

AgreeYa Solutions, Inc.
Microsoft 365 Migration Services

AGREEMENT FOR SERVICES #5823

THIS AGREEMENT, made and entered into by and between the County of El Dorado, a political subdivision of the State of California (hereinafter referred to as "County"), and AgreeYa Solutions, Inc., a corporation duly qualified to conduct business in the State of California, whose principal place of business is 605 Coolidge Drive, Suite 200, Folsom, California 95630 (hereinafter referred to as "Consultant");

R E C I T A L S

WHEREAS, County has determined that it is necessary to obtain a consultant to assist its Information Technologies Department, in the coordination, communication, and migration from **the County's Google G Suite Business Workspace** to the Microsoft 365 (M365) Suite for email, calendar, document management, and collaboration needs;

WHEREAS, Consultant has represented to County that it is specially trained, experienced, expert, and competent to perform the special services described in ARTICLE I Scope of Work; that it is an independent and bona fide business operations, advertises and holds itself as such, is in possession of a valid business license, and is customarily engaged in an independently established business that provides similar services to others; and County relies upon those representations;

WHEREAS, it is the intent of the parties hereto that such services be in conformity with all applicable state and local laws;

WHEREAS, County has determined that the provision of such services provided by Consultant are in the public's best interest and that these services are more economically and feasibly performed by outside independent Consultants due to the limited timeframes, temporary or occasional nature, or schedule for the project or scope of work, such that the ongoing aggregate of work to be performed is not sufficient to warrant the addition of permanent staff and in accordance with El Dorado County Ordinance Code, Section 3.13.030(c), by El Dorado County Charter, Section 210(b)(6) and/or Government Code Section 31000;

WHEREAS, on July 27, 2021, Consultant was formally awarded Request for Proposal (RFP) 21-918-040 for the provision of M365 Migration Services;

NOW, THEREFORE, County and Consultant mutually agree as follows:

MS Project, and MS Excel). Signed reports shall be submitted in Adobe portable document format (PDF). All deliverables shall be submitted in language, format, and design that are compatible with and completely transferable to County's computer and that are acceptable to County's Contract Administrator. Newer versions of software may be used and other types of software used for analytical purposes may be authorized if approved in advance of the submittal by County's Contract Administrator.

Consultant shall perform the services and tasks required under this Agreement in a safe, professional, skillful, and workmanlike manner. Consultant is responsible for ensuring that its employees, as well as any subcontractor if applicable, perform the services and tasks required under this Agreement accordingly.

ARTICLE II

Term: This Agreement shall become effective upon final execution by both parties hereto and shall expire one (1) year thereafter.

ARTICLE III

Compensation for Services: For services provided herein, including any deliverables described in Exhibit A and Work Orders issued pursuant to this Agreement that may be identified herein, County agrees to pay Consultant upon the satisfactory completion and County's acceptance of work for each task/subtask as listed in the table below, in arrears. Payment shall be made within forty-five (45) days following County's receipt and approval of itemized invoices identifying the services rendered under each task/subtask.

Task 1: Assessment and Planning	\$21,966
Task 2: Tenant Provision and Tune	\$8,410
Task 3: SharePoint, Teams, OneDrive Implementation	\$21,966
Task 4: Migration Preparation with FastTrack Validation	\$18,694
Task 5.1: Pilot Migration	\$16,825
5.2 Fifty Percent (50%) Migration	\$23,882
5.3 One hundred Percent (100%) Migration Completed	\$23,882
Task 6.1: Twenty-five Percent (25%) Desktop Migration Completed	\$6,496
6.2 Fifty Percent (50%) Desktop Migration Completed	\$6,496
6.3 Seventy-five (75%) Desktop Migration Completed	\$6,496
6.4 One hundred Percent (100%) Migration Completed	\$6,496
Task 7.1: Training (For Technical and System Administrators)	\$2,493
7.2 Training (For Beginner End Users)	\$2,493
7.3 Training (For Experienced End Users)	\$2,493
Task 8.1: First Month Support Completed	\$7,478
8.2 Second Month Support Completed	\$7,478
8.3 Third Month Support Completed	\$7,478
8.4 Fourth Month Support Completed	\$7,478
Task 9: Project Contingency*	Per Work Order

*Shall not exceed \$19,900

exist or may hereafter be amended or changed. Consultant, and all Consultant's staff, employees, and representatives, shall not use or disclose, directly or indirectly at any time, any said confidential information, other than to County's Information Technologies Department for the purpose of, and in the performance of, this Agreement. This confidentiality provision shall survive after the expiration or earlier termination of this Agreement.

ARTICLE VIII

Assignment and Delegation: Consultant is engaged by County for its unique qualifications and skills as well as those of its personnel. Consultant shall not subcontract, delegate, or assign services to be provided, in whole or in part, to any other person or entity without prior written consent of County.

ARTICLE IX

Independent Contractor: The parties intend that an independent contractor relationship will be created by this contract. Consultant is, and shall be at all times, deemed independent and shall be wholly responsible for the manner in which it performs services required by the terms of this Agreement. Consultant exclusively assumes responsibility for acts of its employees, agents, affiliates, and subcontractors, if any are authorized herein, as they relate to the services or work to be performed under this Agreement during the course and scope of their employment by Consultant. Those persons will be entirely and exclusively under the direction, supervision, and control of Consultant.

County may designate the tasks to be performed and the results to be accomplished under this Agreement, provide information concerning the work or services, approve or disapprove the final work product and/or services provided, and set deadlines for the completion of the work or services, but County will not control or direct the manner, means, methods, or sequence in which Consultant performs the work or services for accomplishing the results. Consultant understands and agrees that Consultant lacks the authority to bind County or incur any obligations on behalf of County.

Consultant, including any subcontractor or employees of Consultant, shall not receive, nor be eligible for, any benefits County provides for its employees, including, but not limited to, vacation pay, paid holidays, life insurance, health insurance, social security, disability insurance, pension, or 457 plans. Consultant shall not receive, nor be eligible for, workers' compensation, including medical and indemnity payments. County is not responsible for withholding, and shall not withhold, Federal Income Contribution Act amounts or taxes of any kind from any payments which it owes Consultant. Consultant shall not be subject to the work schedules or vacation periods that apply to County employees.

Consultant shall be solely responsible for paying its employees, and for withholding Federal Income Contribution Act amounts and other taxes, workers' compensation, unemployment compensation, medical insurance, life insurance, or any other benefit that Consultant provides for its employees.

ARTICLE XII

Default, Termination, and Cancellation:

- A. Termination by Default: If either party becomes aware of an event of default, that party shall give written notice of said default to the party in default that shall state the following:
1. The alleged default and the applicable Agreement provision.
 2. That the party in default has ten (10) days upon receiving the notice to cure the default (Time to Cure).

If the party in default does not cure the default within ten (10) days of the Time to Cure, then such party shall be in default and the party giving notice may terminate the Agreement by issuing a Notice of Termination. The party giving notice may extend the Time to Cure at their discretion. Any extension of Time to Cure must be in writing, prepared by the party in default for signature by the party giving notice, and must specify the reason(s) for the extension and the date in which the extension of Time to Cure expires.

If County terminates this Agreement, in whole or in part, for default:

1. County reserves the right to procure the goods or services, or both, similar to those terminated, from other sources and Consultant shall be liable to County for any excess costs for those goods or services. County may deduct from any payment due, or that may thereafter become due to Consultant, the excess costs to procure from an alternate source.
2. County shall pay Consultant the sum due to Consultant under this Agreement prior to termination, unless the cost of completion to County exceeds the funds remaining in the Agreement. In which case the overage shall be deducted from any sum due Consultant under this Agreement and the balance, if any, shall be paid to Consultant upon demand.
3. County may require Consultant to transfer title and deliver to County any completed work under the Agreement.

The following shall be events of default under this Agreement:

1. Failure by either party to perform in a timely and satisfactory manner any or all of its obligations under this Agreement.
2. A representation or warranty made by Consultant in this Agreement proves to have been false or misleading in any respect.
3. Consultant fails to observe and perform any covenant, condition or agreement on its part to be observed or performed under this Agreement, unless County agrees, in writing, to an extension of the time to perform before that time period expires.

ARTICLE XIV

Change of Address: In the event of a change in address for Consultant's principal place of business, Consultant's Agent for Service of Process, or Notices to Consultant, Consultant shall notify County in writing as provided in ARTICLE XIII, Notice to Parties. Said notice shall become part of this Agreement upon acknowledgment in writing by **County's** Contract Administrator, and no further amendment of the Agreement shall be necessary provided that such change of address does not conflict with any other provisions of this Agreement.

ARTICLE XV

Indemnity: To the fullest extent permitted by law, Consultant shall defend at its own expense, indemnify, and hold the County harmless, its officers, employees, agents, and volunteers, against and from any and all liability, claims, suits, losses, damages, or expenses of every name, kind and **description, including attorney's fees and costs** incurred, brought for, or on account of, injuries to or death of any person, including but not limited to workers, County employees, and the public, or damage to property, or any economic or consequential losses, which are claimed to or in any way arise out of or are connected with the negligent acts or willful omissions of Consultant or its officers, agents, or employees in rendering the services, operations, or performance hereunder, except for liability, claims, suits, losses, damages or expenses arising from the sole negligence or willful acts of the County, its officers and employees, or as expressly prescribed by statute. This duty of Consultant to indemnify and save County harmless includes the duties to defend set forth in California Civil Code Section 2778.

ARTICLE XVI

Insurance: Consultant shall provide proof of a policy of insurance satisfactory to **County's Risk Management Division and documentation evidencing that Consultant** maintains insurance that meets the following requirements:

- A. Full Workers' Compensation and Employers' Liability Insurance covering all employees of Consultant as required by law in the State of California.
- B. Commercial General Liability Insurance of not less than \$1,000,000 combined single limit per occurrence for bodily injury and property damage and a \$2,000,000 aggregate limit.
- C. Automobile Liability Insurance of not less than \$1,000,000 is required in the event motor vehicles are used by Consultant in performance of the Agreement.
- D. In the event Consultant is a licensed professional or professional consultant and is performing professional services under this Agreement, Professional Liability Insurance is required with a limit of liability of not less than \$1,000,000.
- E. **Consultant shall furnish a certificate of insurance satisfactory to County's Risk Management Division as evidence that the insurance required above is being maintained.**

- N. In the event Consultant cannot provide an occurrence policy, Consultant shall provide insurance covering claims made as a result of performance of this Agreement for not less than three (3) years following completion of performance of this Agreement.
- O. The certificate of insurance shall meet such additional standards as may be determined by the contracting County department, either independently or in **consultation with County's Risk Management Division as essential for protection of County.**

ARTICLE XVII

Force Majeure: Neither party will be liable for any delay, failure to perform, or omission under this Agreement that is due to any cause that it is beyond its control, not due to its own negligence, and cannot be overcome by the exercise of due diligence. In that event, the affected party will:

1. Promptly give written notice to the other of the fact that it is unable to so perform and the cause(s) that is beyond its control.
2. Once the cause(s) has ceased, provide written notice to the other party and immediately resume its performance under this Agreement.

For purposes of this Article, "cause that is beyond its control" includes labor disturbances, riots, fires, earthquakes, floods, storms, lightning, epidemics, war, disorders, hostilities, expropriation or confiscation of properties, failure of and delays by carriers, interference by civil or military authorities, whether legal or de facto, and whether purporting to act under some constitution, decree, or law, or otherwise, or acts of God.

ARTICLE XVIII

Waiver: No failure on the part of the parties to exercise any rights under this Agreement, and no course of dealing with respect to any right hereunder, shall operate as a waiver of that right, nor shall any single or partial exercise of any right preclude the exercise of any other right. The remedies herein provided are cumulative and are not exclusive of any other remedies provided by law.

ARTICLE XIX

Conflict of Interest: The parties to this Agreement have read and are aware of the provisions of Government Code Section 1090 et seq. and the Political Reform Act of 1974 (Section 87100 et seq.), relating to conflict of interest of public officers and employees. Individuals who are working for Consultant and performing work for County and who are considered to be consultant within the meaning of Title 2, California Code of Regulations, Section 18700.3, as it now reads or may thereafter be amended, are **required to file a statement of economic interest in accordance with County's Conflict of Interest Code. County's Contract Administrator shall at the time this Agreement is executed make an initial determination whether or not the individuals who will provide services or perform work pursuant to this Agreement are consultants within the meaning**

- C. **Consultant's signature executing this Agreement shall provide any certifications necessary under the federal laws, the laws of the State of California, including but not limited to Government Code Sections 12990 and Title 2, California Code of Regulations, Section 11102.**

ARTICLE XXI

California Residency (Form 590): If Consultant is a California resident, Consultant must file a State of California Form 590, certifying its California residency or, in the case of a limited liability company or corporation, certifying that it has a permanent place of business in California. Consultant will be required to submit a Form 590 prior to execution of this Agreement, or County shall withhold seven (7) percent of each payment made to Consultant during the term of this Agreement. This requirement applies to any agreement/contract exceeding \$1,500.

ARTICLE XXII

Ownership of Data: Upon completion or earlier termination of all services under this Agreement or any Work Order issued pursuant to this Agreement, ownership and title to all reports, documents, plans, maps, specifications, estimates, compilations, photographs, videos, and any and all other materials or data produced or obtained as part of this Agreement will automatically be vested in County without restriction or limitation on their use, and no further agreement will be necessary to transfer ownership to County. Copies may be made for Consultant's records, **but shall not be furnished to others** without prior written authorization from County's **Contract Administrator**. Such deliverables shall be deemed works made for hire and all rights in copyright therein shall be retained by County. Consultant shall furnish County all necessary copies of data, including data stored in electronic format, needed to complete the review and approval process of the services and deliverables provided under this Agreement.

ARTICLE XXIII

County Payee Data Record Form: All independent contractors or corporations providing services to County who do not have a Department of the Treasury Internal Revenue Service Form W-9 (Form W-9) on file with County must file a County Payee Data Record Form with County.

ARTICLE XXIV

Business License: County's Business License Ordinance provides that it is unlawful for any person to furnish supplies or services, or transact any kind of business in the unincorporated territory of El Dorado County without possessing a County business license unless exempt under County Ordinance Code Section 5.08.070. Consultant warrants and represents that it shall comply with all of the requirements of County's Business License Ordinance, where applicable, prior to beginning work under this Agreement and at all times during the term of this Agreement.

ARTICLE XXV

Licenses: Consultant hereby represents and warrants that Consultant and any of its subconsultants employed under this Agreement has all the applicable licenses, permits, and certifications that are legally required for Consultant and its subconsultants to

ARTICLE XXIX

Authorized Signatures: The parties to this Agreement represent that the undersigned individuals executing this Agreement on their respective behalf are fully authorized to do so by law or other appropriate instrument and to bind upon said parties the obligations set forth herein.

ARTICLE XXX

Partial Invalidity: If any provision, sentence, or phrase of the Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions, sentences, and phrases will continue in full force and effect without being impaired or invalidated in any way.

ARTICLE XXXI

No Third Party Beneficiaries: Nothing in this Agreement is intended, nor will be deemed, to confer rights or remedies upon any person or legal entity not a party to this Agreement.

ARTICLE XXXII

Counterparts: This Agreement may be executed in one or more counterparts, each of which shall be an original and all of which together shall constitute one and the same instrument.

ARTICLE XXXIII

Entire Agreement: This document and the documents referred to herein or exhibits hereto are the entire Agreement between the parties, and they incorporate or supersede all prior written or oral agreements or understandings.

AgreeYa Solutions, Inc.

Exhibit A

Scope of Work

Project Description

The scope of the project is to transition from the County's Google Workspace to Microsoft Office 365 for email, calendar, document management, and collaboration needs. This includes transitions from Gmail and Google Calendar to Microsoft Outlook and MS Exchange Online, Google Drive to OneDrive, implement Teams, SharePoint, and Forms.

Project Schedule

Project timeline has been determined to be approximately twenty-four (24) weeks upon execution of the Agreement, and in accordance with the following:

Task 1: Assessment and Planning	Weeks 1-5
Task 2: Tenant Provision and Tune	Weeks 6-7
Task 3: SharePoint, Teams, OneDrive Rollout and Governance Implementation	Weeks 8-10
Task 4: Migration Preparation and FastTrack Validation	Weeks 11-14
Task 5: Pilot and Full Migration	Weeks 15-23
Task 6: Desktop Upgrade	Weeks 6-19
Task 7: Training	Weeks 16-24
Task 8: Support	Weeks 9-24
Task 9: Project Contingency	Per Work Order

Consultant shall put all its reasonable efforts to complete all migration services identified in this Exhibit A, through Task 6, no later than January 31, 2022, provided the project starts no later than August 16, 2021 to establish a minimum of 24 weeks' time to meet the schedule above. Notwithstanding the timelines defined herein above, Consultant will not be liable for delays caused due to either (i) delay in start of the Project, (ii) situations or events contributed by or attributable to the County, (iii) delays caused by the third party (i.e., Microsoft, etc.) contributing to the facilitation of the services.

Task 1: Assessment and Planning

Assessment, Discovery, and Requirements

Consultant shall assess County's existing communication environment and evaluate its readiness for deployments, including creation of deployment and implementation plans for successful pilot migration and full migration rollout, plans for user adoption, governance, communication, testing, training, and defining the migration strategy for pilot migration and full migration. Consultant shall:

- Work with County project stakeholders to understand intent, organizational

One (1) written plan for each of the following:

- **Deployment**
- **Implementation**
- **User Adoption**
- **Governance**
- **Communications**
- **Testing**
- **Training**

Design, Planning, and Roadmap (Microsoft FastTrack)

Consultant shall create the architecture of the Microsoft 365 tenant, prepare the plan for Microsoft 365 Apps, Microsoft Intune, Microsoft Teams, OneDrive for Business, and backup and recovery recommendations based on the Microsoft FastTrack recommendation and best practices, and validate and fine-tune plan, design, and reports from Microsoft FastTrack Subject Matter Expert (SME). Consultant shall:

- Create an assessment report based on findings from As-Is Task
- Share recommendations as per best practices
- Provide recommendation for clean-up for on-premise Identity landscape, Messaging Landscape, User data, and corporate data landscape (if required)
- Incorporate findings to achieve proper migration, Implementation, Governance for Messaging environment
- Develop “to be Identity landscape” incorporating planning architecture Azure AD Connect, Microsoft 365 tenant readiness, and Network and DNS
- Develop a plan for compliance and governance implementation
- Develop a plan for data migration
- Develop a plan for Exchange Online
- Develop a plan for Microsoft 365 Apps deployment
- Develop a plan for Microsoft Intune Mobile Device Management (MDM) deployment
- Develop a plan for OneDrive for Business configuration
- Develop a plan for SharePoint Online configuration and Governance recommendations
- Develop a plan for Teams configuration and Governance recommendations
- Develop a Backup and Recovery Plan
- Develop a Disaster Recovery/Business Continuity Plan
- Develop knowledge transfer plan for IT administrators
- Develop knowledge transfer plan for Business users
- Provide an Information Architecture (IA) Design and Governance model

Deliverable(s):

Due upon completion of Task 1 -

- License Assignment and Mailbox provisioning in Exchange Online
- Preparation of user mailboxes for migration

Deliverable(s):

Due upon completion of Task 2 -

Licenses assigned

Mailboxes provisioned

Task 3: Share Point, Teams, OneDrive Rollout and Governance Implementation

SharePoint Online Implementation and Governance Recommendations

Consultant shall perform a review of the as-is **state of the County's existing SharePoint** environment and public folders, and develop a Readiness/Environment Assessment. Consultant shall work with County to understand the current state of business and help build a plan for pilot and full migration rollout for Intranet, including plans for SharePoint deployment and implementation, user, governance, communications, training, and testing. Consultant shall define the Migration strategy and plan which will be executed for pilot migration and full migration, and develop a Requirements Document. Consultant shall:

- Configure SharePoint Admin Center
- Provision SharePoint for users
- Provide SharePoint Governance & Recommendations

Deliverable(s):

Due upon completion of Task 3 -

One (1) written Readiness/Environment Assessment for SharePoint

One (1) written plan of each of the following for SharePoint

- Deployment and Implementation
- User Adoption
- Governance
- Communications
- Training
- Testing

One (1) written Requirements Document for SharePoint

OneDrive for Business Implementation

Consultant shall migrate a small proportion of real User Data, and Corporate file share

- Requirements Document

One (1) written Requirements Document for Teams

Security & Governance Implementation

Consultant shall:

- Configure Exchange Online Protection (EOP)
- Enable Auditing for the tenant
- Disable external access
- Configure Azure Information Protection
- Configure Retention policies
- Configure Archiving policies
- Enable Advanced eDiscovery and Advanced Data Governance
- Implement Advanced Threat Protection

Deliverable(s):

Due upon completion of Task 3 -

Configured recommended eligible services settings

Defined threat-protection policies to set the appropriate level of protection

Task 4: Migration Preparation and FastTrack Validation

Migration methodology

Consultant shall prepare and provide guidance in collaboration with Microsoft to help County plan the migration, configure the source environments and Microsoft 365 tenant, and leverage the data migration services to migrate County data. The County will create and schedule the migration events in tandem with Consultant. Consultant shall launch the migration events with Microsoft, in accordance with the schedule, monitor their progress, and provide status reports.

Consultant shall leverage the Microsoft FastTrack services for the actual Data migration which will involve the following work:

- Migration of eighteen hundred forty-three (1843) mailboxes with approximately fourteen terabytes (14 TB) of the data size (Approximately three gigabytes [3 GB per mailbox average up to thirty-five gigabytes 935 GB) from Gmail to MS Exchange Online
- Restructure and migration of two terabytes (2 TB) of content from Google Drive to OneDrive for Business
- Migration of data content from fifteen to twenty (15-20) Google Sites to SharePoint Online

Verification of migration preparations

Test results for migration

Task 5: Migration

Task 5.1: Pilot Migration

Data Migration Leveraging Microsoft FastTrack Services (Mailbox and OneDrive)

The pilot migration tests permissions and access verifies success, captures and addresses any errors, documents results, and gathers migration statistics. Consultant shall migrate a small portion of content, verify results and make modifications, and test plans and mapping created during Task 1 specifically through:

- Initiating Google Mailbox migration to Microsoft Exchange Online using Microsoft FastTrack Services
- Initiating Google Drive migration to Microsoft OneDrive for Business using Microsoft FastTrack Services

Migration Validation and Remediation

Consultant shall:

- Validate the migration
- Remediate the migration issues (if any)

Google Vault to Microsoft 365 Archive and Google Sites and Google Drive to SharePoint online and Teams Migration

Consultant shall:

- Configure CloudM Migration Tool
- Configure Project at Google Admin Center
- Setup Impersonation Role to Admins
- Configure Azure Storage (Azure BLOB)
- Assign Tool Licenses
- Configure Source and Destination Endpoints
- Modify Default Migration Parameters
- Test Migration
- Initiate Migration from Google Vault to Exchange Online

Task 5.2: Fifty Percent (50%) Migration Completed

User Acceptance and Testing (UAT)

Consultant shall create test scenarios and provide issue resolution support based on UAT feedback and results. County will be responsible for user acceptance planning, test case development, and testing. Consultant shall assist County in conducting UAT with a group of identified users and provide the remedy for any issues/defects identified.

- Deploying MS Intune MDM
- Enrolling devices to MS Intune MDM
- Deploying Mobile Application Management
- Integrating Just Another Management Framework (JAMF) with Microsoft Intune
- Configuring Conditional Access for Intune
- Configuring Co-Management for Intune (if required)

Deliverable(s):

Due upon completion of Task 6 –

Documentation for Microsoft 365 Apps

Intune MDM Configured

All devices of each supported platform enrolled

User Acceptance & Testing (UAT)

Upon completion of desktop upgrade, Consultant shall collaborate with County in order to rectify any issues with Microsoft Intune MDM implementation.

Task 7: Training

Task 7.1 Training (For Technical and System Administrators)

Task 7.2 Training (For Beginner End-Users)

Task 7.3 Training (For Experienced End-Users)

Consultant shall provide training to IT staff members, System Admins, and Business Users, including

Training to be provided as such: Technical and Sys Admins will receive up to three (3) training sessions of two (2) hours each. Each session will include up to ten (10) people

- Providing Training for Technical and Sys Admins to Configure, Implement and Support
- Providing Training for Technical and Sys Admins to Trouble-Shoot & Assist in Support
- Administration of Microsoft 365 services
- Creation and administration of archive and retention policies
- Provisioning and de-provisioning of users, including disposition of data that meets County retention and compliance policies
- Responding to e-discovery and legal hold requests
- Managing DirSync

training curriculum would be jointly decided by AgreeYa and County. A course curriculum and detailed schedule will be prepared by AgreeYa and approved by County to ensure adherence to standards and re-usability. County will provide a training mentor supervise and ensure the following:

- Key objectives of the training are met
- **The course materials adhere to County's standards**
- The course materials have enough detail to cover all aspects of the delivered product or services.

Deliverable(s):

Due upon completion of Task 7 -

Training Materials/Documentation

Leveraging existing Microsoft content and training as/when appropriate, sample deliverables may include:

- Admin Manual
- Microsoft 365 Implemented Workload Manual
- Video Tutorials
- User Manual
- General end-user training documentation on the new Microsoft messaging environment, including OWA, OneDrive, etc.
- General end-user SOP documentation on changes necessary on mobile devices to use Active Sync in the new messaging format
- Written documentation of archive and retention policies

Task 8: Support

Task 8.1: First Month Support

Task 8.2 Second Month Support

Task 8.3 Third Month Support

Task 8.4 Fourth Month Support

Consultant shall provide four (4) hours per day of support, in accordance with tables below, during the migration, upgradation, and implementation activities starting week nine (9) of the Project Schedule.

County will be provided access to **Consultant's** support team **member's telephone** numbers and email. Consultant shall review the support incidents submitted by County through Ticketing Tool. Consultant shall provide solutions and workaround options wherever applicable. The support scope is limited to the issue-resolution/upgrade

Support Level	Support Scope
	<p>Responsible for hotfix creation in case reported issue is reproducible and requires hotfix to resolve.</p> <p>The issue will be considered into L3 support only if the same is related to existing defined functionality.</p> <p>Liaison with Microsoft in case the issue is not resolved.</p>

Severity Levels	Definition	Maximum Response Time
Severity 1 (S1)	<p>Business operations have been severely disrupted</p> <p>Substantial loss of service</p> <p>All or a substantial portion of mission-critical data is at significant risk of loss or corruption.</p>	Two (2) Hours
Severity 2 (S2)	<p>Major functionality is severely impaired</p> <p>Operations can continue in a restricted fashion, although long-term productivity might be adversely affected</p> <p>A major milestone is at risk</p> <p>A temporary workaround is available</p>	Eight (8) Hours
Severity 3 (S3)	<p>Partial, non-critical loss of functionality</p> <p>Impaired operations of some components but allows the user to continue using the associated system and site</p> <p>A minor milestone is at minimal risk</p> <p>A temporary workaround is available</p>	Sixteen (16) Hours

Classification of Service	Hours of Services	Resource Availability
Normal business hours support	8:30am – 5:30pm Pacific Monday – Friday	Business Hours
Weekend/Holiday Support Services	Saturday and Sunday or County-recognized Holidays	Limited support services only for Severity 1 incidents