



**Contra  
Costa  
County**

To: Board of Supervisors  
From: Marc Shorr, Chief Information Officer  
Date: August 10, 2021

Subject: APPROVE and AUTHORIZE the Chief Information Officer to execute a Work Order with Microsoft Corporation in an amount not to exceed \$378,000.

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Chief Information Officer, or designee, to execute a Microsoft Enterprise Services Work Order (document #T002218-349362-429201) with Microsoft Corporation in an amount not to exceed \$378,000 to extend Microsoft Unified Advanced Support services for the period August 16, 2021 through August 15, 2022.

**FISCAL IMPACT:**

The cost for this Work Order is budgeted in the department's FY 2021/22 budget and is recovered by charges to our internal customers through DoIT's billing process.

**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

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **08/10/2021** ☒ 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: August 10, 2021

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

By: Laura Cassell, Deputy

Contact: Marc Shorr,  
925-608-4071

cc: Nancy Zandonella

BACKGROUND: (CONT'D)

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.

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.

CHILDREN'S IMPACT STATEMENT: