



AMENDMENT #5 TO  
AMENDED AND RESTATED  
IT SERVICES WORK ORDER #CY7-006  
MIM AND OCID MANAGEMENT OPERATIONAL SUPPORT

**IT SERVICES WORK ORDER #CY7-006**

This Amendment #5 to Type 2 IT Services Work Order #CY7-006 ("**Amendment #5**") amends IT Services Work Order #CY7-006, with an original Effective Date of December 24, 2019, by replacing, amending and restating in its entirety IT Services Work Order #CY7-006 with the following amended and restated IT Services Type 2 IT Services Work Order #CY7-006 for the purposes of extending the period of performance from June 30, 2024, to June 30, 2025, and increasing authorized funding for such Services by \$576,471.75, from \$2,205,333 to \$2,781,804.75.

This IT Services Work Order #CY7-006 ("**Work Order**") is an attachment and addition to the IT Services Agreement dated as of the Effective Date (hereinafter "**Agreement**") entered into by and between County of Orange ("**County**") and Science Applications International Corporation ("**Vendor**") and is incorporated into the Agreement by reference hereof. In the event of conflicting terms between the Agreement and this Other Services Work Order, the terms of the Agreement shall prevail and nothing in this Other Services Work Order shall modify or amend any provisions of the Agreement (including all components such as Statements of Work, Service Level Requirements, Schedules, etc.) unless such modifications or amendments and the provisions of the Agreement which they modify or amend are specifically identified in this Work Order and are approved by County. This Work Order includes any attachments hereto. Any capitalized terms not defined in this Work Order shall have the same meanings as used in the Agreement. Changes to this Work Order will be processed in accordance with the change control process as outlined in the Agreement.

All of the tasks, subtasks, Deliverables, goods, and other services required or requested by County below are included as part of the Services. This Work Order provides a description of the nature of the work required, but does not provide an exhaustive list of every task or subtask necessary for completion of this IT Services Work Order #CY7-006.

**1. WORK ORDER NUMBER**

CY7-006

**2. EFFECTIVE DATE**

This Work Order shall be effective December 24, 2019, once it is fully executed by authorized representatives of both Parties.

**3. PROJECT NAME**

Microsoft Identity Manager ("**MIM**") and Orange County Identity ("**OCid**") Management Operational Support

**4. PROJECT SUMMARY**

The County hereby requests that the Vendor assist the County by performing operations and maintenance support Services for their OCid system components.

**5. BUSINESS CASE / BUSINESS OBJECTIVES SUPPORTED**

Orange County Information Technology ("**OCIT**") requires operations and maintenance support Services for their OCid systems components.

**6. WORK ORDER TYPE**

- Other Services only Work Order (for Work Orders that do not include base Services elements)
- Other Services and base Services combination Work Order (for Work Orders that include both Other Services and base Services elements)

As to Other Services and base services combination Work Orders, provide a description of each of the Other Services and base Services components of this Work Order:

N/A

**6.1. Staffing Resource Order**

- Staffing Resource Order Services. Notwithstanding any other provision of the Agreement, County agrees that overtime, as required by applicable law, will be paid by County for Vendor Personnel performing staff augmentation Services, only upon prior written approval by County to Vendor for overtime eligible Services to be performed by Vendor Personnel.

Resource Title	Name	Contact Information	Responsibilities	Location of Services Performance
Project Manager	Tim Taylor	timothy.c.taylor@saic.com	Project Management support as described in Section 9.1.2 of this Work Order	OC Data Center
System Administrator/Operator	Mike Solomon	mike.solomon@saic.ocgov.com	System Administration support as described in Section 9.1.2 of this Work Order	OC Data Center
System Administrator/Operator	Talivu Porter	talivu.porter@saic.ocgov.com	System Administration support as described in Section 9.1.2 of this Work Order	OC Data Center
System Administrator/Operator	Wil Tomkiel	william.tomkiel@saic.ocgov.com	System Administration support as described in Section 9.1.2 of this Work Order	OC Data Center
System Administrator/Operator	Daniel Anderson	daniel.anderson@saic.ocgov.com	System Administration support as described in	OC Data Center

Resource Title	Name	Contact Information	Responsibilities	Location of Services Performance
			Section 9.1.2 of this Work Order	
System Administrator/Operator	Moses Ng	moses.ng@saic.ocgov.com	System Administration support as described in Section 9.1.2 of this Work Order	OC Data Center
System Administrator/Operator	Tim Pham	tim.pham@saic.ocgov.com	System Administration support as described in Section 9.1.2 of this Work Order	OC Data Center
System Administrator/Operator	Tu Nguyen	tu.nguyen@saic.ocgov.com	System Administration support as described in Section 9.1.2 of this Work Order	OC Data Center
System Administrator/Operator	Rashid Abdul-Aziz	rashid.abdul@saic.ocgov.com	System Administration support as described in Section 9.1.2 of this Work Order	OC Date Center

## 7. COUNTY SPONSOR, ORIGINATING SERVICE REQUEST, AND COUNTY BUDGET INFO

<b>County Sponsor</b>	KC Roestenberg, Chief Information Officer
<b>Service Request Number</b>	WO #CY7-006
<b>County Budget Info</b>	DS46A (OCid), DS46B (MIM), FS10A (OCTime), AR11A (JWA MIM Attribute)

## 8. VENDOR ROLES AND RESPONSIBILITIES

Resource Title	Name	Contact Information	Responsibilities
Program Manager	Don Perrier	<a href="mailto:donald.perrier@saic.com">donald.perrier@saic.com</a>	Base Services - Program Management
Data Center Director	Dave Snyder	<a href="mailto:david.snyder@saic.ocgov.com">david.snyder@saic.ocgov.com</a>	Base Services - Project Oversight
PMO Manager	Ben Page	<a href="mailto:benjamin.c.page@saic.com">benjamin.c.page@saic.com</a>	Base Services - PMO
Project Manager	Tim Taylor	<a href="mailto:timothy.c.taylor@saic.com">timothy.c.taylor@saic.com</a>	Project Management

Resource Title	Name	Contact Information	Responsibilities
System Administrator/Operator	Mike Solomon	<a href="mailto:mike.solomon@saic.ocgov.com">mike.solomon@saic.ocgov.com</a>	System Administration
System Administrator/Operator	Talivu Porter	<a href="mailto:talivu.porter@saic.ocgov.com">talivu.porter@saic.ocgov.com</a>	System Administration
System Administrator/Operator	Wil Tomkiel	<a href="mailto:william.tomkiel@saic.ocgov.com">william.tomkiel@saic.ocgov.com</a>	System Administration
System Administrator/Operator	Daniel Anderson	<a href="mailto:daniel.anderson@saic.ocgov.com">daniel.anderson@saic.ocgov.com</a>	System Administration
System Administrator/Operator	Moses Ng	<a href="mailto:moses.ng@saic.ocgov.com">moses.ng@saic.ocgov.com</a>	System Administration
System Administrator/Operator	Tim Pham	<a href="mailto:tim.pham@saic.ocgov.com">tim.pham@saic.ocgov.com</a>	System Administration
System Administrator/Operator	Tu Nguyen	<a href="mailto:Tu.nguyen@saic.ocgov.com">Tu.nguyen@saic.ocgov.com</a>	System Administration
System Administrator/Operator	Rashid Abdul-Aziz	<a href="mailto:rashid.abdul@saic.ocgov.com">rashid.abdul@saic.ocgov.com</a>	System Administration
Storage Management Engineer	Bill Clements	<a href="mailto:bill.clements@saic.ocgov.com">bill.clements@saic.ocgov.com</a>	Base Services - Storage Management Engineering
Storage Management Engineer	Osman Mohammed	<a href="mailto:osman.mohammed@saic.ocgov.com">osman.mohammed@saic.ocgov.com</a>	Base Services - Storage Management Engineering
Database Administrator	Alex Arkof	<a href="mailto:alex.arkof@saic.ocgov.com">alex.arkof@saic.ocgov.com</a>	Base Services - Database Administration
Database Administrator	Dennis Madrid	<a href="mailto:dennis.madrid@saic.ocgov.com">dennis.madrid@saic.ocgov.com</a>	Base Services - Database Administration

## 9. PROJECT SCHEDULE & SERVICES

### 9.1. Schedule

No.	Task	Start Date	End Date	Duration
1.	Provide staff augmentation support Services by providing a System Administrator/Operator.	2/3/2020	6/30/2025	Approx. 65 months
2.	Provide staff augmentation support Services by providing a Storage Management Engineer.	2/3/2020	6/30/2025	Approx. 65 months
3.	Provide staff augmentation support Services by providing a Database Administrator.	2/3/2020	6/30/2025	Approx. 65 months
4.	Provide staff augmentation support Services by providing a Security System Engineer.	2/3/2020	6/30/2025	Approx. 65 months

No.	Task	Start Date	End Date	Duration
5.	Provide staff augmentation support Services by providing a Technical Architect.	2/3/2020	6/30/2025	Approx. 65 months
6.	Provide staff augmentation support Services by providing a Project Manager.	2/3/2020	6/30/2025	Approx. 65 months

**9.2. Services**

**9.2.1. OCid Major Components**

OCid Services are the services and activities required to support the County’s current [REDACTED] (“[REDACTED]”) environment and all of the supporting infrastructure and security required to deliver the Services described in this Work Order. The OCid environment includes Windows-based systems and systems software (e.g., operating systems, utilities), including the County’s [REDACTED] (“[REDACTED]”) environment that went into operational production in February 2014. The OCid environment also includes [REDACTED] a utility used to synchronize OCid data with [REDACTED]. In addition, the OCid environment includes [REDACTED] (“[REDACTED]”) that allows synchronization of on-premises multi-forest identity data to [REDACTED] (“[REDACTED]”) and [REDACTED] Microsoft Identity Management (“MIM”) was added to the OCid environment starting in 2020 through March 2021, and is used for County-wide identity data synchronization, self-service password resets, provisioning and de-provisioning user accounts, and manages the [REDACTED] (“[REDACTED]”).

The major OCid components are as follows:

**9.2.1.1. [REDACTED]**

The [REDACTED] software tool is required to synchronize the [REDACTED] directory to the [REDACTED] tenancy to ensure users are populated in Microsoft AAD and enables single-sign-on functionality. The [REDACTED] software currently leverages an existing single AD forest that has all County users in it called [REDACTED] but can allow multi-forest synchronization.

**9.2.1.2. Global Directory [REDACTED]**

The [REDACTED] directory is the source directory for Azure synchronization used by [REDACTED] which includes [REDACTED] synchronization from the department’s Active Directories as well as from additional systems to support a number of systems, including [REDACTED]. This system populates people data as requested by the Vendor for the [REDACTED] interface. Exception handling is primarily focused on synchronization issues between [REDACTED] and department [REDACTED]. Sources of people data supported include:

- Departments Active Directories
- Import feed from [REDACTED]
- Feed to/from [REDACTED]
- Feed to [REDACTED]
- Feed to Cisco [REDACTED] (“[REDACTED]”)
- Feed to [REDACTED] (“[REDACTED]”)

**9.2.1.3. [REDACTED] (“[REDACTED]”)**

[REDACTED] is Microsoft’s implementation of the [REDACTED] protocol ([REDACTED]).

implements the standards-based [REDACTED] protocol and Security Assertion Markup Language (“SAML”). [REDACTED] is a standards-based service that allows the secure sharing of identity information between trusted County departments (known as a federation) across the County Network. When a department user needs to access a Web application from one of the County’s enterprise systems, the user's own AD organization is responsible for authenticating the user and providing identity information in the form of "claims" to the system that hosts the application. Microsoft uses its trust policy to map the incoming claims to claims that are understood by applications, which uses the claims to make authorization decisions.

Support County transition from [REDACTED] to Entra ID as the primary authentication end point for County application services.

#### 9.2.1.4. Operation Configuration Support

Some example applications currently integrated with OCid are [REDACTED], [REDACTED], [REDACTED] (“[REDACTED]”), [REDACTED], [REDACTED], [REDACTED], [REDACTED], and MIM Portal, and [REDACTED]. New applications that are [REDACTED] or [REDACTED] (“[REDACTED]”) compliant can be included in the above list with operational configuration support.

#### 9.2.1.5. MIM Support

MIM is an enterprise on premise product that allows for the management of access, users, policies, and credentials. The County’s implementation of MIM consists of the following components:

- [REDACTED] (“[REDACTED]”) Sync
- [REDACTED] (“[REDACTED]”)
- User and Group Management from MIM Portal
- HR integration and Provisioning for [REDACTED] accounts
- [REDACTED]
- MIM Metaverse

### 9.2.2. Vendor Support Services

For the current as-deployed OCid components of the OCid system described above in Section 9.2.1, Vendor will, on an hourly Time and Materials (“T&M”) basis, provide the following operational support and upgrade Services:

Operations and Maintenance:

- [REDACTED] servers and configurations
- [REDACTED] services
- [REDACTED] sync services (“[REDACTED]”)
- [REDACTED]
- [REDACTED] trust network communications with County departments
- Interfaces and data feeds for existing systems and applications, including [REDACTED] [REDACTED] [REDACTED] and [REDACTED]
- MIM services

Technical Support and Implementation:

- Support the analysis, design, integration, and interfaces with County badge system.
- Research, evaluate and recommend solutions to the County that would enhance OCid capabilities to meet new business requirements.

- Develop and maintain technical documentation to reflect changes to OCid architecture, environment capabilities, configurations, setup, and operational procedures.
- Using IT industry standard reasonable efforts, work with County Active Directory administrators to have mismatched records corrected by the appropriate County Personnel.
- Implement [REDACTED] monitoring on OCid services. Approval to implement will be provided by the County. Monitoring parameters will include events that indicate service outages and operational errors or warnings; alerts that indicate configuration issues and background tasks failures or warnings; whether auditing is occurring successfully; successful communications between the federation server and the federation server proxy; notification of malformed access requests; website availability; and the health of the Secure Sockets Layer (“SSL”) certificate of the federation passive website in Internet Information Services (“IIS”).
- Provide MIM operation and maintenance requirements, such as the following items:
  - Password Change Notification Service (“PCNS”) changes on Agency Domain controllers to support the synchronization of passwords
  - Support SSPR for participating agencies and current users
  - Support SSPR adoption for Agencies that have not adopted SSPR
  - Implement MIM attribute changes and synchronization
  - Support and maintain Security Information and Event Management (“SIEM”) connectivity per County guidelines
  - [REDACTED] Agency synchronization support (i.e., attribute conflicts, permissions, invalid data)
  - [REDACTED] (“[REDACTED]” integration support to MIM for all employee and contingent worker accounts
  - Support MIM downstream dependent systems (i.e., agency dependent architecture such as firewalls)
  - Provide Agency administrator access support for the MIM Portal
  - Support users for MIM Portal
  - Maintain the data dictionary of all attributes that are part of MIM synchronization
  - [REDACTED] attribute synchronization for non-participating MIM agencies
  - Assist County with [REDACTED] attribute reconciliation for non-participating agencies
- Assist the County with the implementation of the sync interface, [REDACTED] enhancing data attributes and password hash synchronization capabilities.

**9.2.2.1. OCid Support Categories**

The following Services will be provided by Vendor:

**Table A. OCid Support Requirements / Tasks**

OCid Category	Services
<b>Category #1: OCid Environment</b>	
Environment - General	Provide, maintain, and upgrade OCid environments for existing OCid environment, including production and test environments.
Environment - Security	Implement appropriate security measures to protect the County’s digital identities and OCid infrastructure; enable the appropriate individuals to access the right resources at the right time; and meet the County’s security requirements including



OCid Category	Services
	Security Assessment support. Assist with remediation services to address security breaches and provide security audit trail, log, and reports.
Environment - Software Upgrade	Perform regular software upgrades to OCid environments, which includes Software within OCid environments, including but not limited to [REDACTED] MIM, [REDACTED], etc.
Productionization	Hardening or productionizing the current OCid environment.
Environment - Department Adoption	Set up, test, implement, and maintain all components required to provide OCid to a department including Orange County Assessor and Law & Justice Agencies (i.e., [REDACTED], [REDACTED] ("[REDACTED]"), [REDACTED], and [REDACTED]), that adopt the "[REDACTED]" connectivity between the individual agencies and OCid.
Application Integration Configuration	Add or update the necessary OCid configurations to allow an application to integrate with OCid for new and existing applications, including [REDACTED] VoIP, [REDACTED] MIM, [REDACTED] and [REDACTED].
Incident Resolution	Analyze, troubleshoot, and resolve incidents related to the category of OCid Environment. Perform root cause analysis for all OCid-related incidents related to the category of OCid environment.
<b>Category #2: Data Feed and Data Sync</b>	
Data Feed	Maintain the necessary OCid components to process or remove an existing data feed. Perform appropriate data mapping and modify the necessary OCid configurations to map new data attributes, remove attributes, or modify attributes from an existing or updated data feed. Existing data feeds and their associated attributes are included but not limited to: [REDACTED], departments' [REDACTED] MIM and OCIDGlobal.
Data Sync	Maintain, monitor, and resolve data sync issues to County departments integrated with OCid. Data sync services includes [REDACTED] [REDACTED] syncing with existing data feeds, applications, and Active Directories (e.g., departments' AD, CAPS+, [REDACTED] VoIP, [REDACTED] and [REDACTED]).
Incident Resolution	Analyze, troubleshoot, and resolve incidents related to the category of Data Feed and Data Sync. Perform root cause analysis of all OCid-related incidents related to the category of Data Feed and Data Sync.
<b>Category #3: Technical Support</b>	
Technical SME Support	Research, evaluate, and recommend technologies and solutions to enhance OCid capabilities to meet existing or new County business requirements for [REDACTED] MIM, Self-service (e.g., password reset), User ID Management and other [REDACTED] technologies and solutions.

OCid Category	Services
Technical Documentation	Maintain and update existing documents or develop new technical documents to reflect OCid architecture, environment, capabilities, configurations, setup, operational procedures, etc. Existing documents include the following: OCid Architecture Document, Data Mapping Documents, Network diagrams, Troubleshooting Guides, Operating Procedures and Design Documents.
Incident Resolution	Analyze, troubleshoot, and resolve incidents related to the category of technical support. Perform root cause analysis of all OCid-related incidents related to the category of technical support.

**9.2.2.2. [REDACTED] Support**

Vendor and the County will perform the following Services:

**Table B. OCid Services Roles and Responsibilities**

Enterprise [REDACTED] ( [REDACTED] ) Services	Vendor	County
1. Provide Identity Management Program governance and planning across the County.		X
2. Provide OEM License maintenance for [REDACTED] product(s) support.		X
3. Make recommendations for the scaling and/or refresh of the product/platform to meet demand and future application needs.	X	
4. Coordinate testing/upgrades of OCid components with County departments using [REDACTED] services.	X	
5. Provide OCid training and communication to all support vendors.		X
6. Provide OCid hardware, software licensing, and related system components.		X
7. Provide onsite support and change management as required and coordinate with third party [REDACTED] product provider for ticket resolution (e.g., support third party remote diagnosis, coordinate third party installation, perform physical parts replacement, data sync issues, incident resolution, etc.).	X	
<p>8. Provide support and perform hardware and software upgrades for the following [REDACTED] system components as deployed:</p> <ul style="list-style-type: none"> <li>• [REDACTED] Services to authenticate users with their existing County credentials.</li> <li>• [REDACTED] to synchronize these accounts to [REDACTED]</li> <li>• [REDACTED] and [REDACTED] Proxy demilitarized zone (“DMZ”) network that hosts Proxy servers.</li> <li>• [REDACTED] service, County-wide identify data synchronization jobs</li> <li>• MIM service and synchronization workflows</li> </ul>	X	

<b>Enterprise Identity Access Management (IAM) Services</b>	<b>Vendor</b>	<b>County</b>
9. Provide OCid architecture and solution support as the County defines an overall system of OCid and [REDACTED].	X	
10. Support the County Project Manager with program governance and agency support as necessary.	X	
11. Implement the requirements specified in Table A – OCid Support Requirements / Tasks	X	

### 9.2.2.3. County Business Applications Support

Vendor and the County will perform the following Services:

**Table C. Application Support Roles and Responsibilities**

<b>OCid Business Applications Support Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
1. Perform OCid application monitoring to verify the processing condition of the application software.	X	
2. Perform application Electronic Data Interchange (“EDI”), FTP and interface monitoring to verify secure processing condition of EDI, FTP, and interfaces with applications.	X	
3. Perform fault isolation, troubleshooting, and failure recovery for all in-scope Software.	X	
4. Interface with the County and third-party vendor application development and support groups as required during Application Integration Support Services.	X	
5. Perform County and third-party application development and integration necessary to facilitate implementation of OCid as an enterprise authentication solution.		X
6. Coordinate with the County and third parties to ascertain ongoing infrastructure support requirements and specifications for applications.	X	
7. Perform application upgrades upon County request.	X	
8. Perform OCid configurations upon County request.	X	

### 9.2.2.4. End User Administration Services

Vendor and the County will perform the following Services:

**Table D. End User Support Roles & Responsibilities**

<b>End User Administration Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
1. Provide and support End User Account Administration.	X	
2. Provide User ID tracking and regulatory compliance requirements and approval policies.		X

<b>End User Administration Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
3. Establish User ID administrative security policies to ensure that all User IDs are authenticated (e.g., encryption, minimal level password) for operating systems and databases (excludes applications).		X
4. Review and approve User ID creation and access control modifications.		X
5. Provide direction on the disposition of User IDs.		X
6. Define application-level roles and access.		X
7. Make recommendations to technical systems in order to maintain at least n-1 technical currency of OCid once the implementation of the User ID system is complete.	X	
8. Add, change, delete, or revoke User IDs that access operating systems or subsystems using access control software, per the provided security standards.	X	
9. Add, change, delete, or revoke User IDs that access applications controlled by the County, per the established security standards.		X
10. Add, change, delete, or revoke User IDs that access applications controlled by Vendor, per the provided security standards.	X	
11. Periodically review group membership and system level user IDs in accordance with established security guidelines.	X	
12. Periodically review and remove End User access rights when the End User is no longer employed or job responsibilities change, including operating system and subsystem access per established guidelines; notify County of all such changes in accordance with provided security guidelines.	X	
13. Periodically review and revalidate system User IDs in accordance with provided security standards.	X	
14. Periodically remove application User IDs per County direction.	X	
15. Perform Password Resets for End Users per the established security guidelines.	X	
16. Provide audit trail for all User ID activities for County Systems (e.g., create, track, and delete IDs).	X	
17. Manage and maintain system accounts.	X	
18. Create and maintain User ID administration processes per the County's direction.	X	
19. Create and update User ID management Software for automated approval workflow as new requirements are defined by the County.	X	

#### **9.2.2.5. Web Support Services**

Vendor and the County will perform the following Services:

**Table E. Web Support Services Roles and Responsibilities**

<b>Web Support Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
1. Manage Web content and Web content/application third party relationships.		X
2. Provide operations and engineering support for Web middleware application components.	X	
3. Work with Network Vendor and any third-party providers to perform problem determination and resolution activities related to supporting County Web sites. These activities include but are not limited to (internal and externally facing sites): <ul style="list-style-type: none"> <li>Resolving access issues.</li> <li>Resolving performance issues.</li> <li>Establishing new sites.</li> <li>Discontinuing sites.</li> <li>Investigating hacking and defacing incidents.</li> </ul>	X	
4. Provide the Vendor single point of contact for the coordination and support of key Web infrastructure components (e.g., load balancing, DMZ infrastructure, middleware, firewall).	X	
5. Manage Web proxy services including user support, administration, and management.	X	
6. Install code fixes for all related web services elements (e.g., hardware, middleware, and application servers).	X	
7. Provide third party external monitoring requirements (e.g., URL, transaction, threshold to be monitored).		X
8. Provide alerting method (e.g., distribution list) per the Vendor's monitoring systems.	X	
9. Support non-functional compliance and performance testing and security assessments conducted by external parties.	X	

**9.2.2.6. MIM Services**

Vendor will perform the following Services:

**Table F. MIM Support Services Roles and Responsibilities**

<b>Workstream – 1</b>	<b>Vendor</b>	<b>County</b>
1. Support Management Agents used for [REDACTED] process. This includes troubleshooting connectivity issues to the agency domain controllers	X	
2. Support [REDACTED] issues (Remediate data issues)	X	
3. Support any changes to the [REDACTED] sync rules	X	
4. Support any changes to the [REDACTED] sync rules	X	
5. Support Metaverse precedence rules	X	

Workstream – 1	Vendor	County
6. Update the “Operations Guide” to reflect any production changes	X	
7. Support the County-wide communication distribution lists interfaces and synchronization requirements	X	

Workstream – 2 ( )	Vendor	County
1. Support [REDACTED] for [REDACTED] implementation	X	
2. Implement and Support trust verification script	X	
3. Support issues with the Password Change Notification Service (“PCNS”) client	X	
4. Support password sync issues ([REDACTED])	X	
5. Support OCIT deployment of [REDACTED] to non-participating agencies	X	

Workstream – 3 User and Group Mgmt. from MIM Portal	Vendor	County
1. Support changes in department administrators to manage Agency Users, Contacts, and Groups	X	
2. Support user access issues to the MIM portal	X	
3. Support data sync issues related to Agency Users, Contacts and Groups	X	
4. Support MIM sync engine (review logs files and address any critical errors)	X	
5. Support department access controls for delegated administration of the department domains	X	
6. Support MIM Sync Rules for Provisioning User and Groups	X	
7. Support any changes to the MIM email templates	X	
8. Support any modifications to the MIM workflows (which shall, at times, require Microsoft Premier Support)	X	

Workstream – 4 HR Integration and Provisioning	Vendor	County
1. Support [REDACTED] management agent configuration	X	
2. Support [REDACTED] rules	X	
3. Support [REDACTED] ([REDACTED]) and MIM management agent	X	
4. Support [REDACTED] ([REDACTED]) and MIM synchronization rules	X	
5. Support workflows related to HR provisioning	X	

Other MIM Support Services	Vendor	County
1. Support application software upgrades (such as MIM components, [REDACTED] PCNS, [REDACTED] (“[REDACTED]”), [REDACTED], and SIEM agents.	X	
2. Support the monitoring and optimization for the MIM server services infrastructure.	X	
3. Support County security initiatives (e.g., vulnerability, logging, GMSA, etc.)	X	

**9.2.3. Ad hoc OCid or MIM Staff Augmentation Services** – County may request Vendor to perform ad hoc OCid or MIM staff augmentation Services not included in the above-described Section 9.2.2. The process for County to receive any such ad hoc OCid or MIM staff augmentation Services is as follows:

- 9.2.3.1.** The County will submit a Service Request to Vendor requesting the staff augmentation Services.
- 9.2.3.2.** Vendor will reply confirming if it does or does not currently have the requested Vendor Personnel available to perform such Services.
- 9.2.3.3.** As evidence of County’s authorization for Vendor to perform such Services, the County will provide the BAC code for the requested Services.
- 9.2.3.4.** Vendor will create a unique charge number specific to the BAC code for time charging.
- 9.2.3.5.** For the purpose of there being flexibility in providing an appropriate or available Resource at the time of a future Service Request under this Section 9.2.3, the Parties agree that, notwithstanding any other provision of this Work Order, Services performed by Vendor under this Work Order may be performed using, in Vendor’s reasonable discretion, and with County’s written approval, any junior or senior Vendor Personnel (whether or not listed in Section 6) that fall under the authorized Resource Titles agreed to in this Work Order.

**9.3. Training**

N/A

**9.4. Software**

N/A

**9.5. Equipment and Other Assets**

N/A

**9.6. Risks and Risk Mitigation**

N/A

No.	Potential Risk	Mitigation Strategy / Contingency Plan	Probability of Risk (%)	Consequence	Amount at Risk
1.	N/A				

**10. PRICING SUMS**

PRICING SUMS	
Maximum Project Fees	\$2,781,804.75
Key Milestone Fees	N/A

**11. ACCEPTANCE**

**11.1. Acceptance Criteria**

The Acceptance Criteria shall be as described in Section 14 (Deliverables) below as to each Deliverable under this Work Order and pursuant to the terms of the Agreement.

**11.2. Acceptance Testing**

Unless explicitly provided in this Work Order, the Acceptance Tests shall be as described in this Work Order and as otherwise defined in the Agreement.

**11.3. Final Acceptance**

Final Acceptance by the County shall be as defined in Section 8.3 of the Agreement.

**11.4. Final Acceptance Sign-Off Procedure**

N/A

**12. PROJECT REPORTS**

Provide the following Reports:

- Weekly Project status reports
  - Vendor shall meet with County on a bi-weekly basis to report on the status of this Work Order. At this meeting, Vendor shall provide County with a Weekly Project status report. The Weekly Project Status report shall include, but not be limited to, the following details for each Vendor Personnel providing services under this Work Order:
    - Resource name and associated resource classification
    - Hourly rate
    - Number of hours
    - The reporting categories the cost is associated with (e.g., [REDACTED] Apps Enablement & Support, Trust & Interfaces & Workflows, Trust & Interfaces & Workflows (MIM), Data Synchronization ([REDACTED] / [REDACTED] Data Synchronization (MIM)).



- Projections for the following week, which will be for continuations of existing work activities. Due to unplanned nature of the environment, incidents and unforeseen activity will not be included.
- Project kickoff event summary report
- Project close-out cost and key learning report
- As needed written reports as may be reasonably requested by County to monitor the status of the Services under this Work Order
- Other (provide description):  
None

### 13. ADDITIONAL REQUIREMENTS

#### 13.1. Assumptions

This Work Order is premised on the following assumptions. A change in or a failure to satisfy an assumption may require an increase in the Work Order price, a modification to the estimated schedule, and/or a change to the Services:

- All EDIs used to integrate to OCid by County IT staff will follow industry best practices.
- Service Levels applicable to the OCid services follow the governing Service Level Requirements (“SLRs”) associated with the servers hosting the Services and Incident Resolution.
- All new applications added to the OCid infrastructure will be handled through the change management and work order processes.
- County will continue to provide necessary original equipment manufacturer (“OEM”) maintenance agreements including [REDACTED] and MIM maintenance.
- This Work Order does not include a Disaster Recovery (“DR”) solution or support for remote DR-based OCid. At which time the County finalizes its design of OCid to include a disaster recovery solution, the Parties can mutually agree to a separate Work Order or an amendment to this Work Order for Vendor to implement such disaster recovery solution.
- Services to implement the County’s MIM environment project are not part of the scope of this Work Order.
- The existing trust architecture supporting OCid remains in place to support authentication requirements for [REDACTED] enabled APPs and other County services.
- There will be a requirement to support an additional trust architecture for the implementation of the MIM project.
- [REDACTED] (the synchronization between [REDACTED] and [REDACTED]) will require additional interface requirements. An additional [REDACTED] server to improve service resiliency will be implemented as part of the MIM project.
- The support requirements for the [REDACTED] service infrastructure will remain the same and will not be affected with the MIM implementation project.
- The Vendor realizes the MIM implementation project is currently being implemented by the County and these support levels are estimated based on what is known prior to the project being fully implemented.
- The table below reflects the Vendor’s assumption of estimated T&M effort to support the OCid and MIM services described in Section 9.2.2, but excludes any ad hoc T&M Services arising from Section 9.2.3.

- The County will, through its own procurement department, purchase Microsoft Premier Support, which is required for any architecture changes to the MIM environment.

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**CY7/FY2020-2021**

<b>CY7-006</b>	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021
<b>OCID Support</b>																	
Trust & Interfaces & Workflows	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5									
Data Synchronization	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75									
<b>Total Estimated OCID Support</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>									
<b>MIM Support</b>																	
Apps Enablement & Support									0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Trust & Interfaces & Workflows	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75
Data Synchronization	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
<b>Total Estimated MIM Support</b>	<b>0.5</b>	<b>0.5</b>	<b>0.5</b>	<b>0.5</b>	<b>0.5</b>	<b>0.5</b>	<b>0.5</b>	<b>0.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>
<b>Total Monthly Estimated FTE</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>
<b>Total Estimated Cost to County per Month</b>	<b>\$41,596.50</b>	<b>\$41,596.50</b>	<b>\$41,596.50</b>	<b>\$41,596.50</b>	<b>\$41,596.50</b>	<b>\$41,596.50</b>	<b>\$41,596.50</b>	<b>\$41,596.50</b>	<b>\$31,197.38</b>	<b>\$31,197.38</b>	<b>\$31,197.38</b>	<b>\$31,197.38</b>	<b>\$31,197.38</b>	<b>\$31,197.38</b>	<b>\$31,197.38</b>	<b>\$31,197.38</b>	<b>\$30,990.00</b>
																	<b>Total CY7-006 Funded Value</b>
																	<b>\$613,341.00</b>

**CY8/FY2021-2022**

<b>CY7-006</b>	Jul-2021	Aug-2021	Sep-2021	Oct-2021	Nov-2021	Dec-2021	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022
<b>OCID and MIM Support</b>												
Apps Enablement & Support	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Trust & Interfaces & Workflows	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75
Data Synchronization (MIM)	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75
<b>Total Estimated OCid Support</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Total Monthly Estimated FTE</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Total Estimated Cost to County per Month</b>	<b>\$47,390.00</b>	<b>\$47,390.00</b>	<b>\$47,390.00</b>	<b>\$47,390.00</b>	<b>\$47,390.00</b>	<b>\$47,390.00</b>	<b>\$47,390.00</b>	<b>\$47,390.00</b>	<b>\$47,390.00</b>	<b>\$47,390.00</b>	<b>\$47,390.00</b>	<b>\$47,390.00</b>
												<b>\$568,680.00</b>

**CY9/FY2022-2023**

CY7-006	Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	Jan-2023	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023
<b>OCID and MIM Support</b>												
█ Apps Enablement & Support	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Trust & Interfaces & Workflows	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Data Synchronization (█ / █ MIM)	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75
Total Estimated OCid Support	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75
<b>Total Monthly Estimated FTE</b>	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75
<b>Total Estimated Cost to County per Month</b>	\$41,071.33	\$41,071.33	\$41,071.34	\$41,071.33	\$41,071.33	\$41,071.34	\$41,071.33	\$41,071.33	\$41,071.34	\$41,071.33	\$41,071.33	\$41,071.34
												<b>\$492,856.00</b>

**CY10/FY2023-2024**

CY7-006	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024	Feb-2024	Mar-2024	Apr-2024	May-2024	Jun-2024
<b>OCID and MIM Support</b>												
█ Apps Enablement & Support	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Trust & Interfaces & Workflows	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Data Synchronization (█ / █ MIM)	1	1	1	1	1	1	1	1	1	1	1	1
Total Estimated OCid Support	2	2	2	2	2	2	2	2	2	2	2	2
<b>Total Monthly Estimated FTE</b>	2	2	2	2	2	2	2	2	2	2	2	2
<b>Total Estimated Cost to County per Month</b>	\$46,574.67	\$46,574.67	\$46,574.66	\$46,574.67	\$46,574.67	\$46,574.66	\$46,574.67	\$46,574.67	\$46,574.66	\$46,574.67	\$46,574.67	\$46,574.66
												<b>\$558,896.00</b>

**CY11/FY2024-2025**

CY7-006	Jul-2024	Aug-2024	Sep-2024	Oct-2024	Nov-2024	Dec-2024	Jan-2025	Feb-2025	Mar-2025	Apr-2025	May-2025	Jun-2025
<b>OCID and MIM Support</b>												
█ Apps Enablement & Support	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Trust & Interfaces & Workflows	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Data Synchronization (█ / █ MIM)	1	1	1	1	1	1	1	1	1	1	1	1
Total Estimated OCid Support	2	2	2	2	2	2	2	2	2	2	2	2
<b>Total Monthly Estimated FTE</b>	2	2	2	2	2	2	2	2	2	2	2	2
<b>Total Estimated Cost to County per Month</b>	\$48,039.00	\$48,040.00	\$48,039.00	\$48,040.00	\$48,039.00	\$48,040.00	\$48,039.00	\$48,040.00	\$48,039.00	\$48,039.00	\$48,039.00	\$48,039.00
												<b>\$576,472.00</b>

**14. DELIVERABLES**

DELIVERABLES			
No.	Deliverable Name	Deliverable Date	Acceptance Criteria
1.	Provide OCid Support Services	N/A	▪ Provision of Services

**15. MILESTONES**

MILESTONES									
No.	Milestone Name	Key Milestone? (Y/N)	Milestone Date	Included Deliverables	Key Milestone Allocation (Percentage)*	Key Milestone Allocation (Dollars)	Holdback Amount	Key Milestone Scheduled Duration (Months)	Monthly Key Milestone Payment
1.	Provide Services described in Section 9	N/A	N/A	▪ Deliverable 1	N/A	N/A	N/A	Approx. 65 months	N/A

\* As this is a T&M staff augmentation Work Order the Parties agree that, notwithstanding any other provision of this Work Order and the Agreement, there are no Milestones and no Key Milestones and Vendor shall only be paid each month for the invoiced actual hour(s) of staff augmentation Services performed by Vendor Personnel billed pursuant to the Option 2 – Time and Materials provisions of Section 16.1 of this Work Order. It is also agreed that notwithstanding any other provisions of the Agreement and consistent with Section 7.4 of the Agreement, including Section 4.1 of Schedule 4, the provision of such hourly Services is the Deliverable, which is not subject to Fee Reductions, Acceptance Criteria and Final Acceptance. However, the Agreement requires that such hourly Services shall be performed pursuant to Section 21.1.2 (Service Delivery) of the Agreement.

**16. KEY MILESTONES PAYMENTS TABLE**

N/A

**17. INVOICING**

**17.1. Fees**

**[Option 1 – Fixed Fee]**

The total Fees to be paid by County to Vendor for the Deliverables and other Services to be provided by Vendor pursuant to this Work Order shall be \$\_\_\_\_\_ (the “Fixed Fee Fees”). For the avoidance of doubt, Vendor agrees that this is a Fixed Fee arrangement in which Vendor, subject to the other limitations in this Work Order and the Agreement, will provide all services necessary to provide the Services described in this Work Order for the Fixed Fee specified herein, regardless of the actual number of hours required or actually worked by Vendor to provide such Services.

Vendor shall specify the percentage and dollar allocations of the Fixed Fee Fees and estimated hours for each Milestone.

No.	Milestone	Est. Rate	Est. Hours	Est. Proportion	Est. Total
1.					
<b>Est. Total Labor</b>					
<b>Fixed Fee Fees</b>					

**Option 2 – Time and Materials**

County will be billed on an hourly basis pursuant to the rates and Approved pricing set forth in Appendix 3.1 to Schedule 3 based upon the actual hours worked by Vendor Personnel to provide the Services and in accordance with the payment schedule provided below or attached. Vendor estimates that the Fees for all Time and Materials to complete the Services under this Work Order are **\$2,781,804.75**. The foregoing represents Vendor’s best, good faith estimate of the Fees required to perform the Services described in this Work Order. In the event it is anticipated that the estimate set forth above will be exceeded, Vendor will provide written notice to County and obtain County’s written approval in advance of incurring such excess cost. County has no obligation with respect to any amounts (1) invoiced by Vendor for work rendered in excess of the above estimate prior to the County’s written approval of additional Fees in excess of Vendor’s estimate, or (2) in excess of the Maximum Project Fees.

Vendor shall specify the percentage and dollar allocations for the Time and Materials estimate and estimated hours for each Milestone by role. Vendor’s hourly rates must be consistent with rates set forth under Appendix 3.1 to Schedule 3.

No.	Milestone	Level	Location	Rate	Est. Hours	Est. Proportion	Est. Total
<b>Milestone 1 - Provide Services described in Section 9</b>							
1.	Systems Administrator/ Operator (CY7 & CY8)	Senior	Onsite (Customer)	\$123	8,794.75	N/A	\$1,081,754.25

No.	Milestone	Level	Location	Rate	Est. Hours	Est. Proportion	Est. Total
2.	Project Manager (CY7 & CY8)	Senior	Onsite (Customer)	\$190	224.00	N/A	\$42,560.00
3.	Systems Administrator/ Operator (CY9 & 10)	Senior	Onsite (Customer)	\$127	7,925.50	N/A	\$1,006,538.50
4.	Project Manager (CY9 & 10)	Senior	Onsite (Customer)	\$196	380	N/A	\$74,480.00
5.	Systems Administrator/ Operator (CY11)	Senior	Onsite (Customer)	\$131	4,160.00	N/A	\$544,960.00
6.	Project Manager (CY11)	Senior	Onsite (Customer)	\$202	156.00	N/A	31,512.00
<b>Milestone 1 Totals</b>					21,640.25	N/A	\$2,781,804.75
<b>Est. Total Labor/Est. T&amp;M Fees</b>					<b>21,640.25</b>	<b>N/A</b>	<b>\$2,781,804.75</b>

**[Option 3 – Pass Through Plus Mark-Up]**

County will be billed on a pass through plus Mark-Up basis, pursuant to Section 3.1.7. of Schedule 3, for third party goods and services acquired on behalf of County by Vendor. Vendor estimates that the Fees for all pass through plus mark-up Deliverables are collectively \$\_\_\_\_\_. The foregoing represents Vendor's best, good faith estimate of the Fees required to perform the Services described in this Work Order. In the event it is anticipated that the estimate set forth above will be exceeded, Vendor will provide written notice to County and obtain County's Approval in advance of incurring such excess cost. County has no obligation with respect to any amounts invoiced by Vendor for work rendered in excess of the above estimate prior to the County's Approval of additional Fees in excess of Vendor's estimate.

Vendor shall specify the percentage and dollar allocations for the pass through plus mark-up Fees by line item as provided in the sample below. Vendor's hourly rates must be consistent with rates set forth under Appendix 3.1 to Schedule 3.

No.	Line Item	Quantity	Pass Through Cost (Each)	Pass Through Cost (Total)	Total Including Mark-Up (7%)
1.					
<b>Total Pass Through Plus Mark-Up Fees</b>					

**17.2. Invoices**

Invoices will be sent to County in accordance with the invoicing Requirements described in Section 11.3 of the Agreement.

**17.3. Pass Through Expenses**

No.	Line Item	Pass Through Expenses
1.		
<b>Total Pass Through Expenses Fees</b>		

**18. ATTACHMENTS**

N/A

**19. CHANGES**

No changes to a Type 1 Work Order shall be effective without prior County Approval. Any change in price to a Type 1 Work Order that increases the price of a Type 1 Work Order to an amount greater than the then current County Contract Policy Manual §3.3-102(1)(a) will require written approval from the County's Board.

No changes to a Type 2 Work Order shall be effective without prior County Approval. Any increase in price to a Type 2 Work Order will require written approval from the County's Board.

**20. VENDOR PERSONNEL COSTS**

Pursuant to Schedule 3, there shall be no Fees to County under this Work Order for any entertainment, vacation, sick time, holidays, paid time off, or other similar costs or expenses in connection with the Vendor Personnel.

**21. TERMINATION**

Pursuant to Section 14.2 (Termination by the County for Convenience) of the Agreement, County may terminate this Work Order for convenience upon providing Vendor with three (3) Business Days prior written notice. Upon any such termination of this Work Order, County's sole liability shall be the payment of any undisputed Fees incurred through the effective date of termination. For the avoidance of doubt, there shall be no termination fee for County's termination of this Work Order pursuant to Section 14.2 (Termination by the County for Convenience) of the Agreement.

[Signatures provided on the following page]



IN WITNESS WHEREOF, the undersigned have caused this Amendment #5 to be duly executed and effective as of the as of the Effective Date.

Science Applications International Corporation

County of Orange

Signature: Mark Holt  
Authorized Representative

Signature: \_\_\_\_\_  
Authorized Representative

Name: Mark Holt

Name: KC Roestenberg

Title: Contracts, Senior Principal

Title: Chief Information Officer

Date: April 2, 2024

Date: \_\_\_\_\_

APPROVED AS TO FORM

COUNTY COUNSEL

David Obrand

David Obrand, Deputy County Counsel