

**EXHIBIT A**  
**SCOPE OF SERVICES/PAYMENT PROVISIONS**

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**I. Service Delivery Sites**

- A. The service delivery site will be the Monterey County Information Technology office, 1590 Moffett Street, Salinas, CA 93905.

**II. Scope of Services**

- A. CONTRACTOR shall provide four thousand (4,000) Subscriptions to QuickHelp, a self-help training solution to online, user-level training in support of, but not limited to, Microsoft Office 365, SharePoint, and OneDrive, including three (3) hours of installation support to the County.

- a. All Contractor work will be done remotely.
- b. Contractor will provide to County use of a Dashboard, hosted at BrainStorm, to manage County user training accounts and training assignments.
- c. Three (3) hours of installation support to the County
- d. Up to ten (10) hours of technical support, as needed, to resolve product and product use related issues.
- e. Remote access to Brainstorms monthly webinars in support of user level training.

- B. County shall provide:

- a. Management of the use of the product to ensure that only authorized County staff have access to the application.
- b. A project coordinator who shall work with Contractor during project implementation and use.
- c. Connectivity to the BrainStorm web site for use by County users.

**III. Term of the Agreement**

The term of this Agreement shall be from June 20, 2016 to March 19, 2017 unless sooner terminated pursuant to the terms of this Agreement.

**IV. Payment Provisions**

The sum total of all billing will not exceed the **maximum amount of \$29,880.00**. The payment conditions as specified in Section 6 of the body of this Agreement shall apply. County does not guarantee any minimum or maximum amount of

dollars to be spent under this AGREEMENT.

B. Invoices shall be mailed to:

Monterey County Information Technology  
1590 Moffett Street  
Salinas, CA 93905

Attn: Accounts Payable