

EXHIBIT A

SCOPE OF SERVICES/PAYMENT PROVISIONS

1. Scope of Work

1.1 CONTRACTOR shall provide End-User Computer Applications Skills and IT Technical training, courseware/materials, and administrative support for the County of Monterey. Administrative support and service shall include:

- 1.1.1 Publicity through web resources at CONTRACTOR's website, collateral literature, and email.
- 1.1.2 Class schedules shall be updated at least twice per month.
- 1.1.3 Class registration and enrollment processing including tracking of enrollments, confirmation emails for all Open Enrollment students, and reminder phone calls to all students prior to scheduled class.
- 1.1.4 Sign-in rosters for verification attendance.
- 1.1.5 Certificates of completion with County logo.
- 1.1.6 Managed reports shall be provided monthly or upon request, detailing activity for all students and progress toward certification for ITD students in technical training programs, including mentored lab attendance.
- 1.1.7 Class transcripts for individual students upon request.
- 1.1.8 Archival data of student attendance
- 1.1.9 Post-class support and service shall include:
 - 1.1.9.1 Retake privilege for Open Enrollment students within six-months of the original class date, space permitting, and provided that the same class is offered within six-months.
 - 1.1.9.2 Remedial training in the mentored classroom or by collaboration with designated County Contact.

1.2 For services provided under this Agreement, all enrollments must take place and be approved through County designee with open enrollment based on CONTRACTOR's schedule of public classes, subject to seating availability. Classes should be semi-dedicated based on County's schedule of classes with 12 reserved seats; with remaining seats open to public students. County shall have the option to cancel the class at no charge if requested with a at least five business days notice; County may also request the class to be changed to Open Enrollment status if fewer than 8 students register for the class.

1.3 CONTRACTOR shall have the necessary qualifications, certifications, and experience to fulfill the instructional requirements for courses offered by CONTRACTOR. A current course catalog is attached as Exhibit C – COURSE CATALOG. CONTRACTOR shall notify County of any changes to Course Catalog in advance of those changes. CONTRACTOR shall not discontinue a course identified in Exhibit B – FEE SCHEDULE without written notification and acceptance by County. County shall notify CONTRACTOR if County anticipates implementing software revision and CONTRACTOR and County shall mutually agree on a solution for implementing training for those revisions.

1.4 CONTRACTOR'S facility is subject to inspection and approval by County.

1.5 Application training courseware must be approved by County. This information must be submitted upon execution of this Agreement and anytime courses are added or modified thereafter. Each student shall receive courseware and/or related material per class or training event.

1.6 County may elect customized training at the rates specified in Exhibit B – FEE SCHEDULE. CONTRACTOR shall submit a written proposal as requested by County. County shall provide written approval prior to CONTRACTOR proceeding with the custom training project.

1.7 Methods of training delivery in order of preference is as follows:

1.7.1 Instructor led at CONTRACTOR facility. Courses shall take place at CONTRACTOR'S facility in Salinas. CONTRACTOR shall be responsible for ensuring the integrity of the classroom set up and computer hardware and software. A qualified instructor shall deliver the training and each student shall have their own person computer (PC) for the class if applicable to the training provided.

1.7.2 Self-paced, computer-based training with instructor or mentor. Each student shall be provided with a PC and course materials. Delivery may include: video-training, course materials, and practice test tools. A "hands-on" component may also be included.

1.7.3 Online, web-based

1.7.4 Instructor-led at County facility as requested by designated County contact.

1.8 CONTRACTOR shall maintain its status as an approved testing center for all certifications defined in EXHIBIT B – FEE SCHEDULE.

2. Term of the Agreement

The term of this Agreement shall be from **November 1, 2013 to June 30, 2014** unless sooner terminated pursuant to the terms of this Agreement.

3. Payment Provisions

3.1 For the services described in this Agreement, the maximum obligation of the County shall **\$150,000**. Payment conditions as specified in Section VI of the body of this Agreement shall apply. In the event that the Agreement is terminated prior to completion of the services, the amount paid shall reflect the services provided up to the termination date.

3.2 Invoices shall be mailed to:

Monterey County Information Technology
1590 Moffett Street
Salinas, Ca. 93905
Attn: Accounts Payable