



**BOARD OF SUPERVISORS  
AGENDA LETTER**

**Agenda Number:**

**Clerk of the Board of Supervisors**  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Submitted on:**  
**(COB Stamp)**

**Department Name:** Information Technology  
**Department No.:** 067  
**Agenda Date:** June 3, 2025  
**Placement:** Administrative  
**Estimated Time:** NA  
**Continued Item:** NA  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors  
**FROM:** Department Director: Chris Chirgwin, Chief Information Officer (CIO)  
Contact Info: Andre Monostori, Deputy CIO  
**SUBJECT:** Agreement for Services of Independent Contractor with Microsoft Services for Annual  
Renewal of Unified Support; All Districts.

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**County Counsel Concurrence**

As to form: Yes

**Other Concurrence:** Risk Management

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute the Microsoft Enterprise Services Work Order (ESWO) GVS12506-1015952-1015953 under the Microsoft Master Services Agreement U4652879 with Microsoft Services (Microsoft) executed June 28, 2017, for the annual renewal of Unified Support for an ESWO amount of \$251,524.54 beginning June 30, 2025, through June 29, 2026 (Agreement);
- b) Approve and authorize the Chief Information Officer or their designee to order additional services in an amount not to exceed 5% of the Agreement amount, or \$12,576.23; and
- c) Determine that the above recommended actions do not constitute a project subject to environmental review under the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15378(b)(2)&(5), finding that the actions consist of continuing administrative or maintenance activities, such as purchases for supplies and general policy and procedure making and organizational or administrative activities of governments that will not result in direct or indirect physical changes in the environment.

**Summary Text:**

This item is on the agenda to request the Board approve a one-year agreement with Microsoft for the procurement of technical and professional services in support of the County's Microsoft products.

**Discussion:**

With growing technology needs in the County and desire to maximize Microsoft tools for greater efficiency, the County continues to need Microsoft support services. This agreement helps ensure the County gets the most value from its investment in Microsoft by aligning technology use with business needs. With this service, the County can continue moving to the cloud (Internet) with expert guidance, get help with system upgrades when needed, and access a variety of self-service tools and training. It also helps reduce system downtime and minimize disruption for staff by providing quick issue resolution, early risk warnings, and helpful alerts. Additionally, it eases the burden on IT staff by reducing support ticket backlogs and providing expert advice when problems arise. Finally, it helps IT teams build their skills and improve service to departments without needing to invest heavily in outside training.

**Background:**

For nearly ten years, Microsoft Unified Support (formerly known as Premier Services) has been an essential resource for the County in managing its Microsoft products and services. The past work orders have cost \$167,516 and \$194,737 for Fiscal Years 2023-24 and 2024-25, respectively, and provided assistance to Information Technology Department staff in the use and support of Microsoft products .

**Fiscal and Facilities Impacts:**

**Budgeted:** Yes

**Fiscal Analysis:**

Funding Sources		FY 2025-26
Information Technology Services Internal Service Fund 1915		
	Unified Support	\$ 251,525
	Contingency Funding	12,576
<b>Total</b>		<b>\$ 264,101</b>

**Narrative:** The cost of this renewal for fiscal year 2025-26 is \$251,525. This cost increased from the prior fiscal year cost of \$194,738 due to increased Countywide licensing for existing (e.g. Office and Teams) and additional (e.g. Copilot) products. A 5% contingency of \$12,576 is requested to provide for any additional services that may be needed during the contract term. Appropriations for the total amount of \$264,101 are included in the fiscal year 2025-26 operating budget for the Information Technology Services Internal Service Fund 1915 and are recovered through the rates charged to departments.

**Key Contract Risks:**

This agreement is subject to Microsoft's terms and conditions.

**Special Instructions:**

Please email a copy of the minute order to Onelia Rodriguez ([onrodriguez@countyofsb.org](mailto:onrodriguez@countyofsb.org)) and Jason Womack ([jwomack@countyofsb.org](mailto:jwomack@countyofsb.org)) in the Information Technology Department.

**Attachments:**

**Attachment A** – Microsoft Enterprise Services Word Order

**Authored by:**

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