology Unit staff can respond with greater speed and precision to issues. This advanced level support will minimize downtime for critical healthcare infrastructure, including ccLink and Community Connect platforms; improve response times; provide greater opportunity for optimization; and enable HSD Information Technology Unit staff to better address the concerns of all Microsoft-based

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **10/23/2018** ☒ 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: October 23, 2018

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

By: Laura Cassell, Deputy

Contact: Patrick Wilson,  
925-335-8700

systems, services, and tools in use across HSD's various networks and applications.

CONSEQUENCE OF NEGATIVE ACTION:

Without these support services, HSD would be entitled to fewer calls and significantly longer response times, which would jeopardize ccLink and Community Connect infrastructure.