

EXHIBIT A
SCOPE OF SERVICES/PAYMENT PROVISIONS

I. Service Delivery Site

CONTRACTOR will deliver remote implementation services to Information Technology Department staff, by computer access, at the Monterey County ITD Department, 1590 Moffett St, Salinas, California 93905.

II. Scope of Services

Microsoft has requested Project Leadership Associates (PLA) to assist the County by providing the following services to implement an expedited deployment of Microsoft's Enterprise Mobility Suite (EMS). Microsoft will pay the full cost for these services, on behalf of COUNTY, directly to PLA at the conclusion of the contract term, upon verification from COUNTY that services were satisfactorily delivered.

CONTRACTOR shall provide the following:

Assessment

- A. Review existing Azure AD tenant settings
- B. Review AADP, Intune, and RMS requirements

Implementation

- C. Azure AD Premium
 - 1. Implement Azure Active Directory Connect
 - 2. Enable AADP for tenant
 - 3. Enable AADP for 250 users
 - 4. Add up to 10 supported gallery applications, including ServiceNow and Office 365
 - 5. Configure apps for AADP users
 - 6. Enable delegated group management
 - 7. Enable restricted management of security groups
 - 8. Test AADP reports
 - 9. Enable AADP report notifications
 - 10. Configure/Enable Multi-Factor Authentication
 - 11. Enable Password Reset for users
- D. Intune
 - 1. Enable the County's standalone account in the cloud (tenant)
 - 2. Add Public DNS details for enrollment redirection (EnterpriseEnrollment.domain.com to manage.microsoft.com)
 - 3. Generate and import iOS APN certificates

4. Create and deploy up to 3 configuration policies
5. Create and deploy up to 3 compliance policies
6. Configure and deploy 1 conditional access policy
7. Configure and deploy Exchange Activesync policy
8. Configure and deploy device enrollment policy
9. Deploy 10 applications through County Portal
10. Validate enrollment of up to two devices on each supported platform (mobile and full client)
11. Document enrollment process for remaining County users
12. Configure alerting and notifications

E. RMS

1. Enable RMS for 250 users
2. Create/test policy for sharing documents with business partners
3. [Link IRM policy in OneDrive for Business & SharePoint Online](#)

F. Perform User Acceptance Testing for alpha test group identified in E-1 above.

1. Work with I.T.D. project team staff to rollout to defined test group users

Project Deliverables

- G. Documentation of EMS Jumpstart environment Training Sessions

County shall provide the following:

- A. Provide Azure trial or Enterprise Agreement account
- B. Define County-user Alpha group
- C. Implement solution organization-wide after testing with alpha group
- D. Identify and resolve any ADFS/DirSync issues
- E. Update DirSync if deployed already
- F. SSO configuration for partner app for any Windows Azure AD Single Sign-On application
- G. Deploy RMS app/add-in for users
- H. Implement and configure NDES and Web Application Proxy to support Wifi & VPN profiles
- I. Document any issues and perform best efforts working with PLA to attempt to resolve any issues/concerns.
- J. Work with PLA to schedule and organize any onsite visits.
- K. Coordinate and approve participation of key decision makers.
- L. Provide timely access to its staff and management required for the PLA team to complete work in a satisfactory manner. Such access will not be unreasonably withheld.

- M. Ensure that County project team members are available to review deliverables at the appropriate project checkpoints as defined in PLA's plan. County will review and approve all project related documentation within three (3) business days.
- N. Provide the staff and/or equipment resources required to adequately validate the functionality of the implemented solutions after PLA validation or changes.
- O. Provide PLA with access to any relevant existing documentation required to complete the project and approved by County ITD.
- P. Provide appropriate workspace, onsite telephone and Internet access, as well as County required system logon accounts and passwords, under the supervision of the County project staff.
- Q. Provide access to all other materials and resources as jointly agreed upon as necessary by the County and PLA.
- R. Provide all hardware and software media and licenses necessary to all tools and third party products required for PLA to complete its assigned tasks. This includes media for: System Center 2012 Operations Manager & DPM.
- S. Unless otherwise agreed to in writing, County will provide test cases, test data, procedures and personnel needed to conduct the acceptance testing of any solution, including interfaces with other client systems.

Risks and Assumptions:

- A. Client has procured necessary EMS licensing
- B. Azure Active Directory Connect is implemented for a single forest/domain
- C. ADFS will not be deployed
- D. RMS will not be deployed for any on-premises files servers or classifications
- E. Azure Web Application Proxy will not be deployed
- F. Intune has not already been configured for Azure AD tenant
- G. Client domain is already verified in Azure
- H. User attributes for e-mail and phone are synced to Azure AD
- I. No customer custom applications will be deployed for SSO
- J. Users will add account information for their personal applications
- K. NDES is configured and operational
- L. Deliverables and review documents will be prepared and delivered in MS-Office formats using templates consistent with PLA documentation standards.
- M. Product issue support—PLA resources can facilitate issue resolution but will not be responsible for the support issues with any product identified during the engagement.
- N. PLA is not the manufacturer of any hardware or software that will be used for this project. PLA will use reasonable efforts to identify any defects and issues with such hardware and software. PLA will address any such defects or issues identified to the extent possible within the originally estimated hours for the engagement.
- O. Infrastructure, network and/or system issues, changes, etc. that are not directly related to either the tasks to be completed or the scope of work identified for this SOW, are

considered out of scope. In the event that County requests PLA's assistance with such issues or changes, a separate agreement will be created to engage PLA to perform this unrelated work.

- P. Changes to this scope of work exhibit, if any, require a written amendment to this agreement, signed by both parties, before work can be started.

Any additional tasks or activities not specifically identified above will be considered out-of-scope for this engagement. PLA and Client will collectively review any additional tasks or activities on a case-by-case basis to determine the appropriate course of action. As provided above, PLA's performance of additional tasks or activities will take place only by separate agreement or by written amendment to this agreement.

III. Term of the Agreement

The term of this Agreement shall be from November 2, 2015 to January 15, 2016, unless sooner terminated pursuant to the terms of this agreement.

IV. Payment Provisions

- A. All fees for these implementation services are paid directly to PLA by Microsoft as a part of the Microsoft Business Investment Funds Program.
- B. There shall be no travel reimbursement allowed during this Agreement.