



Contra  
Costa  
County

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: February 2, 2021

Subject: Purchase Order for Microsoft Corporation for Renewal of Unified Support

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Purchasing Agent, on behalf of the Health Services Director, to execute a Purchase Order with Microsoft Corporation in an amount not to exceed \$245,624 and a Microsoft Enterprise Work Order for Microsoft's Unified Support for licensed products, for the period from January 20, 2021 through January 19, 2022.

**FISCAL IMPACT:**

Approval of this purchase order will result in annual expenditures of up to \$245,624 and will be funded 100% by the Hospital Enterprise Fund I revenues.

**BACKGROUND:**

The County Health Services Department uses the Unified Support from Microsoft for advanced support on all Microsoft licenses on the Enterprise Agreement. This is an annual renewal for software support since 2019. Unified provides advanced support, faster response times, automatic escalations, and a dedicated account manager to assist in recovery solutions. This service also includes proactive support engagements for building out ad-hoc solutions and upgrades.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY  
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD  
COMMITTEE

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Action of Board On: **02/02/2021** ☒ 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: February 2, 2021

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Patrick Wilson,  
925-335-8700

### CONSEQUENCE OF NEGATIVE ACTION:

Failure to renew will result in drastically increased resolution times, decreased solution flexibility, and an overall reduction in resolution resources.