



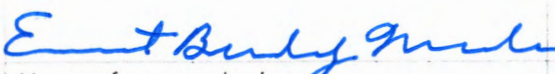

Microsoft Enterprise Services Work Order

(For Microsoft Internal Purposes Only)

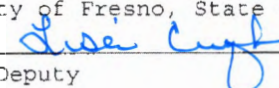
T0022010-308494-372710

This Work Order consists of the terms and conditions below, and the provisions of the reference Microsoft Master Services Agreement U5105344, effective as of 9/18/2012 (the "Agreement"), the provisions of the Support Services Description applicable to the Support Services identified in this Work Order, and any attachments or exhibits referenced in this Work Order, all of which are incorporated herein by this reference. In this Work Order "Customer," "you," or "your" means the undersigned customer or its affiliate and "Microsoft", "we," "us," or "our" means the undersigned Microsoft affiliate.

By signing below the parties acknowledge and agree to be bound to the terms of this Work Order, the Agreement and all other provisions incorporated in them. Regardless of any terms and conditions contained in a purchase order, if any, the terms of this Work Order apply.

Customer	Microsoft Affiliate
Name of Customer (please print)	Name
County Of Fresno - Itsd	Microsoft Corporation
Signature	Signature
	
Name of person signing (please print)	Name of person signing (please print)
Ernest Buddy Mendes	Marc Hogrefe
Title of person signing (please print)	Title of person signing (please print)
Chairman, Board of Supervisors	Services solutions specialist
Signature date	Signature date (effective date)
September 22, 2020	02-Sep-2020 08:17 CDT
Name of Customer or its Affiliate that executed the Agreement (if different from Customer above)	

FOR ACCOUNTING USE ONLY:
ORG No.: 8905
Account No.: 7309/1020/10000

ATTEST:
BERNICE E. SEIDEL
Clerk of the Board of Supervisors
County of Fresno, State of California
By: 
Deputy

Customer invoice information		
Name of Customer County Of Fresno - Itsd		Contact Name (Receives invoices under this Work Order) Roland Olsen
Street Address I.T.S.A- Attn: Accounts Payable 333 West Pontiac Way		Contact E-Mail Address rolsen@fresnocountyca.gov
City Clovis	State/Province California	Phone 559-600-5837
Country United States	Postal Code 93612	Fax

1. Support Services and Fees

1.1. Term.

Microsoft Enterprise Support Services shall be effective and will commence on 10/2/2020 or the last above Signature Date, whichever is later (the "Support Commencement Date") and shall expire twelve (12) months following the Support Commencement Date (the "Support Expiration Date"). This Work Order may be amended and the Period of Performance extended prior to the Support Expiration Date. In order for Microsoft to continue performing Services after the Support Expiration Date of this Work Order, Customer and Microsoft shall agree in writing to a new Work Order identifying the new terms upon which Customer and Microsoft agree.

1.2. Description of the Services.

Please refer to the current Support Services Description ("SSD") which will be incorporated by reference and is published by Microsoft from time to time at <http://www.microsoft.com/en-us/microsoftservices/PubSec-support-services-description> The support services you purchase under this agreement may be updated from time to time and that update will supersede any services previously listed.

Services by Support Location

CA County of Fresno Unified Performance Support 2020-21 US - SLG - West 10/2/2020 - 10/1/2021		
Quantity	Service	Service Type
1 ea	Modern Service Management - Cloud Success Plan Generic	IT Service Management
Included	On-demand Assessment	On-Demand Assessment

1 ea	On-Demand Assessment - Setup and Config Service	On-Demand Assessment Remote
Included	On-demand Education	On-Demand Education
Included	Online Support Portal	Administrative
Included	Performance Advisory Support Hours As-needed	Advisory Services
3 ea	Performance Built-in Proactive Services <ul style="list-style-type: none"> Performance Built-in Proactive Services - Generic 	Administrative
Included	Performance Problem Resolution Hours As-needed	Problem Resolution Support
Included	Performance Service Delivery Management	Service Delivery Management
Included	Reactive Enabled Contacts	Problem Resolution Support
Included	Support Technology Advisor	Designated Support Engineering
Included	Webcasts As-Needed	Webcast

CA County of Fresno Performance Support Add-on-2020-21 US - SLG - West 10/2/2020 - 10/1/2021		
Quantity	Service	Service Type
434 ea	Proactive Credits	Proactive Credits
Included	Reactive Enabled Contacts	Problem Resolution Support
Included	Service Delivery Management Extended	Service Delivery Management

1.3. Support Services Fees.

The items listed in the table above represent the services that Customer has pre-purchased for use during the term of this Work Order, and applicable fees are shown in the table below. Microsoft Support Services are a non-refundable prepaid service. Microsoft must receive Customer purchase order or payment before Microsoft commences or continues, as applicable, provision of Microsoft Support Services. If Customer issues a purchase order, Microsoft will invoice Customer, and Customer agrees to pay Microsoft within 30 calendar days of the date of Microsoft invoice. Microsoft reserves the right to adjust Microsoft fees prior to entering into any changes to the Microsoft Support Services ordered herein.

Software Assurance Benefits

* Customer will transfer 31.00 Software Assurance PRS incidents to this support agreement as part of this support package.

Software Assurance Benefits

* Customer will transfer 8.00 Software Assurance PRS incidents to this support agreement as part of this support package.

Billing Schedule	Billing Date	Fee USD
Unified Renewal	10/2/2020	284,366.00
Total Fees (excluding taxes)		284,366.00

**The Software Assurance Benefits are subject to the terms of the DoS and Product Terms, including, but not limited to, Appendix B of the Product Terms. Further details are also available at www.microsoft.com/licensing/licensing-programs/software-assurance-by-benefits, such as changes to the Problem Resolution Support benefit beginning in February 2022 that will affect support eligibility criteria and support allocations, which may result in adjustments to equivalent incident value.*

Support for Microsoft Products

Microsoft will provide support for Customer’s licensed, commercially released and generally available Microsoft products, and cloud services subscriptions by Customer in Appendix A.

1.4. Customer Named Contacts.

Any changes to the named contacts should be submitted to Microsoft Contact.

Name of Customer Support Service Administrator Roland Olsen		
Street Address 333 West Pontiac Way		Contact E-Mail Address rolsen@fresnocountyca.gov
City Clovis	State/Province California	Phone 559-600-5837
Country United States	Postal Code 93612	Fax

Microsoft Contact

Customer contact for questions and notices about this Work Order.

Microsoft Contact Name	
Marc Hogrefe	
Phone	Contact E-Mail Address
(916) 369-3678 X 3678	marc.hogrefe@microsoft.com

Appendix A

Below is a list of your declared licensed products and cloud services for which Microsoft will provide support services as defined within this document.

Customer Name	Licensing Program	Licensing Enrollment/Agreement Number
COUNTY OF FRESNO	Enterprise 6	81494257
COUNTY OF FRESNO	OPEN	02365471ZZL2104
COUNTY OF FRESNO	OPEN	03643710ZZL2204
COUNTY OF FRESNO	Enterprise 6	64992141
FRESNO COUNTY	OPEN	02481561ZZL2105
COUNTY OF FRESNO	Enterprise 6	8053682
COUNTY OF FRESNO	Select Plus	7756479
COUNTY OF FRESNO	OPEN	01208670ZZL2006