



**Contra
Costa
County**

To: Board of Supervisors
From: Marc Shorr, Chief Information Officer
Date: September 10, 2019

Subject: APPROVE and AUTHORIZE the Chief Information Officer, or designee, to execute a Microsoft Enterprise Services Work Order with Microsoft Corporation

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Chief Information Officer, or designee, to execute a Microsoft Enterprise Services Work Order (document #T002196-236387-277455) with Microsoft Corporation in an amount not to exceed \$535,876 to extend Microsoft Unified Advanced Support (formally referred to as Microsoft Unified Support) services for the period June 13, 2019 through June 12, 2020.

FISCAL IMPACT:

The total annual cost is \$535,876 which is budgeted in DoIT's Fiscal Year 2019/20 budget and recovered through DoIT's billing process. (100% User Fees)

BACKGROUND:

The Department of Information Technology initiates the renewal of the Microsoft Support each year. Unified Advanced 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. There is an increased cost of \$165,215 for this renewal agreement in order to accurately reflect the number of licenses currently being used by the County's customers.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **09/10/2019** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: Candace Andersen, District II
Supervisor
Diane Burgis, District III
Supervisor
Karen Mitchoff, District IV
Supervisor
Federal D. Glover, District V
Supervisor

ABSENT: John Gioia, District I
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: September 10, 2019

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

By: Laura Cassell, Deputy

Contact: Marc Shorr, (925)
608-4071

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.