

**AMENDMENT NUMBER 17 TO  
MASTER SERVICES AGREEMENT  
FOR IT SERVICES BY AND  
BETWEEN COUNTY OF ORANGE  
AND  
SCIENCE APPLICATIONS INTERNATIONAL CORPORATION**

This Amendment Number 17 to Master Services Agreement for IT Services by and between County of Orange and Science Applications International Corporation ("Amendment 17") is made and entered into by and between the County of Orange, a political subdivision of the State of California ("County") and Science Applications International Corporation, ("Vendor"). All capitalized undefined terms in this Amendment 17 will be as defined in the Agreement.

**RECITALS**

WHEREAS, County and Vendor entered into a Master Services Agreement for IT Services by and between County of Orange and Science Applications International Corporation (the "Agreement"); and

WHEREAS, County and Vendor entered into the Agreement effective May 14, 2013 ("Effective Date"); and

WHEREAS, the Parties have previously made the following amendments to the Agreement: Amendment 1, dated September 10, 2013 ("Amendment 1"); Amendment 2, dated February 3, 2014 ("Amendment 2"); Amendment 3, dated June 6, 2014 ("Amendment 3"); Amendment 4, dated July 25, 2014 ("Amendment 4"); Amendment 5, executed January 12, 2016, and retroactively dated to February 3, 2015 ("Amendment 5"); Amendment 6, dated April 26, 2016 ("Amendment 6"); Amendment 7, dated June 1, 2016 ("Amendment 7"); Amendment 8, dated September 13, 2016 ("Amendment 8"); Amendment 9, executed February 15, 2017, and retroactively dated to February 3, 2017 ("Amendment 9"); Amendment 10, dated September 26, 2017 ("Amendment 10"); Amendment 11, dated January 10, 2018 ("Amendment 11"), Amendment 12, dated June 7, 2018 ("Amendment 12"); Amendment 13, dated October 16, 2018 ("Amendment 13"); Amendment 14, dated May 22, 2019 ("Amendment 14"); and Amendment 15, dated October 8, 2019 ("Amendment 15"); and Amendment 16, dated September 29, 2020 ("Amendment 16").

WHEREAS, the Parties desire to enter into this Amendment 17 for the purposes of: (1) extending the Term of the Agreement to 11:59 PM, PST on June 30, 2024; (2) modifying Section 7.4.2(b) (Deemed In-Scope Work Orders) to increase the dollar threshold before certain disputes are deemed a Disagreement; (3) modifying Schedule 1 (Relationship Management) to reflect changes to the frequency of certain meetings; (4) modifying Schedule 2B (Data Center Services SOW) to reflect the addition of [REDACTED] and [REDACTED] Services; (5) modifying Appendix 2A.1 to Schedule 2.A (IT Service Management and Life Cycle Management Tools) to reflect changes to the list of tools; (5) modifying Appendix 2B.5 to Schedule 2B (Data Center Management Tools) to reflect changes to the list of tools; (6) modifying Appendix 2C.3 to Schedule 2C (Service Desk Tools (County)) to reflect changes to the list of tools; (7) modifying Appendix 2C.4 to Schedule 2C (Vendor Provided Service Desk Tools) to

reflect changes to the list of tools; (8) modifying Appendix 2D.2 to Schedule 2D (Application Development and Maintenance Tools) to reflect changes to the list of tools; (9) modifying Appendix 2E.4 to Schedule 2E (Desktop Support Tools) to reflect changes to the list of tools; (10) modifying Appendix 4.1 to Schedule 4 (Service Level Requirements and Fee Reduction Weighting Factors) to reflect changes to SLRs and Weighting Factors; and (11) modifying Attachment S (Work Order Template) to reflect minor language updates and to add the Key Milestones Payments Table as Section 16.

NOW, THEREFORE, for and in consideration of the mutual promises and covenants contained herein, the receipt, sufficiency and adequacy of which is hereby acknowledged, the Parties, intending to be legally bound, hereby contract and agree as follows:

### **AGREEMENT**

A. The Parties hereby agree to amend the Agreement as follows:

1. Pursuant to Section 14.1.2 (Term Renewals) of the Agreement, the County hereby extends the Term of the Agreement to 11:59 PM, PST on June 30, 2024.
2. Section 7.4.2(b) of the Agreement is deleted in its entirety and replaced with the following language:

Notwithstanding anything to the contrary provided in Section 7.4.2(a) herein if (i) the County at any time during the Term requests services, products, or resources from Vendor which the County reasonably believes to be within the scope of the Services and the Fees set forth in Schedule 3, and the Parties cannot agree as to whether such services, products, or resources are within the scope of the Services, and (ii) the financial impact on Vendor of satisfying such request, when aggregated with all other requests disputed under this Section 7.4.2(b) in an applicable Agreement Year, is less than One Hundred Twenty-Five Thousand Dollars (\$125,000.00), then the dispute shall (1) not be deemed a Disagreement under this Section 7.4.2(b); (2) absent mutual agreement of the Parties, shall be deemed resolved in the County's favor; provided that the County provides to the Vendor a written notice expressly exercising its rights under this Section 7.4.2(b); (3) such request shall be deemed an In-Scope Work Order; and (4) all such services, products, or resources shall be provided to the County by Vendor in accordance with such In-Scope Work Order and the terms of this Agreement.

3. Schedule 1 (Relationship Management) – Revision 1 of the Agreement is deleted in its entirety from the Agreement and replaced with the attached Schedule 1 (Relationship Management) – Revision 2, which is incorporated into the Agreement by this reference.
4. Appendix 2A.1 to Schedule 2.A (IT Service Management and Life Cycle Management Tools) – Revision 2 of the Agreement is deleted in its entirety from the Agreement and replaced with the attached Appendix 2A.1 to Schedule 2.A (IT Service Management and Life Cycle Management Tools) – Revision 3, which is incorporated into the Agreement by this reference.

5. Appendix 2B.5 to Schedule 2B (Data Center Management Tools) – Revision 2 of the Agreement is deleted in its entirety from the Agreement and replaced with the attached Appendix 2B.5 to Schedule 2B (Data Center Management Tools) – Revision 3, which is incorporated into the Agreement by this reference.
  6. Appendix 2C.3 to Schedule 2C (Service Desk Tools (County)) of the Agreement is deleted in its entirety from the Agreement and replaced with the attached Appendix 2C.3 to Schedule 2C (Service Desk Tools (County)) – Revision 1, which is incorporated into the Agreement by this reference.
  7. Appendix 2C.4 to Schedule 2C (Vendor Provided Service Desk Tools) of the Agreement is deleted in its entirety from the Agreement and replaced with the attached Appendix 2C.4 to Schedule 2C (Vendor Provided Service Desk Tools) – Revision 1, which is incorporated into the Agreement by this reference.
  8. Appendix 2D.2 to Schedule 2D (Application Development and Maintenance Tools) of the Agreement is deleted in its entirety from the Agreement and replaced with the attached Appendix 2D.2 to Schedule 2D (Application Development and Maintenance Tools) – Revision 1, which is incorporated into the Agreement by this reference.
  9. Appendix 2E.4 to Schedule 2E (Desktop Support Tools) of the Agreement is deleted in its entirety from the Agreement and replaced with the attached Appendix 2E.4 to Schedule 2E (Desktop Support Tools) – Revision 1, which is incorporated into the Agreement by this reference.
  10. Appendix 3.1 to Schedule 3 (SOW Pricing Appendix) – Revision 13 of the Agreement is deleted in its entirety from the Agreement and replaced with the attached Appendix 3.1 to Schedule 3 (SOW Pricing Appendix) – Revision 14, which is incorporated into the Agreement by this reference. NOTE: To prevent confusion as to tracking Appendix 3.1 revision numbering in the future, the Parties hereby acknowledge Amendment 16 incorrectly specified the deleted and replaced Appendix 3.1 to Schedule 3 (SOW Pricing Appendix) as Revision 12 and Revision 13 respectively and the Parties have chosen to retain such numbering.
  11. Appendix 4.1 to Schedule 4 (Service Level Requirements and Fee Reduction Weighting Factors) – Revision 5 of the Agreement is deleted in its entirety from the Agreement and replaced with the attached Appendix 4.1 to Schedule 4 (Service Level Requirements and Fee Reduction Weighting Factors) – Revision 6, which is incorporated into the Agreement by this reference.
  12. Attachment S (Work Order Template) – Revision 2 of the Agreement is deleted in its entirety from the Agreement and replaced with the attached Attachment S (Work Order Template) – Revision 3, which is incorporated into the Agreement by this reference.
- B. This Amendment 17 shall be effective upon execution by both Parties.

### C. Order of Precedence When Interpreting Conflicting Terms

Except as otherwise expressly set forth and amended herein, all terms and conditions of the Agreement and its Amendments 1 through 16 remain unchanged and in full force and effect. Capitalized terms used in this Amendment and not defined herein have the meanings given to them or referenced in the Agreement and the prior amendments. In the event of any inconsistency or conflict between or among any provision of this Amendment 17 and any provision of the original Agreement, and/or its amendments/modifications other than Amendment 17, the inconsistency or conflict shall be resolved by giving precedence to the language of amendments, modifications, and the original Agreement in the following order:

1. Amendment 17;
2. Amendment 16
3. Amendment 15;
4. Amendment 14;
5. Amendment 13;
6. Amendment 12;
7. Amendment 11;
8. Amendment 10;
9. Amendment 9;
10. Amendment 8;
11. Amendment 7;
12. Amendment 6;
13. Amendment 5;
14. Amendment 4;
15. Amendment 3;
16. Amendment 2;
17. Amendment 1;
18. The original Agreement.

[Signatures provided on the following page]

The Parties evidence their entire agreement to the terms of this Amendment 17 as evidenced below by the signature of each Party's legally authorized representative on the dates indicated below.

**VENDOR: SCIENCE APPLICATIONS INTERNATIONAL CORPORATION**

Vincent R. Magaña  
Print Name

Contracts, Senior Principle  
Title



January 14, 2021

Signature

Date

\*\*\*\*\*

**COUNTY OF ORANGE,  
a political subdivision of the State of California**

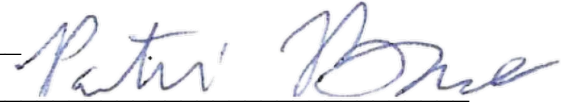
Joel Golub  
Print Name

County Chief Information Officer  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**APPROVED AS TO FORM  
COUNTY COUNSEL**



Patrick Brusio, Deputy County Counsel

Approved by Board of Supervisors on: \_\_\_\_\_

**SCHEDULE 1**  
**REVISION 2**  
**RELATIONSHIP MANAGEMENT**  
**FOR**  
**COUNTY**

## Table of Contents

1.0	Relationship Management Overview .....	- 1 -
1.1	Relationship Management.....	- 1 -
1.2	Innovation.....	- 2 -
2.0	Key Roles .....	- 2 -
2.1	Relationship Managers .....	- 3 -
2.2	Transition Manager.....	- 3 -
2.3	Service Delivery Managers .....	- 4 -
2.4	Additional Relationship Management Functions .....	- 5 -
2.4.1	Financial Management .....	- 5 -
2.4.2	Performance Management .....	- 5 -
2.4.3	Contract Management .....	- 6 -
3.0	Governance Process .....	- 6 -
3.1	Governance Structure .....	- 6 -
3.1.1	Executive Steering Committee .....	- 6 -
3.1.2	Management Review Committee.....	- 7 -
3.1.3	Operations Review Team – Steady State .....	- 8 -
3.1.4	Operations Review Team – Projects .....	- 8 -
3.2	Day-to-Day Management Processes.....	- 9 -
3.3	Communications.....	- 10 -
3.4	Governance Processes .....	- 10 -
4.0	Scorecard.....	- 11 -
5.0	County and Vendor Roles and Responsibilities.....	- 11 -

## List of Tables

Table 1.	Governance Roles and Responsibilities .....	- 11 -
----------	---	--------

This Schedule 1 (Relationship Management) sets forth the roles and responsibilities of the Parties for the relationship management processes and activities provided under the Agreement as part of the Services. These processes and activities, as further detailed in this Schedule 1, are required to provide and support the County's overall relationship with the Vendor.

The relationship management aspect of the Agreement is extremely important to ongoing and operational success of the relationship between both Parties, as well as the success of the operational management of the Agreement.

The following section provides an outline of indicative roles and responsibilities required by both Parties that the County believes will be required in order to enact successful governance and operational management of the Agreement.

The County is open to the Vendor illustrating various operating models that, based on its experience, the Vendor believes can best be used to achieve the County's goals and effectively support the relationship management and governance processes.

## **1.0 Relationship Management Overview**

### **1.1 Relationship Management**

The County recognizes that relationship management processes are an essential component for successful ongoing County-Vendor relationship satisfaction. The County requires a relationship with the Vendor based on a number of key components, including the following:

- Well-defined objectives and service levels
- Well-defined roles and responsibilities
- Appropriate governance structures
- Excellent communication between both parties
- Mutual trust and respect

The Vendor relationship management team will work with the County team to achieve a number of the County relationship goals and objectives, including:

- Delivery of high-quality, reliable, scalable and secure Services that support the County business needs and achieve the County's Service Level Requirements (SLRs)
- Continued high customer satisfaction from all technical and operational End Users of Services
- Continuous recommendation of improvements to the functionality, creation and delivery of Services — to the extent that the County business objectives would be better served
- Development of the business rationale and benefits of any proposed changes and communication thereof to the team and other County stakeholders, as appropriate



- Working within the mutually-agreed-upon structure regarding processes and procedures
- Assisting the County in its planning activities as required
- Ensuring proactive, continued and appropriate communication

## 1.2 Innovation

It is expected that the Vendor will continuously and proactively identify areas of improvement and opportunities relative to the County's business requirements. These analysis and evaluation activities will be funded by the Vendor, and the outcome will be recommendations on technical advancements, business strategies, process improvements and market changes that the Vendor believes will be of benefit to the County. The Vendor will document these ideas for the County's consideration.

No later than once every six (6) months, the County and the Vendor will meet to allow the Vendor to formally present such recommendations, information and ideas of potential benefit to the County, the scope of which may include models and technologies that will lead to: cost reduction; increased security; improved reliability; enhanced operations; increased business effectiveness; and improved ability to respond to business opportunities, changing demand and threats.

These sessions, attended by representatives of the County's business and technical staff and the Vendor will also be used to identify and prioritize those innovation ideas suitable for further development, and to track their progress through to fruition.

## 2.0 Key Roles

The County and Vendor will each establish and maintain relationship management teams of senior IT and business professionals that, throughout the Agreement life cycle, will:

- Monitor Vendor performance metrics including contracted SLRs
- Dedicate sufficient time and resources to make the relationship a success
- Support the County strategic and tactical planning processes for in scope services, including IT linkage to business objectives and technology standards and architectures
- Determine and protect the business interests and reputation of the County

The County will designate certain roles of Vendor staff as Key Personnel. Vendor will provide resumes of the management team for the County's approval as Key Personnel, including any key project operations and technical management personnel. Vendor will not replace or re-assign any of the Key Personnel without the County's prior written consent. An authorized County representative must approve any persons that Vendor recommends as a member of the Key Personnel. To ensure consistency of service delivery and minimize personnel learning curves, Vendor agrees to use commercially reasonable efforts to minimize the amount of turnover in its staff assigned to the County's account to a maximum of ten percent (10%) per Contract Year.

Vendor also agrees to ensure that Key Personnel will be assigned to the account for a minimum of twenty four (24) months from date of posting.

Key Personnel include Vendor's staff described below:

- Greg Mitchell – Relationship Manager
- Maureen D'Antonio - Transition Manager

## 2.1 Relationship Managers

Each Party shall designate an individual (for the County, the "County Relationship Manager" and, for Vendor, the "Vendor Relationship Manager"), who shall be each Party's primary point of contact for all matters relating to the Agreement.

The Vendor Relationship Manager shall be at a minimum:

- The primary relationship manager between the Vendor and the County
- Knowledgeable about the initial Transition of the Services, and all Services being provided under this Agreement including the Vendor Service Area services, migrations and projects. In addition, the Vendor Relationship Manager shall be knowledgeable about Vendor subcontractor and Third Party services and how all of these integrate to provide services for the County
- Responsible for ensuring the IT Services are delivered consistently and seamlessly across all Services Areas
- Experienced at running services equal in size, scope and complexity to those of the County
- Otherwise acceptable to the County

The Vendor Relationship Manager shall have overall responsibility for directing all of Vendor's activities and shall be vested by Vendor with all necessary authority to act for Vendor in connection with all aspects of the Agreement.

Vendor agrees that no part of Vendor Relationship Manager's compensation will be based on, nor will Vendor Relationship Manager directly or indirectly receive any commissions or other remuneration based on, the sale, lease or licensing of any software, hardware or Services by Vendor, any Vendor Subcontractor or any of the Vendor's Affiliates to the County.

## 2.2 Transition Manager

The initial Transition to Vendor Services will require the establishment of a Transition team with membership from both Parties. The Vendor shall dedicate a Transition Manager who will be in place for the duration of the Transition.

The Vendor Transition Manager shall be responsible for managing the Vendor Transition Plan and the Transition Services and deliverables therein, including interfacing with the current provider. The Vendor Transition Manager will ensure that the Transition Plan is developed in accordance with County project management methodologies. The Vendor Transition Manager will follow the policies, practices and norms of the County's Project

Management Office (PMO) and ensure that progress reviews and reports are produced in a timely manner.

The Transition Manager shall be at a minimum:

- Experienced at managing and coordinating transitions of similar scale, scope and complexity
- Knowledgeable about the County IT application, infrastructure and business processes associated with the applicable Transition of Services
- Knowledgeable about how each of the Vendor In-Scope Service Areas, Third Parties and subcontractors impact the Transition
- Responsible for assuring appropriately skilled and knowledgeable resources are available and that Transition activities are successfully delivered on time and within scope and budget
- Knowledgeable about the Vendor's best practices for Transition management as well as Vendor's standard tools, processes and procedures

### **2.3 Service Delivery Managers**

Each Party shall designate individuals (for Vendor, the "Vendor Service Delivery Manager" and for the County, the "County Service Performance Manager") for the Service Areas defined in Schedule 2 and for County-designated sub-service areas. These individuals shall be each Party's primary point of contact for all matters relating to that Service Area or sub-service area. Depending on the requirements of the service area, these resources could be dedicated to one service area, or responsible for multiple service areas. Vendor Service Delivery Managers shall be at a minimum:

- Knowledgeable about:
  - The assigned Service Area or sub-service area, including the County's business requirements and Service Level Requirements
  - Other Vendor Service Area or sub-service area services, and any associated Service Level Requirements, that impact their assigned area
  - Vendor subcontractor and Third Party services
  - How all of these integrate to provide Services for the County
- Experienced at running information technology systems and networks of a size, scope and complexity that are minimally equal in size, scope and complexity to those of the County
- Knowledgeable about Vendor's best practices, tools, standard processes and procedures
- Otherwise acceptable to the County

The primary role of the Vendor Service Delivery Managers and the County Service Performance Managers is to take ownership of the day-to-day operational relationships between the Vendor's information technology service delivery and the County business. This involves managing and coordinating the appropriate resources to ensure optimal

service delivery to ensure that all issues raised are resolved in accordance with the applicable procedures and Service Level Requirements.

Vendor Service Delivery Managers shall be assigned for the following:

- Service Areas:
  - Data Center Services
  - Service Desk Services
  - Desktop Support Services
  - Application Development and Maintenance Services.
- Sub-service areas
  - Disaster Recovery

## 2.4 Additional Relationship Management Functions

The following are additional County and Vendor relationship management functions that are essential to managing the relationship. If required, specific Vendor individuals can be assigned and added to Key Personnel, specifically in the areas of:

- Financial Management
- Performance Management
- Contract Management
- Innovation Management

### 2.4.1 Financial Management

The County and Vendor Financial Management function monitors and manages financial administration practices and procedures associated with the contract ensuring that financial controls are in place and aligned with the contract. Financial Management function activities include:

- Acting as primary contact for all billing and financial issues
- Developing and reviewing invoices, charges, budget performance, identifying disparities and variances to plans and recommending corrective action
- Applying and reviewing fee reductions to the applicable reporting period and assisting with the identification of problem areas

### 2.4.2 Performance Management

The County and Vendor Performance Management function takes overall responsibility for ensuring Vendor performance meets business requirements and recommends continuation, improvement or problem resolution to ensure that business requirements are met. This function includes:

- Leading the measurement process by which Service Level Requirements are assessed
- Reviewing and monitoring performance, recommending corrective action and facilitating the development of continuous improvement plans
- Conducting exploratory activities to determine how to raise performance levels and recommending changes in Service Level Requirements, where

appropriate, to ensure that they properly reflect business needs, while balancing costs

### **2.4.3 Contract Management**

The County and Vendor Contract Management function manages the contractual relationship between the County and the Vendor. This function includes:

- Leading and facilitating contract activities from contract signing through Vendor Transition and ongoing operations
- Monitoring compliance with contract terms and conditions and providing recommendations to resolve issues related to non-compliance
- Managing the escalation process to address all contract management issues
- Identifying and managing Fee Reductions, based on performance metrics and contract terms, in accordance with County procurement policies

The County and Vendor Contract Manager roles work closely with the County procurement and legal counsel to:

- Create, negotiate and incorporate amendments into the Agreement
- Coordinate the contract negotiations/re negotiations process to accommodate scope changes or changes to business requirements.

## **3.0 Governance Process**

### **3.1 Governance Structure**

The following governance model defines a framework for the Agreement oversight committees, including the participants, their responsibilities and the activities of those roles that are responsible for the administration of governance processes.

#### **3.1.1 Executive Steering Committee**

The Executive Steering Committee will be comprised of senior executives from each Party, including the County's CIO and executive management and by Vendor's top IT outsourcing executives who will meet to discuss high-level strategic and operational issues relating to the Agreement.

The Executive Steering Committee shall meet at least once semi-annually, and responsibilities shall include the following:

- Address relevant high-level issues appropriate for a executive-level discussion
- Address the overall health of the relationship to ensure both Parties' objectives are being met
- Review and approve the use of innovation processes to drive significant business change
- Address major relationship and alignment issues, disputes and Service and contract changes that have been escalated to this level

For each such meeting, the Parties shall agree upon the location for the meeting in advance. Prior to each such meeting, Vendor shall prepare a suggested agenda, with active input from the County Relationship Manager. The Vendor shall deliver the agreed-upon agenda to the County at least ten (10) Business Days prior to the meeting. Vendor shall make available its senior management personnel to answer questions from the County's senior management personnel regarding the agenda items for such meeting. Further, either Party from the Executive Steering Committee may invite industry subject matter experts to participate in such meetings to facilitate information exchange and increase the value of the strategies discussed.

### **3.1.2 Management Review Committee**

The Management Review Committee, comprised of program and IT management from the County and the Vendor, shall be responsible for overseeing the overall operation of the Agreement including the integration of the individual Services provided by Vendor or Third Parties to service County programs, reviewing Vendor performance and addressing service management issues. Issues that cannot be resolved by this committee shall be escalated to the Executive Steering Committee.

The Management Review Committee shall be chaired by the County Relationship Manager. Its members shall include the Vendor Relationship Manager, Vendor Program Managers, County executive management and, as required by the County Service Performance Managers, County Program Managers and technical leads. Any additional temporary Vendor attendees will be agreed upon between the Parties in advance of the committee meetings.

The Management Review Committee shall meet monthly at County facilities, or more often if required by the County, and responsibilities shall include the following:

- Discussing the Vendor's compliance with the Service Level Requirements for all Services
- Planning for new Services and removal of Services
- Reviewing all financial arrangements, including invoices submitted by the Vendor
- Reviewing the County's satisfaction with the Key Personnel
- System performance and capacity review and planning
- Addressing Problems, disputes, Incidents, trends and Change Requests that have been escalated to this level
- Reviewing project forecasts and action items
- Addressing exceptions to performance management and best practices
- Addressing such other matters as one Party may bring to the other

Prior to each such meeting, the Vendor shall prepare a suggested agenda, with active input and review and approval from the County Relationship Manager. The Vendor shall deliver the agreed-upon agenda to the County at least five (5) Business Days prior to the meeting, if such meetings take place on a monthly basis, or at least two (2) Business Days prior to the meeting, if such meetings take place on a weekly basis. The Vendor shall make available its senior management personnel to answer questions from the County's senior management personnel regarding the agenda items for such meeting.

Further, either Party may invite industry subject matter experts to participate in such meetings to facilitate information exchange and increase the value of the strategies discussed.

### **3.1.3 Operations Review Team – Steady State**

The Operations Review Team – Steady State is a joint team comprised of IT and business management from the County and the Vendor (e.g., program and/or Service Area personnel) and shall be responsible for overseeing the day-to-day operation of the steady state Services.

The Operations Review Team – Steady State shall be chaired and facilitated by the Vendor Relationship Manager or his/her designee. Its members shall include Vendor Service Delivery Managers and Services Area technical management and staff and shall include corresponding representation from the County.

The Operations Review Team – Steady State shall meet on a bi-weekly basis and responsibilities shall include the following:

- Addressing operational and Service delivery issues arising during the previous week
- Reviewing Root Cause Analysis of any previous issues
- Addressing outstanding or unresolved issues or trends
- Reviewing progress reports
- Planning for future changes
- Reviewing the Vendor's compliance with the Service Level Requirements
- Reviewing Problems, disputes, Incidents and Change Requests
- Addressing such other matters as one Party may bring to the other

In addition to the bi-weekly joint Operations Review Team – Steady State meeting, specific operations team meetings can be called if required at the County's discretion for specific Service Area or County programs to address the items listed above.

Prior to each meeting, Vendor shall prepare a suggested agenda, with active input from the County Performance Managers.

### **3.1.4 Operations Review Team – Projects**

The Operations Review Team – Projects is a joint team comprised of IT and business management from the County and the Vendor (e.g., program and/or Service Area personnel) and shall be responsible for overseeing the day-to-day operation of project Services.

The Operations Review Team - Projects shall be chaired and facilitated by the Vendor Relationship Manager or his/her designee and is responsible for providing oversight to those projects the Vendor manages. Its members shall include Vendor Project Managers and Services Area technical management and staff and shall include corresponding representation from the County.

The Operations Review Team – Projects shall meet on a monthly basis and responsibilities shall include the following:

- Addressing project Service issues
- Reviewing changes to scope, timing and/or cost
- Addressing outstanding or unresolved issues or trends
- Reviewing progress reports
- Planning for future projects
- Reviewing the Vendor's compliance with the Service Level Requirements and project milestones
- Addressing such other matters as one Party may bring to the other

In addition to the monthly joint Operations Review Team – Projects meeting, specific project team meetings can be called if required at the County's discretion for specific project or County programs to address the items listed above.

Prior to each meeting, the Vendor shall prepare a suggested agenda, with active input from the County Performance Managers.

### **3.2 Day-to-Day Management Processes**

During the Transition period, County-approved formal procedural, reporting and communication processes and structures will be established in order to manage the delivery of the IT services to be provided by the Vendor in an efficient and effective manner. They will be documented and maintained by the Vendor, as approved by the County, and modified and updated on an ongoing basis to reflect changes to the business and operational relationship.

The Vendor and the County will agree upon additional points of contact and a reporting structure covering day-to-day operations and reviews of the Vendor's performance. These may include technical, financial, and Service Level Requirements reviews as well as the resolution of any other issues that may arise. These reporting schedules will be documented and maintained by the Vendor in an online repository integrated into the broader IT Service Management suite and accessible to the County's management team. A regular meeting schedule will be required for the different reporting levels established, with ongoing 24-hour access to all of the Vendor points of contact when required. In addition to the processes and procedures as described in the SOWs, Vendor must provide processes and procedures acceptable to the County that can be used to manage day-to-day relationship processes and shall include:

- Incident / Problem resolution
- Resolving disputes and Change Requests
- Dispute resolution
- Resolving Root Cause Analysis of any previous issues
- Addressing outstanding or unresolved issues



- Contract change management
- New business request
- Performance reporting (e.g., Service Level Requirements, project status, outstanding service request status)

### 3.3 Communications

Communications between the County and the Vendor shall, wherever possible and practicable, be face to face. Video or audio conferences will be the second choice of communication medium. Where video or audio conferences are not practical, e-collaboration will be the fall-back communication medium.

All formal meetings shall take place during normal County Business Hours whether face to face or video or audio conferences and shall:

- Be set with an agenda per above in advance and have an identified chairman and note taker. The agenda should have clear directions of location and/or medium to be used; date and time of meeting; topic items to be covered and the expected outcome for each topic; owners of each topic; and any pre-work to be undertaken by topic owners or attendees
- Be documented with minutes by the note taker, and such minutes to include high-level summaries of key discussion points, future actions with expected deadlines and those persons responsible for the actions. Minutes should be distributed to attendees and missing attendees and any persons with actions to be taken
- Identify the person who shall be responsible for organizing the next meeting.

### 3.4 Governance Processes

Below are the key governance processes the County, Key Personnel and the governance structure described above will employ to manage the relationship. Roles and responsibilities associated with the following key governance processes are described in Table 1.

- Strategy and Planning
- Contract Management
- Relationship Management
- Financial Management
- Performance Management
- Personnel Resource Management
- Integration Management
- Innovation Management
- Risk Management
- Emergency Management

■ Customer Satisfaction Management

#### 4.0 Scorecard

It is the County's intent to work with the Vendor to develop a balanced scorecard. The County's view is that such a balanced scorecard is required to gauge service performance, relationship quality and business alignment on an ongoing basis. In addition to quantitative Service Level Requirements, the scorecard will be balanced to reflect qualitative measures such as customer satisfaction, compliance to SOW roles and responsibilities, and the effectiveness and efficiency of the working environment from both County and Vendor perspectives.

The scorecard will serve as the primary vehicle for measuring the overall success of the relationship. Accordingly, it will be used by operational teams and governance bodies as a key standing agenda item.

#### 5.0 County and Vendor Roles and Responsibilities

The following table identifies a number of roles and responsibilities associated with the key governance process that the County and Vendor shall address. An "X" is placed under the party that will be responsible for performing the task.

**Table 1. Governance Roles and Responsibilities**

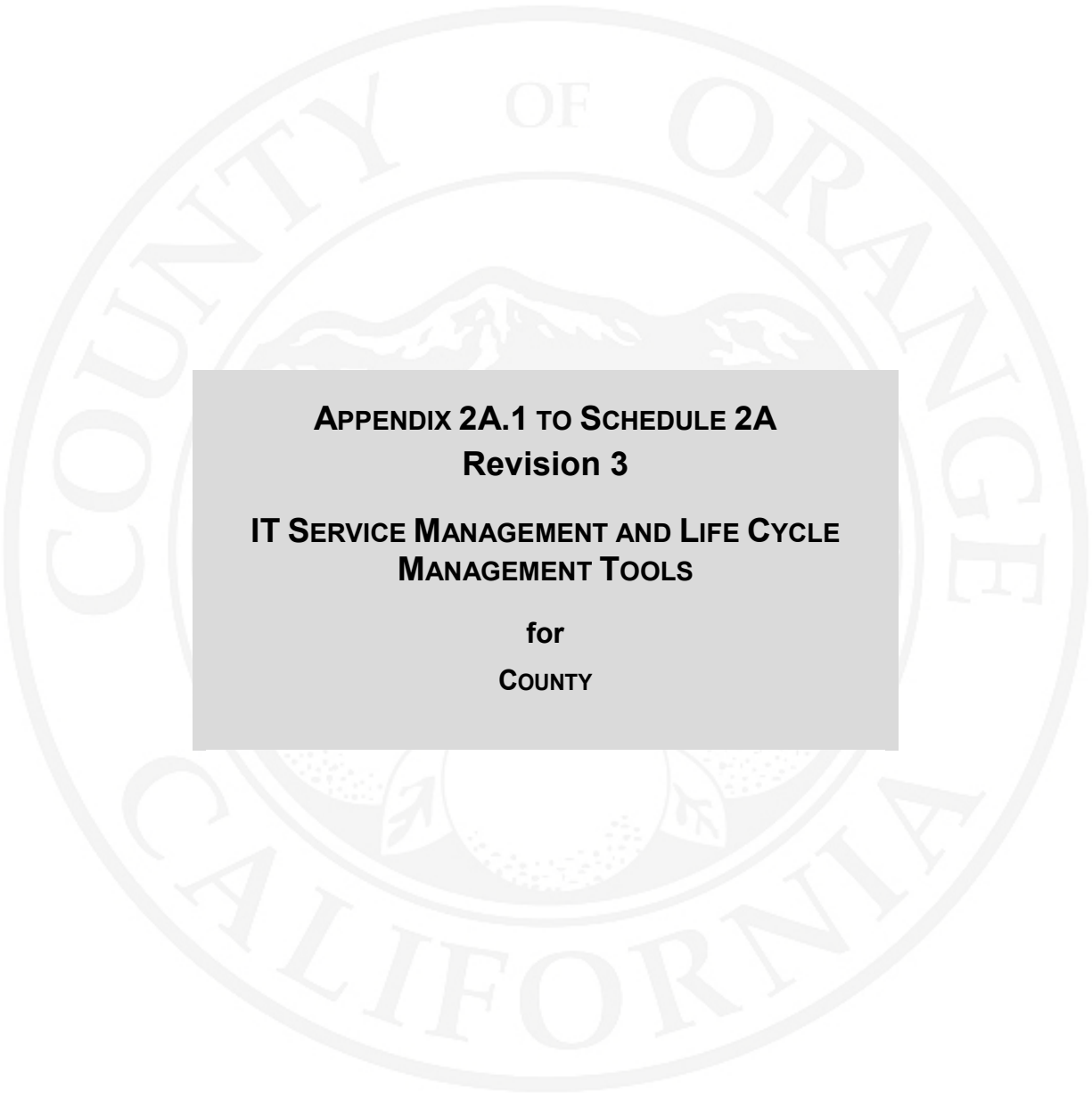
<b>Governance Roles and Responsibilities</b>		<b>Vendor</b>	<b>County</b>
Strategy and Planning		Vendor	County
1.	Chair semi-annual Executive Steering Committee meetings		X
2.	Participate in semi-annual Executive Steering Committee meetings	X	
3.	Provide County Policies and Standards		X
4.	Adhere to the County Policies and Standards	X	
5.	Provide the Vendor with the County strategic business and technology imperatives that require Vendor support		X
6.	Provide status on current and proposed projects	X	
7.	Proactively recommend services, technologies and/or products to the County's IT management that add value to the County	X	
8.	Develop projects and project plans	X	
9.	Review and approve projects, project plans, and associated priorities		X
10.	Provide input and recommendations in connection with the development of the County strategic business plans, as requested by the County	X	
11.	Develop/implement operational plans in accordance with authorized strategic IT plan, architecture and implementation strategies	X	
12.	Provide IT research assistance on new technologies	X	
13.	Provide business case assistance and preparation, as required	X	
14.	Provide IT solutions, expertise, and advisory services that are appropriately aligned with the County's needs and business focus	X	
15.	Recommend Vendor's standard business criteria for Services, standards and delivery requirements	X	

<b>Governance Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
16. Establish business criteria for all Services, standards and delivery requirements		X
17. Develop Demand Management Report (DMR), which shall include forecasts of expected changes in Services demand		X
18. Review and analyse DMR	X	
19. Provide input to demand forecasts for DMR	X	
20. Develop response to demands in the DMR	X	
21. Develop and provide action plans as a result of review of DMR	X	
22. Approve DMR action plans		X
<b>Contract Management</b>	<b>Vendor</b>	<b>County</b>
23. Monitor contract terms, technology operations and management processes to ensure compliance		X
24. Monitor and revise contracts as applicable and review recommended contract modifications provided by the other Party		X
25. Monitor and revise contracts as applicable and review recommended contract modifications provided by the other Party	X	
26. Provide data required to assess Fee Reductions	X	
27. Identify and manage Vendor Fee Reductions, based on performance information and contract terms		X
28. Authorize Service setup, Service or Agreement Work Orders and exit requests, as applicable		X
29. Execute Service setup, Service or Agreement Work Orders and exit requests, as applicable	X	
30. Manage internal dispute escalation and resolution on behalf of the Vendor	X	
31. Manage internal dispute escalation and resolution on behalf of the County		X
<b>Relationship Management</b>	<b>Vendor</b>	<b>County</b>
32. Provide support and commitment of the County executives to the relationship		X
33. Provide support and commitment of the Vendor executives to the relationship	X	
34. Provide an internal business unit liaison to develop business relationships		X
35. Manage internal dispute escalation and resolution on behalf of the Vendor	X	
36. Manage internal dispute escalation and resolution on behalf of the County		X
<b>Financial Management</b>	<b>Vendor</b>	<b>County</b>
37. Establish, maintain and provide an asset register for all Assets relevant to the Services	X	
38. Establish, maintain and provide a contract register for all contracts relevant to the Services	X	
39. Approve asset register and contract register		X
40. Provide the Vendor data to a Third Party benchmarking provider for use in conducting periodic cost and performance benchmark comparison	X	
41. Monitor and manage financial administration practices and procedures associated with the Agreement		X

<b>Governance Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
42. Provide data in order to conduct charge back activities to County agencies and departments per the County requirements	X	
43. Identify billing disparities and issues, develop and implement corrective actions	X	
44. Identify billing disparities and approve Vendor's corrective actions		X
45. Provide a monthly report of Services consumed and any variances to plan	X	
46. Maintain an audit trail and records of all costs incurred under the Agreement	X	
47. Develop plans to ensure that all unnecessary costs are eliminated, and that costs are managed in an efficient manner	X	
48. Approve all plans to ensure that all unnecessary costs are eliminated, and that costs are managed in an efficient manner		X
49. Track return on investment for all Services from contract inception onward	X	
50. Maintain full records of assets (including ownership) used to support the delivery of Services under the Agreement and, upon request, make such records available to the County for review	X	
<b>Performance Management</b>	<b>Vendor</b>	<b>County</b>
51. Manage and coordinate all delivery aspects of the Services	X	
52. Provide periodic written performance management reports to the County on SLRs and conduct periodic scheduled and ad hoc review meetings as required	X	
53. Review and monitor the Vendor performance against SLRs, return-on-investment metrics, performance improvement plans and industry benchmarks		X
54. Ensure the Vendor's understanding of and adherence to SLRs and any implementations of required changes to achieve such SLRs	X	
55. Ensure in-scope technical solutions are consistent with the County's business strategy and architecture	X	
56. Ensure that Vendor performance meets County business requirements	X	
57. Conduct a formal review and report on root causes of service delivery or other relationship related matters, and document such findings per the requirements in Schedule 2	X	
<b>Innovation Management</b>	<b>Vendor</b>	<b>County</b>
58. Develop recommendations for innovative approaches to better meet the County's business requirements in each of the Service Areas	X	
59. Formally present information and ideas of potential benefit to the County no less than once every 6 months	X	
60. Participate in meetings and presentations with Vendor		X
61. Review and approve innovation-based solutions recommended by the Vendor		X
62. Implement County-approved innovations	X	
<b>Personnel Resource Management</b>	<b>Vendor</b>	<b>County</b>
63. Ensure that staffing, technology and skill levels are adequate to achieve contract objectives	X	

<b>Governance Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
64. Inform the County of any potential Key Personnel staffing changes and of any new personnel assignments planned for new projects and Services	X	
65. Review and authorize the Key Personnel changes to existing Services and personnel for new projects and Services		X
66. Recommend subcontractors for delivery of Services, if applicable	X	
67. Approve recommended subcontractors in the County's sole discretion		X
<b>Integration Management</b>	<b>Vendor</b>	<b>County</b>
68. Provide information on integration requirements		X
69. Define integration solutions	X	
70. Approve integration solutions		X
71. Provide recommendations for overall IT architecture, implementation strategies and Third Party integration strategies for in-scope Services in support of the strategic IT plan	X	
72. Review and authorize IT architecture recommendations, implementation strategies and Third Party integration strategies for in-scope Services		X
73. Coordinate and participate in operational governance processes between the County and the Vendor as required	X	
74. Develop Operating Level Agreements (OLAs) between Third Parties and the Vendor if other Third Party providers of services are providing services that impinge upon those defined in the Agreement	X	
<b>Customer Satisfaction Management</b>	<b>Vendor</b>	<b>County</b>
75. Conduct Customer Satisfaction and End User Satisfaction surveys	X	
76. Participate in and review Customer Satisfaction and End User Satisfaction surveys		X
77. Participate in regular reviews of the risk exposure of the relationship and overall transaction between County and Vendor	X	
<b>End of Table</b>		

**REMAINDER OF PAGE IS INTENTIONALLY BLANK**



**APPENDIX 2A.1 TO SCHEDULE 2A**  
**Revision 3**  
**IT SERVICE MANAGEMENT AND LIFE CYCLE**  
**MANAGEMENT TOOLS**  
**for**  
**COUNTY**

This is Appendix 2A.1 (IT Service Management and Life Cycle Services Tools) to the Agreement between the County of Orange, CA (“County” or “the County”) and the Vendor (“Vendor”). Unless otherwise expressly defined herein, the capitalized terms used herein shall have the meaning assigned to them in Attachment A – SOW Definitions.

### **IT Service Management and Life Cycle Management Tools**

The Table below provides a listing and description of all Vendor ITSM tools, associated functionality and capabilities, standard reports and associated Service Area environments. This tool environment shall be supported and maintained by Vendor.

**Table 1. IT Service Management and Life Cycle Services Tools**

IT Service Management and Life Cycle Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where tool will be used (e.g., Data Center - UNIX and Windows servers, service desk)
Project Management	[REDACTED]	Vendor will use the County’s approved portfolio management tool to enter project data throughout the project’s life cycle. Portfolio data will also appear on a web portal. Vendor’s PMs will use County’s approved portfolio management tool to plan the schedule and resources required, track execution status and deviations, and report schedule status to the County.	IT Service Management and Life Cycle Services
KPI Monitoring & Reporting	[REDACTED]	The tool shall allow process users to have near-real-time access to performance and trending data. The tool shall offer the following features: <ul style="list-style-type: none"> <li>▪ Automated emailing of recurring reports</li> <li>▪ Dashboard views of current SLR and KPI performance on a web portal</li> </ul>	Reporting across all service areas, including the Scope 2 vendor
Asset Management	[REDACTED]	The tool shall track and report on the state of assets, including the assets managed by the Network Service Provider (i.e., assets under the separate County contract with the Network Service Provider). Vendor will track all configuration items (CIs) in the tool (including licenses). Vendor will perform data collection through the tool and inspection or physical inventory. Vendor will use the tool to report on Assets.	Asset Management across all service areas
Software License Management	[REDACTED]	The tool shall allow Vendor to track all software licenses. Vendor will perform data collection through the tool and by way of the Vendor provided asset management tool for inspection or physical inventory.	Software license management across all service areas
County-accessible Single Portal	[REDACTED]	Vendor’s portal will provide a single entry point into all real-time SLR data, executive dashboard, trending and historical reports, financial and chargeback information, project and portfolio information, and documents and manuals for the County and its internal business customers.	Data feeds into portal from service desk, IT Service Management and Life Cycle Services, projects, and other technical service areas (Network Service Provider information)



IT Service Management and Life Cycle Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where tool will be used (e.g., Data Center - UNIX and Windows servers, service desk)
Knowledge Management	[REDACTED]	Vendor's knowledge management solution, which shall be integrated with the end-user facing web portal and the tool, features the following: Knowledge life-cycle facilitation and enforcement FAQs Knowledge segregation (each user group sees only the data relevant to it) Natural language processing Learning searches (the more an article is used and rated, the more relevant the results become) Solution tree capability Glossary capability Article subscription and expiration	Knowledge Management across all service areas
Performance Management Monitoring of Service Area Component Resources (e.g., performance, utilization and efficiency)	[REDACTED] SAIC Time charging System	Work charge numbers shall be assigned at various levels to track time against work packages, projects, and T&M Services. Managers assess automated and manual data such as time spent on tasks, quality defects, and SLR data and issues and identify areas for improvement. Managers capture before and after metrics and report on improvements to the County.	All service areas
Financial/Chargeback Management and Invoicing	[REDACTED] SAIC Invoice	The Asset Management System shall collect a business's actual usage IT expenses to be invoiced monthly for the County to charge back to its internal business customers. The system will structure invoices as currently formatted for business customers.	IT Service Management and Life Cycle Services

IT Service Management and Life Cycle Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where tool will be used (e.g., Data Center - UNIX and Windows servers, service desk)
Incident/Problem Management Tracking Access	██████████	<p>The tool shall allow licensed IT personnel to have real-time access to view and update incidents and service requests. Vendor integrated support system delivers many features, including:</p> <ul style="list-style-type: none"> <li>▪ Real-time ad hoc reporting</li> <li>▪ Web-based system that allows access from anywhere</li> <li>▪ Automated notifications regarding ticket assignment and status</li> <li>▪ Custom searching</li> <li>▪ Open ticket and queue management</li> <li>▪ SLR and KPI tracking</li> <li>▪ Fully auditable information</li> <li>▪ Knowledge base integration</li> <li>▪ Integration with third party tools/software</li> <li>▪ Central IT Service Desk Catalog integration</li> <li>▪ Web portal integration</li> <li>▪ ITIL-compliant architecture</li> </ul>	Incident and problem management and tracking across all service areas
Root Cause Analysis	██████████	Vendor shall use the tool and the data center monitoring tools to perform root cause analysis. Vendor will use the tool and monitoring tools for ad hoc queries or analysis of real-time or historical data.	Root cause analysis across all service areas
Trending Analysis	██████████	<p>Vendor provided ticketing tool licensed process users shall have near-real-time access to performance and trending data. Said tool shall, at a minimum, offer the following features:</p> <ul style="list-style-type: none"> <li>▪ Automated emailing of recurring reports</li> <li>▪ Ability to create ad hoc reports</li> <li>▪ Ability to explore trending data by easily switching dimensions.</li> </ul>	Trending analysis across all service areas
Configuration Management	██████████	The Vendor provided ticketing tool will house the County's CMDB, including all relevant Assets. All licensed users shall have access to view CIs.	Configuration management across all service areas
Dependency Mapping	██████████	Vendor will use the tool to document service delivery process dependencies	Service delivery documentation across all service areas.

IT Service Management and Life Cycle Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where tool will be used (e.g., Data Center - UNIX and Windows servers, service desk)
Change and Release Management Scheduling	[REDACTED]	Vendor provided ticketing tool licensed process users shall have real-time visibility to submit and view the status of changes within the County's environment. The Forward Schedule of Change is a web-based calendar view of changes that will be fed by the tool referenced to the left.	Change and release management and scheduling across all service areas
Account Management/End User Account Administration	[REDACTED]	Active Directory sources serve as the sources of record for many County accounts and will be used to create and control access to the County's resources.	IT Service Management and Life Cycle Services, data center, and desktop
Risk Management/ Compliance Management	[REDACTED]	The tool shall provide risk and compliance management tables and data using internal County approved Vendor-developed processes and templates.	Across all service areas
<b>IT Service Management and Life Cycle Service Level Monitoring, Measurement and Reporting Tools</b>			
Service Catalog/New Service Requests	[REDACTED]	County users will use Central IT Service Desk Catalog to enter new service requests and track open requests. Vendor implemented a service request catalog enabling end users to easily place orders for accounts, equipment, and software. The catalog provides clear descriptions of services, options, and standardized pricing (initially populated with information from County's Service Catalog and updated annually or upon County request), enabling customers to design service configurations to fit their budgets. The catalog enables organizations to define standard service offerings, levels, and options and to easily generate preapproved quotes. As an organization's requirements expand and as new applications and technologies come along, this strategy reduces costs and time and enables continual process improvements, which results in better services. Annual reviews of the Service Catalog are jointly performed by Vendor and the County to ensure that the information contained therein is accurate and up to date. IT personnel will use the tool to resolve service requests. The system will provide ticketing tool reports to report on service requests.	New service requests across all service areas

IT Service Management and Life Cycle Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where tool will be used (e.g., Data Center - UNIX and Windows servers, service desk)
Incident Resolution	[REDACTED]	Licensed IT personnel will have real-time access to view and update incidents and service requests. Vendor's integrated support system includes the following features: <ul style="list-style-type: none"> <li>▪ Real-time ad hoc reporting</li> <li>▪ Tracking of all actions through timestamps that are fully auditable</li> <li>▪ Provision of analysis and trending with reports</li> </ul>	Incident resolution across all service areas
Backup and Restoration	[REDACTED]	The tools shall allow Vendor to provide nightly backups for the data. Vendor shall use an integrated monitoring toolset based to enable enterprise system performance monitoring and trigger incidents as appropriate.	Backup and restoration across all service areas

**SCHEDULE 2B**  
**DATA CENTER SERVICES SOW**  
for  
COUNTY  
REVISION 4

## Table of Contents

<b>1.0</b>	<b>Services Overview and Objectives .....</b>	<b>1</b>
1.1	Data Center Services Overview .....	1
1.2	Service Objectives .....	1
<b>2.0</b>	<b>Data Center Service Requirements .....</b>	<b>2</b>
2.1	Service Descriptions and Roles & Responsibilities.....	2
<b>3.0</b>	<b>Service Environment .....</b>	<b>28</b>
3.1	Scope of the Infrastructure to be Supported .....	28
3.2	Baseline Information.....	29
<b>4.0</b>	<b>Service Level Requirements .....</b>	<b>30</b>
4.1	Objectives.....	30
4.2	Service Level Requirements.....	30
4.3	Reports .....	30
<b>5.0</b>	<b>Referenced SOW Appendices, MSA Attachments and Schedules .....</b>	<b>31</b>

## List of Tables

Table 1.	General Roles and Responsibilities (County-provided Facility).....	2
Table 2.	██████████ Facility Support Services .....	3
Table 3.	Operations and Administration Roles and Responsibilities .....	6
Table 4.	Storage and Data Management Roles and Responsibilities.....	9
Table 5.	Remote Access Services Roles and Responsibilities.....	11
Table 6.	Applications Support Roles and Responsibilities.....	12
Table 7.	Database Administration Roles and Responsibilities .....	13
Table 8.	Middleware Administration Roles and Responsibilities .....	15
Table 9.	Messaging Services Roles and Responsibilities.....	16
Table 10.	End User Administration Services Roles and Responsibilities.....	17
Table 11.	Web Support Services Roles and Responsibilities .....	18
Table 12.	Data Center Security Services Roles and Responsibilities.....	19
Table 13.	██████████ Services Roles and Responsibilities .....	23
Table 14.	IT Service Continuity and Disaster Recovery (DR) Services Roles and Responsibilities .....	23
Table 15.	Enterprise (MDM) Mobile Device Management Support Services Roles and Responsibilities .....	25
Table 16.	Cloud Computing Services Roles and Responsibilities .....	27
Table 17.	Exchange Online Protection Roles and Responsibilities .....	27
Table 18.	ProofPoint Support Roles and Responsibilities .....	28
Table 19.	Server Size Definitions .....	30

This is Schedule 2B – Data Center Services SOW to the Agreement between the County of Orange (“County” or “the County”) and Vendor. Unless otherwise expressly defined herein, the capitalized terms used herein shall have the meaning assigned to them in Attachment A (SOW Definitions).

## 1.0 Services Overview and Objectives

### 1.1 Data Center Services Overview

This Schedule 2B (Data Center Services SOW) is the Statement of Work (or “SOW”) that sets forth the roles and responsibilities of the Parties for the Data Center Services provided under the Agreement as part of the Services. These Services are the services and activities, as further detailed in this SOW, required to support County’s current and future centralized and remote computing systems environments (e.g., development, testing, staging, production), and all of the supporting infrastructure and security required to deliver the required Services and meet Service Level Requirements (SLRs).

The Vendor-supported Services environment includes centralized Unix-based, [REDACTED] based, Linux-based, and Windows-based systems, associated internal and external data storage and backup services, supporting systems Software (e.g., operating systems, utilities, databases, middleware, VMware) and Vendor-provided infrastructure, tools and operations necessary to deliver the required Services to support County’s business applications and to meet SLRs. The supported environment also includes a [REDACTED] System with its associated system software and applications. The Vendor-supported [REDACTED] services include but not limited to scheduling, monitoring and operational services. The Vendor shall deliver all services through a combination of Remote Infrastructure Management (RIM) and onsite Services at County-managed computing facilities.

The County is in the process of migrating applications from a [REDACTED] environment to open systems. It is expected that the migration will be completed by the end of Contract Year 2.

### 1.2 Service Objectives

The following are the key high-level Service objectives the County expects to achieve through outsourced Data Center Services and this Data Center Services Statement of Work (SOW):

- Meet County business needs for reliable, scalable and secure Services that achieve the County’s SLRs
- Maintain compliance with government regulations, industry standards and best practices (e.g., ISO 20000, BSI15000, ITSM/ITIL, COBIT)
- Acquire Services that can leverage operational scale and best practices to achieve optimum commercial/market price performance
- Acquire ongoing proactive, real time, automated feedback/reporting mechanisms to ensure performance meets requirements
- Provide seamless operational support for production and Disaster Recovery

## 2.0 Data Center Service Requirements

### 2.1 Service Descriptions and Roles & Responsibilities

The Vendor shall be responsible for the following Data Center Services.

#### 2.1.1 General Responsibilities

The following table identifies general roles and responsibilities associated with this SOW. An “X” is placed in the column under the Party that will be responsible for performing the task. Vendor responsibilities are indicated in the column labeled “Vendor.”

The following table assumes that the Vendor shall provide the Data Center Services from a County-provided data center in Orange County.

**Table 1. General Roles and Responsibilities (County-provided Facility)**

General Roles and Responsibilities	Vendor	County
1. Provide hardware and Software utilities and management tools required to support Data Center Services as defined in Appendix 2B.5 (DC Management Tools) to Schedule 2B	X	
2. Provide data center location required to deliver the Data Center Services		X
3. Manage event and workload processes across all County platforms and applications	X	
4. Manage Incidents and Problems across all County platforms and applications	X	
5. Provide technical support (e.g., Level 2 support) for all hardware/equipment in the Data Center computing infrastructure	X	
6. Support current and future Data Center infrastructure System Software (e.g., operating systems, utilities, databases, middleware as listed in the applicable SOW appendices)	X	
7. Provide and support Data Center networks (e.g., LAN, WAN connection) and related operations (e.g., procure, design, build, systems monitoring, Incident diagnostics, troubleshooting, Resolution and escalation, security management, and capacity planning/analysis) as required to meet County Service requirements		X
8. Provide Level 1 support for Data Center environmental monitoring and management (e.g., [REDACTED])	X	
9. Provide Level 2 support for Data Center related environmental elements [REDACTED] for facilities provided by the County		X



General Roles and Responsibilities	Vendor	County
10. Provide, document and maintain wiring and cabling for Data Center		X
11. Provide janitorial, grounds keeping and general maintenance of the Data Center facility		X
12. Provide bonded recycling bins at the Data Center. Vendor to provide County with waiver if Vendor elects to use County provided bins for Vendor document disposal.		X
13. Coordinate with the County to deploy Data Center system management tools to monitor the County's Data Center infrastructure per County requirements	X	
14. Provide or maintain (as defined by the County), install and configure Data Center system management tools and proactively monitor the environment characteristics (e.g., availability, performance, Problems, issues and events) and identify, correlate, report and Resolve Incidents and Problems according to prescribed SLRs	X	
15. Implement and coordinate all Changes to the Data Center infrastructure including those that may affect the service levels of Third Parties	X	
16. Plan, develop and maintain the facilities infrastructure architecture		X
17. Participate in planning, developing and maintaining the facilities infrastructure architecture	X	
18. Implement infrastructure components in compliance with the County's infrastructure architecture standards and plans	X	
19. Plan, develop and maintain infrastructure security policies		X
20. Implement infrastructure components in compliance with the County's infrastructure security policies	X	
21. Recommend Vendor's standard procedures for each of the Services/sub-services areas defined in this SOW	X	
22. Develop, document and maintain in the Policies, Standards and Procedures Manual Data Center operational procedures for each of the Services/sub-services areas defined in this SOW	X	
23. Review, provide additional procedures and approve Data Center operational procedures		X

### 2.1.2 Orange County Data Center ( ) Facility Support Services

The vendor will be required to provide the following facility support services:

**Table 2. ( ) Facility Support Services**

Facility Support Services Roles and Responsibilities	Vendor	County
<b>Facility Responsibilities</b>		
1. Vendor will be responsible for the delivery of documents, office supplies, and equipment to various locations around the County. Currently these efforts are supported by the 3.5 FTE data center facilities staff. a. Scheduled deliveries to County facilities.	X	

Facility Support Services Roles and Responsibilities	Vendor	County
<ul style="list-style-type: none"> <li>b. [REDACTED]</li> <li>c. Inter-office deliveries.</li> <li>d. Equipment to various location either pick up / drop off</li> <li>e. Assist with special events as needed</li> <li>f. Maintain delivery logs for support vehicles</li> <li>g. Provide delivery and maintain transportation such as a van as needed to support activity.</li> </ul>		
<b>Access Control Administration</b>		
2. Provide security system to manage data center badge access		X
3. Provision and decommission badges as needed	X	
4. Manage physical security access	X	
5. Interface with County system managers to provide access to other County facilities	X	
6. Audit Data center access lists		X
7. Define and create various access zones per County direction	X	
8. Provide Access Reports to County management as needed	X	
9. Coordinate badge system upgrades with county personnel	X	
10. Coordinate system repairs required	X	
11. Provide general oversight and implement County standards for 24/7 Data center access to third party tenants and Vendors as needed to meet the County needs	X	
12. Maintain Standard Operating procedures as required for all data center facility responsibilities	X	
<b>Warehouse Support</b>		
13. Log and verify that requisition and stock numbers on agency and department orders are correct. Fill supply requisitions for warehouse stock items; assist in taking periodic inventory of warehouse.	X	
14. Unload large delivery trucks at warehouse; receive and identify incoming supplies at warehouse and check for obvious exterior damage and verify quantity of received items against invoices, purchase orders or freight bills; stock shelves and move pallets of material to storage locations within warehouse. Notify County of any obvious exterior damage and request County signoff of goods received by Vendor on behalf of the County.	X	
15. Sign off on the return of items due to damage or other issues as a result of shipping and receiving process.		X
16. Prepare items for shipment to County agency/department; keep warehouse organized.	X	
17. Provide Vendor staff with required warehouse training, including forklift training.		X
18. Operate a forklift or other similar equipment to move heavy items.	X	
19. Maintain all warehouse equipment and warehouse facilities and ensure such equipment operates in a safe and proper fashion. Ensure that such equipment and facilities are appropriate for the intended uses.		X
20. Only in the data center physically near the warehouse, collect and deliver mail and interdepartmental correspondence or other warehouse items.	X	
21. Provide related tasking direction if different than standard job duties and functions.		X
22. Perform a variety of related manual, clerical or other duties as assigned at the direction of the County.	X	

<b>Facility Support Services Roles and Responsibilities</b>		<b>Vendor</b>	<b>County</b>
23.	Prepare equipment for surplus and associated paperwork for County signature.	X	
24.	Sign-off on surplus equipment disposition.		X
25.	Inventory equipment housed in the warehouse.	X	
26.	Sign-off on warehouse inventory.		X
27.	Perform [REDACTED].	X	
28.	Provide assigned Vendor staff transition of job duties, instructions, processes and procedures, keys and controlled access to warehouse location and job-specific areas. Thereafter, County shall provide, in a timely fashion (1) daily direct supervision to Vendor assigned warehouse staff; and (2) all signature and electronic approvals for warehouse transactions.		X
29.	Provide the above described warehouse Services on County Business Days that fall on Monday through Friday from the hours of 8 am to 5 pm. No Service Levels shall apply to such Services.	X	
<b>General [REDACTED] Maintenance</b>			
30.	Provide daily oversight of general building Data Center maintenance activities as required such as, but not limited to Janitorial, Landscaping, Roof, pest control, landscaping, lighting, electrical systems, physical security systems, warehouse equipment, tools, cooling systems, doors, plumbing, raised floor and carpet, fire suppression, etc.	X	
31.	Perform multiple daily [REDACTED]	X	
32.	Work in conjunction with County and contracted personnel to maintain a wide variety data centers infrastructure and activities to include but not limited to: <ul style="list-style-type: none"> <li>• Electrical</li> <li>• Cooling</li> <li>• Fire Suppression</li> <li>• Plumbing</li> <li>• Carpentry</li> <li>• lighting</li> <li>• [REDACTED]</li> <li>• Miscellaneous activity (such as setting up for meetings and events)</li> </ul>	X	
<b>Other [REDACTED] Infrastructure Support</b>			
33.	Install Computer Cabinets as needed	X	
34.	Assist in installing Earthquake bracing for equipment on the data center floor	X	
35.	Coordinate with Electricians on New power request	X	
36.	Gather power utilization readings	X	
37.	Provide data for monthly power billing	X	
38.	Coordinate with Electricians on the removal of unused power whips	X	
39.	Provide notification to various support teams in the event of an anomaly	X	
40.	Submit Work Requests to Orange County Public Works.	X	
41.	Approve Work Requests		X
42.	Perform [REDACTED] unit repairs	X	
43.	Monitor and control Temperature Control systems	X	

Facility Support Services Roles and Responsibilities	Vendor	County
<b>Facility Design and Projects</b>		
44. Create and maintain database of data center CAD floor plans.	X	
45. Provide system to create data center CAD drawings		X
46. Stand up / break down cubicles <ul style="list-style-type: none"> <li>• Move OCIT and OCIT contract staff as needed</li> </ul>	X	
47. Oversee project objectives, coordinate project milestones with support staff, provide status update to initiated projects and work with County project managers through completion of projects	X	
<b>Other Duties</b>		
48. Provide hardware support, including configurations for equipment, in the data center.	X	
49. Provide planning and installation of new equipment and de-installation of old equipment.	X	
50. Responsible for facility design engineering, repair coordination and follow up.	X	
51. Interfaces with users, vendors and contractors on all facility matters.	X	
52. Provide facilities training to after hour's staff as needed	X	
<b>After Hours Support</b>		
53. Manage and oversee physical access for data center tenants and Vendors as needed	X	
54. Take action and or notify level 2 supports on a wide variety of data center support activities to include but not limited to, [REDACTED]	X	

**2.1.3 Data Center Computing Services**

**2.1.3.1 Operations and Administration**

Operations and Administration Services are those activities associated with the provisioning and day-to-day management of the Data Center existing and future [REDACTED] and server environment, providing a stable [REDACTED] and server environment and supporting infrastructure and effectively and efficiently performing procedures to ensure services meet Service Level Requirements (SLRs) and requirements. These services support the County's Data Center, the DR data center located in [REDACTED], and infrastructure delivered by cloud computing providers (e.g., [REDACTED] and [REDACTED]). The following table identifies the Operations and Administration Services roles and responsibilities that Vendor and the County shall perform.

**Table 3. Operations and Administration Roles and Responsibilities**

Operations and Administration Roles and Responsibilities	Vendor	County
<b>Monitoring Operations Roles and Responsibilities</b>		
1. Provide proactive and scheduled console monitoring of Data Center infrastructure and systems (e.g., hardware, batch schedule, Interfaces, table spaces), respond to messages and take corrective action as required	X	

<b>Operations and Administration Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
2. Develop and maintain standard automated scripts to perform monitoring of County Applications and Systems Software	X	
3. Provide troubleshooting and escalation of Problems in the Data Center computing environment	X	
4. Provide preventative measures, proactive monitoring and system self-healing capabilities to limit Outages that impact Service delivery	X	
5. Identify and report problems including system, file, disk and application Problems, and network printers	X	
6. Resolve or assist in Resolving system Problems in accordance with SLRs and escalate to Third Parties and/or the County as required	X	
<b>Job Scheduling and Processing Operations Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
7. Recommend Vendor's standard job scheduling and execution operations procedures, including ETL (extract, transform and load), procedures relating to application interdependencies, County contacts, and rerun requirements for all processing jobs (e.g., batch jobs, file transfers to Third Parties)	X	
8. Provide job monitoring and scheduling (including reruns), job execution, cancellations and reporting services	X	
9. Implement and manage County-approved scheduling tools for managing/automating job execution (e.g., job lists, automated job workflow processes and interdependencies)	X	
10. Define scheduling requirements including period processing (e.g., month end, quarterly, year end) and special processing (e.g., ad hoc processing requests, blackout periods) and provide to the Vendor		X
11. Develop and maintain job and processing schedules	X	
12. Provide job and processing monitoring and scheduling (including reruns), job execution, cancellations and daily metrics reporting	X	
13. Prepare production, test and demand batch jobs for execution per County approved schedules	X	
14. Execute production, test and demand batch jobs on required systems per County approved schedules	X	
15. Monitor progress of scheduled jobs, confirm job completion and identify, escalate if necessary and Resolve, per procedures, jobs that do not complete successfully	X	
16. Provide job scheduling interface for ad hoc job submission and status	X	
17. Hold and release jobs upon request	X	
18. Start-up and shut-down online/interactive systems according to defined schedules or upon approved request	X	
19. Maintain database of job scheduling, contact, rerun and interdependencies	X	
20. Provide quality control for processing and reprocessing activities (e.g., batch reruns)	X	
21. Prepare job run parameters	X	
22. Validate job results per County instructions	X	

<b>Operations and Administration Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
23. Maintain a history of job completion results	X	
<b>Interface, Electronic Data Interchange (EDI) and File Transfer Protocol (FTP) Management Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
24. Define system Interface requirements and EDI and FTP format requirements and policies, including transport delivery locations, format and schedule requirements		X
25. Develop and maintain a repository of all County Interface, EDI and FTP distribution entities	X	
26. Implement, manage and maintain infrastructure required to securely deliver system Interface, EDI and FTP management Services	X	
27. Conduct change and testing processes and services associated with Third Party EDI and interfaces	X	
28. Execute Interface, EDI and FTP production and test distribution according to production schedules	X	
29. Monitor all Interface, EDI and FTP transactions to ensure proper completion	X	
30. Rerun transactions as required and escalate non-Resolved Interface, EDI and FTP transactions to County contact	X	
31. Perform recovery operations for Interface, EDI and FTP transactions as required	X	
32. Interface directly with County Interface, EDI and FTP distribution entities according to defined County entity and County procedures (e.g., Incident Resolution activities)	X	
<b>System Administration Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
33. Perform system administration activities (e.g., Active Directory, perform access control, manage files and disk space, manage transaction definitions)	X	
34. Perform system administration Changes necessary to support computing services in conformance with Change Management requirements	X	
35. Provide Active Directory requirements (e.g., organizational, group requirements)		X
36. Perform Active Directory group design	X	
37. Implement, configure, manage and administer Active Directory (e.g., groups and domains, replication schedules, database corruption, inter-regional issues, DNS registration, LDAP, and IP address ranges)	X	
38. Troubleshoot printer queues and logical printer problems	X	
39. Troubleshoot system issues related to County Single Sign On (SSO) solution	X	
<b>Server Management Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
40. Provide onsite Server technical support and IMAC services (install, move, add, change) support at designated County sites and logical support at the County's cloud provider locations	X	

<b>Operations and Administration Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
41. Establish and maintain County cloud tenancy and enabling infrastructure		X
42. Provide remote support during standard software build installation activities at remote sites	X	
43. Decommission servers in accordance with County Asset Life Cycle Management process	X	
44. Proactively evaluate servers, identifying candidates for reduction, consolidation and virtualization	X	
45. Review and approve reduction, consolidation and virtualization candidates and coordinate with relevant business units		X
46. Provide support to remotely located [REDACTED] servers	X	
<b>CD-ROM Creation</b>	<b>Vendor</b>	<b>County</b>
47. Provide CD-ROM media		X
48. Annually create no more than forty (40) CD-ROMs for [REDACTED]. (Additional CD-ROMs may be done at T&M rates)	X	

### 2.1.3.2 Storage and Data Management

Storage and Data Management Services are those activities associated with the provisioning and day-to-day management of existing and future Data Center storage and data environment, including cloud storage requirements, providing a stable supporting infrastructure and effectively and efficiently performing procedures to ensure services meet SLRs. The following table identifies the Storage and Data Management Services roles and responsibilities that Vendor and the County shall perform.

**Table 4. Storage and Data Management Roles and Responsibilities**

<b>Storage and Data Management Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
<b>Storage and Data Management Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
1. Provide storage requirements (e.g., performance, level of data segregation, backup, restore, archival, data retention, reliability, encryption, security, scheduling, access control)		X
2. Recommend Vendor's standard hierarchical Storage and Data Management Services solutions (e.g., shared/dedicated storage, tiered storage, platforms, supporting infrastructure, encryption, security, scheduling, access control) and procedures to meet County Storage and Data Management Services requirements and SLRs	X	
3. Review and approve storage and backup solutions and procedures		X
4. Procure and provide data storage infrastructure and Services (e.g., RAID array, SAN, NAS)		X
5. Request, configure and monitor cloud storage and backup services approved by County	X	
6. Provide and own backup and archival consumables (e.g., tape, optical)		X
7. Monitor and control storage performance according to County requirements and perform tuning as required	X	
8. Maintain and improve storage resource efficiency	X	

<b>Storage and Data Management Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
9. Maintain data set placement and manage data catalogs	X	
10. Notify the County of any data losses or potential for risk of data loss or compromise (e.g., lost backup tape, damaged backup tape, operational errors)	X	
11. Perform data and file backups and restores per established procedures and SLRs	X	
12. Manage file transfers and other data movement activities	X	
13. Provide input processing for activities such as loading Third Party media (e.g., tape) and receipt and/or transmission of batch files	X	
14. Decommission storage and backup environment in accordance with County policies and procedures	X	
<b>Media Operations Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
15. Maintain a media library of County-approved media type and media management system	X	
16. Manage the media inventory to ensure that adequate media resources are available	X	
17. Manage input media availability to meet processing SLRs	X	
18. Load and manage Third Party media	X	
19. Provide secure offsite storage for designated media and transport media to County approved offsite location as required		X
20. Perform annual and ad hoc inventories and reviews to ensure proper cataloging and quality of media (e.g., media not scratched or damaged)	X	
21. Review and approve Vendor-performed inventories and reviews		X
22. Decommission media in accordance with County policies and procedures	X	
23. Provide media and document destruction services, in accordance with County policies and procedures		X
<b>Backup and Restore</b>	<b>Vendor</b>	<b>County</b>
24. Manage backup media	X	
25. Develop and maintain backup schedule in accordance with County requirements	X	
26. Provide backup schedule requirements for Data Center components		X
27. Perform Data Center component backups and manage to established retention periods	X	
28. Provide ongoing media testing per SLRs for ability to recover data	X	
29. Ensure ongoing capability to recover archived data from media as specified (i.e., backwards compatibility of newer backup equipment)	X	
30. Test backup media to ensure incremental and full recovery of data is possible and ensure Data Center component integrity, as required or requested by County	X	
31. Test end-to-end system recovery process and remediate flaws	X	



<b>Storage and Data Management Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
32. Recover files, file system or other data required from backup media, as required or requested by the County	X	
33. Provide recovery and backup requirements and updates as they change		X
34. Provide full backup, files or other data on media (e.g., tape, optical disk) as requested by County	X	
35. Acquire backup consumables		X
36. Provide data replication to the DR site for requested Applications	X	
37. Provide server bare metal restore capability	X	
38. Manage County-owned SANs and backup devices	X	

### **2.1.3.3 Remote Access**

Remote Access Services are those activities associated with the installation, management, operations, administration and support of the existing and future hardware and Software that supports secure Remote Access to all systems (e.g., [REDACTED] via dial up and Internet, Web-based e-mail, terminal services). The following table identifies the Remote Access Services roles and responsibilities that Vendor and the County shall perform.

**Table 5. Remote Access Services Roles and Responsibilities**

<b>Remote Access Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
1. Provide County policies related to Remote Access Services		X
2. Install, test, provide technical support, administration and security administration for Remote Access Services hardware and Software	X	
3. Test connectivity/accessibility to applications made available via Remote Access Services	X	
4. Provide technical assistance and subject matter expertise as required by County infrastructure staff and Third Parties for Remote Access Services products and solutions	X	
5. Perform system or component configuration Changes necessary to support Remote Access Services	X	

### **2.1.3.4 Applications Support**

Applications Support Services are those infrastructure and operational activities associated with the installation, operations, administration and support of designated County existing and future Applications (e.g., business applications, Web applications). The following table identifies the Applications Support roles and responsibilities that Vendor and the County shall perform.

**Table 6. Applications Support Roles and Responsibilities**

<b>Applications Support Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
1. Build application landscapes and transition County Applications to Data Center and cloud computing servers as required	X	
2. Support applications test-to-production migration activities	X	
3. Perform non-functional application testing, tuning, reporting, threshold settings and make recommendations to improve performance as required	X	
4. Perform application monitoring to verify the processing condition of the application Software	X	
5. Perform application EDI, FTP and Interface monitoring to verify secure processing condition of EDI, FTP and Interfaces with applications	X	
6. Install, configure and maintain application Software and provide version control in accordance with County policies	X	
7. Install, configure and maintain application Software version modifications, release modifications and patch modifications	X	
8. Track and inventory software licenses in accordance with Asset Management requirements	X	
9. Perform fault isolation, troubleshooting and failure recovery for all in-scope Software	X	
10. Interface with the County and Third Party vendor application development and support groups as required during Application Support Services	X	
11. Coordinate with the County and Third Parties to ascertain ongoing infrastructure support requirements and specifications for applications	X	
12. Perform application transports upon County request	X	
13. Provide and support 24x7 Third Party and End User account administration	X	
14. Assist in providing configuration, support and maintenance of front-end County Software	X	
15. Distribute front-end County Software via CD or electronic push	X	
16. Define, develop, schedule and monitor system housekeeping tasks	X	
17. Perform application release modifications and patch modifications per County requirements	X	
18. Perform system copies (i.e., refreshes) upon request using County-approved procedures	X	
19. Utilize and update Vendor and Third Party knowledge bases	X	
20. Apply application hot pack packages and patches as required	X	
21. Configure and maintain printer output management systems for applications	X	

<b>Applications Support Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
22. Provide and support high volume printing / publishing services (e.g., voter pamphlets, County property tax assessment rolls)		X
23. Interface with the County's high volume printing / publishing services (e.g., voter pamphlets, County property tax assessment rolls)	X	

### **2.1.3.5 Database Administration**

Database Administration Services are those activities associated with the installation, maintenance and support of County existing and future database solutions and configurations (e.g. stand-alone databases, clustered databases). This includes responsibility for managing data (e.g., data set placement, database performance, and data recovery and integrity) at a physical level. The following table identifies the Database Administration Services roles and responsibilities that Vendor and the County shall perform.

**Table 7. Database Administration Roles and Responsibilities**

<b>Database Administration Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
1. Recommend Vendor's standard Database Administration Services procedures	X	
2. Determine and provide database standards		X
3. Install, configure and maintain database System Software to support the normal business operation of County applications and other software components associated with databases	X	
4. Perform database refreshes or clones upon request	X	
5. Support data import or export requests as required	X	
6. Create copies of data or databases as requested	X	
7. Create and maintain database links	X	
8. Plan table space reorganizations	X	
9. Execute table space reorganizations on a scheduled basis	X	
10. Monitor and manage database space (add data files as needed)	X	
11. Maintain database inventory	X	
12. Create database indexes as requested by the County	X	
13. Create and manage database and metadata profiles	X	
14. Manage database security and permissions	X	
15. Support database User ID administration	X	
16. Implement database security per design	X	
17. Configure and manage database audit profiles	X	
18. Recommend database streaming and replication procedures	X	
19. Review and approve streaming and replication procedures		X
20. Perform streaming and replication procedures	X	
21. Provide security administration including Service Requests, managing role and End User database permissions in accordance with County policies	X	

<b>Database Administration Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
22. Perform database restores or recovery from export dumps or backups, archived logs or SAN	X	
23. Create/refresh development/test/staging databases from production data	X	
24. Execute authorization Service Requests	X	
25. Define and provide database creation, configuration, upgrade, patches and refresh requirements for in-scope services	X	
26. Define and execute database creation, configuration, upgrades, patches and refresh	X	
27. Recommend all operating system and database tuning and Changes	X	
28. Execute all database system level Changes (e.g., initialization parameters)	X	
29. Execute all schema Changes for all instances and allow for rollback of data	X	
30. Define and provide database data definition requirements for applications (e.g., IMAC for tables, triggers, attributes)		X
31. Execute database data definition requirements for applications (e.g., MAC for tables, triggers, attributes)	X	
32. Maintain documentation for all database instance parameters and system settings	X	
33. Maintain consistent database parameters and system settings across all like instances according to County-approved development-to-quality assurance - to-production life cycle	X	
34. Execute database data definitions for applications and developer schemas	X	
35. Define and execute database startup, shutdown, performance monitoring and tuning scripts, and keep database running at optimal performance for the required workload	X	
36. Implement and administer appropriate database management tools across all database instances. Performance metrics and historical data must be available for trending and reporting over a minimum of six (6) months	X	
37. Perform appropriate database sizing activities and interface with Third Parties as required	X	
38. Proactively identify and remediate bottlenecks (e.g., locking conflicts, latch contention, rollback requirements) for all database instances	X	
39. Resolve locking conflicts, latch contention, rollback requirements, problematic SQL/processes etc. for all database instances	X	
40. Provide technical assistance and subject matter expertise to County applications developers and Third Party vendor support	X	
41. Proactively monitor databases and open Service Desk Trouble Tickets for Problems	X	
42. Open, track, and manage to Resolution all database Incidents and Problems	X	
43. Import new versions of database code components supplied by application support and allow for rollback of data	X	

<b>Database Administration Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
44. Patch database Software as needed according to established development to QA to production life cycle, and provide one annual new version release update and unlimited minor patches and emergency releases, as necessary	X	
45. Manage database communication Software configuration, installation and maintenance	X	
46. Provide database storage management	X	
47. Define database backup policies, schedules, retention periods, levels (i.e., full, incremental, or differential)		X
48. Execute the County's database backup and recovery policies	X	
49. Perform performance testing, database tuning, and threshold activities for both ongoing and project work	X	
50. Collaborate with the County in penetration test activities and perform database tuning to mitigate security risks identified in penetration test activities	X	
51. Periodically run tools to determine and validate database integrity	X	

### 2.1.3.6 Middleware Administration

Middleware Administration Services are those activities associated with the maintenance and support of existing and future middleware that supports integration, EDI, FTP and system Interface needs of County Application and Third Parties. The following table identifies the Middleware Administration roles and responsibilities that Vendor and the County shall perform.

**Table 8. Middleware Administration Roles and Responsibilities**

<b>Middleware Administration Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
1. Define authorization requirements for End Users, Interfaces, roles, objects, etc., and approve Change requests		X
2. Implement middleware infrastructure level configurations per County authorized Change requests	X	
3. Create, alter and delete application object Changes	X	
4. Establish and maintain infrastructure level configuration and system parameters in a consistent manner across like environments	X	
5. Execute processes for the proper maintenance and functioning of middleware systems (e.g., load balancing, tuning, configuration management)	X	
6. Provide requirements for message queues and data attributes (e.g., queue names, data structure, security)		X
7. Execute authorization Change requests	X	
8. Execute middleware creation, upgrade and refresh	X	
9. Execute all middleware system-level Changes (e.g., initialization parameters)	X	
10. Execute all object Changes for all instances	X	
11. Maintain consistent middleware parameters and system settings across all like instances according to established development to QA to production life cycle	X	

Middleware Administration Roles and Responsibilities	Vendor	County
12. Implement and administer appropriate middleware management tools across all middleware instances	X	
13. Patch middleware Software as needed, according to established development to QA to production life cycle. Correlate internal Change request to vendor tracking codes	X	
14. Provide middleware communication Software configuration, installation and maintenance	X	

### 2.1.3.7 Messaging Services

Messaging Services are those activities associated with the provision and management of a messaging platform (i.e., [REDACTED] or [REDACTED] and the Vendor's associated standard messaging Services capable of connecting County users to Messaging Services directly via Local Area Network (LAN) or through Internet connectivity using desktops, laptops, handheld devices (e.g., [REDACTED]), and fax-enabled devices and associated solutions (e.g., [REDACTED]). The following table identifies the Messaging Services roles and responsibilities that Vendor and the County shall perform.

**Table 9. Messaging Services Roles and Responsibilities**

Messaging Services Roles and Responsibilities	Vendor	County
1. Recommend Vendor's standard Messaging Services solution and procedures and participate in defining Messaging Services policies and procedures for functions including e-mail, calendaring and e-mail messaging delivery components	X	
2. Review and approve Messaging Services solution		X
3. Provision, implement, configure, maintain and manage the Messaging Services infrastructure required to deliver services and meet SLRs	X	
4. Provision Messaging Services software licenses		X
5. Provision, manage and operate [REDACTED] online email platform including enablement and access	X	X
6. Define mailbox provisioning policies (e.g., retention, size, archival)		X
7. Provide e-mail system administration services (e.g., mailbox administration, add/move/delete, mailbox permissions, creation of distribution lists and owners) including wireless device components, for e-mail accounts hosted on either [REDACTED]	X	
8. Provide public folder administration services, including creation/deletion of folders, folder owner permissions and ownership assignment, and folder replication management	X	
9. Provide security Services (e.g., virus eradication, and spyware prevention, encryption, and e-discovery support)	X	
10. Perform Messaging Services application upgrades (e.g., service packs, hot fixes, dot releases, virus protection, and spyware prevention) on all supported application components	X	
11. Install, test, provide technical support, database administration and security administration for Messaging Services applications	X	

<b>Messaging Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
12. Provide Messaging Services technical assistance and subject matter expertise support as required by County staff and Third Party solution providers	X	
13. Provide Vendor access to County subscription to County purchased [REDACTED] for use in [REDACTED] and [REDACTED] support assistance, problem resolution, and [REDACTED] service for supported County service architectures		X
14. Provide messaging backup and recovery and archiving to meet County requirements (e.g., business, regulatory, compliance requirements)	X	
15. Provide Disaster Recovery Services for Messaging Services	X	

### 2.1.3.8 End User Administration Services

End User (User ID) Administration Services are the Services and activities associated with managing and coordinating account activation, termination, changes, and expiration, and the management of End User resources. Vendor will provide comprehensive User ID administration support while enforcing County information security application and system access requirements for all enterprise applications. The following table identifies the End User Administration roles and responsibilities that Vendor and County shall perform.

**Table 10. End User Administration Services Roles and Responsibilities**

<b>End User Administration Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
1. Provide End User ID tracking and regulatory compliance requirements and approval policies		X
2. Review and approve End User ID creation or access control modifications		X
3. Provide direction on the disposition of End User IDs		X
4. Maintain at least N-1 technical currency of the ID Management System once the implementation of the End User (User ID) Administration System is complete	X	
5. Define application-level role responsibility		X
6. Maintain a secure environment through appropriate control of user accounts and access privileges	X	
7. Add, change, delete, or revoke End User IDs that access operating systems or subsystems using access control software as per established security standards	X	
8. Add, change, delete, or revoke End User IDs that access applications controlled by County, per the established security standards		X
9. Add, change, delete, or revoke End User IDs that access applications that are controlled by Vendor, per the established security standards	X	
10. Establish End User ID administrative security procedures and practices to ensure that all End User IDs are authenticated (for example, encryption, minimal level, password) for operating systems and databases (excludes applications)	X	

<b>End User Administration Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
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 established security guidelines	X	
13. Periodically review and revalidate system End User IDs in accordance with established security standards	X	
14. Periodically remove application End User IDs per County direction	X	
15. Perform Password Resets for End Users per the established security guidelines	X	
16. Provide a process to change system default passwords where capability exists	X	
17. Provide audit trail for all End User ID activities for County Systems (e.g., create, track, and delete IDs)	X	
18. Manage and maintain system accounts	X	
19. Create End User ID administration processes and SOPs as new applications are introduced into the County environment	X	
20. Create and update End User ID management Software for automated approval workflow as new requirements are defined for the County	X	

### **2.1.3.9 Web Support Services**

Web Support Services are those activities associated with web infrastructure and middleware support for County's internally and externally facing web applications, including internet and intranet portals, internal collaboration, and Social Media. The following table identifies the Web Support Services roles and responsibilities that Vendor and the County shall perform.

**Table 11. 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. Team with Network Vendor and any third party 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(In many case this may have to be down with little to no notice and after hours)</li> <li>• Investigating hacking and defacing incidents.</li> </ul>	X	



<b>Web Support Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
4. Install, configure, and support Web infrastructure components (e.g., hardened servers, middleware, SSL certificates)	X	
5. Provide Vendor single point of contact for the coordination and support of key Web infrastructure components (e.g., load balancing, DMZ infrastructure, middleware, firewall)	X	
6. Manage web proxy services including user support, administration, and management	X	
7. Provide middleware and Application Software and licenses		X
8. Develop architecture and design standards for the web hosting environment		X
9. Provide assistance in the development of architecture and design of the web hosting environment (e.g., performance tuning, security)	X	
10. Perform systems engineering and implementation of web hosting services	X	
11. Install code fixes for all related web services elements (e.g., hardware, middleware and application servers)	X	
12. Provide Third Party external monitoring requirements (e.g., URL, transaction, threshold to be monitored)		X
13. Provide alerting method (e.g., distribution list) per Third Party monitoring facility and existing County Third Party monitoring contract	X	
14. Deploy and support web hosting hardware and software	X	
15. Support non-functional compliance and performance testing and security assessments	X	

### **2.1.3.10 Data Center Security Services**

Data Center Security Services are those activities associated with maintaining physical and logical security of all Data Center Services components (e.g., hardware, Software) and data, Malware protection, access protection and other Data Center Security Services in compliance with County security requirements and all applicable regulatory requirements. The following table identifies the Data Center Security Services roles and responsibilities that Vendor and the County shall perform.

**Table 12. Data Center Security Services Roles and Responsibilities**

<b>Data Center Security Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
<b>General</b>		
1. Implement physical and logical security plans consistent with County security policies, and develop and provide documentation demonstrating adherence to the plans, processes and procedures	X	
2. Maintain a secure computing environment, including compliance with County policies	X	
3. Perform information security compliance, auditing, and reporting per County defined requirements	X	
4. Protect sensitive information, logically and physically, in storage and during transmission, against unauthorized access or modification	X	

<b>Data Center Security Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
5. Develop, document and maintain in the Policies, Standards and Procedures Manual Security Services standards and procedures that meet County requirements, regulatory requirements, and adhere to County policies	X	
6. Review and approve Data Center Security Services standards and procedures and provide additional procedures as required		X
7. Execute security policies and provide and operate security monitoring tools including documentation demonstrating adherence to the process	X	
8. Provide and manage Integrated Log management from all servers, which can consolidate (off box) all information to correlated events and provide traceability of all changes, and correlate ticket activity via the ITSM suite, All devices shall be locked to the Data Center master time server.	X	
9. Review and approve security analysis and monitoring tools		X
<b>Security Policy and Controls</b>		
10. Develop, document and provide County security strategy, policies and requirements		X
11. Facilitate County information security awareness programs for County employees and contingent personnel		X
12. Ensure compliance with patch management policy	X	
13. Proactively monitor current IT security trends, threats, common exploits and security best practices and notify the County of same	X	
14. Provide a County security liaison that works with the Vendor for security requirements related to the scope of this Schedule		X
15. Implement a Computer Security Incident Response Team (CSIRT) program to resolve security incidents	X	
16. Participate in the CSIRT program and approve corrective actions		X
17. Review and approve all security plans, security remediation plans, programs, and security infrastructure		X
<b>Physical Security Control</b>		
18. Maintain controlled access to the computing areas	X	
19. Develop and maintain list of Vendor and County individuals with global security clearance, and provide reporting on what individuals have access to what locations	X	
20. Review and approve global security access list		X
21. Conduct review of the list of authorized people to computing areas	X	
22. Place and support systems including storage media in controlled access areas	X	
23. Provide County-authorized individuals with physical access to computing areas as required by the County	X	
24. Provide appropriate physical security including 24x7x365 security services	X	
<b>System Administrative Privileges</b>		

<b>Data Center Security Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
25. Establish access profiles and policies for adding, changing, enabling/disabling and deleting log-on access for County and Third Parties		X
26. Manage authority/privileges for End User IDs per the established security standards	X	
27. Manage application infrastructure authority / privileges and periodically validate the business need of users access	X	
28. Disable terminated users or inactive accounts using automated processes, per County policies	X	
29. Monitor the events of administrative IDs for policy violations and events attempting avoidance of detection	X	
30. Define logging controls for user resources, according to the established security standards		X
31. Maintain logging controls for user resources, according to the established security standards	X	
32. Create reports for the following, for Vendor administrative IDs only: <ul style="list-style-type: none"> <li>▪ Logon violations</li> <li>▪ Resource access (such as operating system resource access or violations)</li> <li>▪ Application and application resource access violations (e.g., programs, files, data)</li> </ul>	X	
<b>Monitoring and Incident Management</b>		
33. Report security Incidents and violations to County per County policies	X	
34. Resolve security violations internal to the County		X
35. Resolve security violations internal to the Vendor	X	
36. Review all security patches relevant to the IT environment and classify the need and speed in which the security patches should be installed as defined by County security policies	X	
37. Install security patches per the County's Change Management process and procedures including acquiring required County approval	X	
38. Respond to security Incidents and ensure that identified viruses and Malware are quarantined to prevent propagation throughout the County	X	
<b>Security Integrity Advisory</b>		
39. Provide security advisory information per County requirements	X	
40. Evaluate security advisories, assign a risk value and communicate recommended action plan to the County	X	
<b>Security Status Checking and Validation</b>		
41. Provide security assessment audit focal point to define audit controls and coordinate audit activities	X	
42. Provide support for audit activities (e.g., data collection, audit tool installation, report generation), public requests for information (PRIs), and forensic audits as required by the County	X	
43. Develop plans to remediate audit findings that do not comply with the established County security policies and standards	X	

<b>Data Center Security Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
44. Review and approve audit findings and remediation plans		X
45. Implement remediation plans	X	
46. Support audit activities by providing a security assessment audit coordinator to define audit controls and coordinate audit		X
47. Maintain all documentation required for security assessments, audits and internal control and control testing	X	
48. Perform semi-annual security assessments to identify control or security gaps and provide trending problem reports to the County, and recommend remediation plan(s)	X	
49. Conduct security planning and review sessions to evaluate results of security assessments and Vendor remediation plans	X	
50. Review and approve remediation plan(s)		X
51. Implement County approved remediation plan(s)	X	
<b>Malware and Antivirus Prevention</b>		
52. Install, configure and operate County provided Malware protection Software, including updates and patches for continuous scanning, eradication and reporting of detected Malware and Malware Incident Resolutions	X	
53. Monitor Malware websites and communicate Malware alerts	X	
54. Deploy anti-Malware updates and patches following a Malware Incident per the County Change Management procedures	X	
55. Monitor supplier information and manage up-to-date information on malicious code outbreaks and deploy the appropriate software signature files to protect against the malicious code	X	
56. Perform automated detection and removal of malicious code using County provided anti-Malware software	X	
57. Implement the established action plan and escalation procedures for a malicious code event beyond what is automatically fixed by the anti-Malware software	X	
58. Install, configure and operate County provided anti-Virus solution, or according to County policies for in scope devices (e.g. Desktops, Servers)	X	
59. Provide pro-active alerts to County regarding current virus threat specific to County environment, encountered in Vendor's environment or based on industry information	X	
60. Provide automated detection and removal of virus using anti-Virus software		X
61. Implement the established action plan and escalation procedures for a virus intrusion event beyond what is automatically fixed by the anti-Virus software	X	

### 2.1.3.11 [REDACTED] Services

The County currently [REDACTED].



**Table 13. [Redacted] Services Roles and Responsibilities**

[Redacted]	<b>Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
1.	Provide [Redacted] and [Redacted]		X
2.	Perform QA on [Redacted]	X	
3.	[Redacted]	X	
4.	Monitor [Redacted]	X	
5.	Procure [Redacted]	X	
6.	Contacting Level 2 support to resolve hardware and software related issues.	X	
7.	Interface with on call applications staff to resolve production related activities.	X	
	[Redacted]	X	
8.	Perform [Redacted]	X	
9.	Perform [Redacted]	X	
10.	Generate reports and send to [Redacted]	X	

**2.1.3.12 IT Service Continuity and Disaster Recovery Services**

IT Service Continuity and Disaster Recovery (DR) Services are those activities associated with providing prioritized IT Service Continuity and DR Services for County Applications, and their associated infrastructure (e.g., servers, [Redacted] systems, software, applications, network connectivity and data storage), and ensuring that the County has access to critical systems in the event of a disaster. County Applications and associated infrastructure will receive DR Services according to the County's Application Recovery Rankings. The Vendor must demonstrate that it will consistently meet or exceed County's IT Service Continuity and Disaster Recovery Services requirements. [Redacted]

Vendor supports server, [Redacted] systems, storage, network equipment and all other components required for the solution and provides interconnectivity between all proposed DR sites and production sites. The following table identifies IT Service Continuity and Disaster Recovery Services roles and responsibilities that Vendor and County shall perform.

**Table 14. IT Service Continuity and Disaster Recovery (DR) Services Roles and Responsibilities**

<b>IT Service Continuity and Disaster Recovery (DR) Services</b>	<b>Vendor</b>	<b>County</b>
1. Define IT Service Continuity and Disaster Recovery Services strategy, requirements and policies		X

IT Service Continuity and Disaster Recovery (DR) Services	Vendor	County
2. Recommend solution including best practices for IT Service Continuity and Disaster Recovery Services strategies, policies and procedures	X	
3. Review and approve IT Service Continuity and Disaster Recovery Services solution and procedures		X
4. Provide a warm DR site located outside of Southern California that allows critical applications to be recovered in accordance with established SLRs	X	
5. Provide a hotel capability at the warm DR site whereby the Vendor supports only the facility and infrastructure, and County Agencies can load and then recover their applications via remote access	X	
6. Assist the County in other IT continuity and emergency management activities as required	X	
7. Notify designated County and Third Party contacts when a DR event occurs as required to Resolve the DR event	X	
8. Develop and maintain a detailed DR plan to meet the County's IT Service Continuity and Disaster Recovery requirements. Plan shall include plans for the specific technical solution (e.g. hardware, Software, network, back up method, recovery method, Third Party connectivity and communication) and procedures to be used for recovering County's systems within established recovery requirement timeframes after a disaster affects the County's use of the Services	X	
9. Define data (e.g., file system, database, flat files, etc.) replication, backup and retention procedures	X	
10. Review and approve data replication, backup and retention procedures		X
11. Implement data replication, backup and retention procedures	X	
12. Establish processes to ensure DR plans are kept up-to-date and reflect Changes in the County environment	X	
13. Review and approve DR plans and procedures (including communication plan)		X
14. Establish DR test requirements		X
15. Perform scheduled DR tests per County requirements and notify the County of any deficiencies in Vendor's ability to successfully provide the DR services per the DR plan	X	
16. Coordinate involvement of all actual DR and DR test participants (e.g., County, Third Parties, End Users)	X	
17. Participate in DR tests per the DR plan and procedures		X
18. Track and report DR test results to County within 30 days following test completion	X	
19. Review and approve DR testing results		X
20. Develop action plan to address DR testing results	X	
21. Review and approve action plan		X
22. Implement action plan and provide ongoing status until completion	X	
23. Develop, execute, and report on Table Top DR exercises	X	
24. Declare DR situation		X

IT Service Continuity and Disaster Recovery (DR) Services	Vendor	County
25. Activate the DR plan in the event of a DR situation and notify the County and Third Parties per DR polices and procedures	X	
26. Coordinate with the County and Third Parties during a Vendor DR situation per DR policies and procedures	X	
27. Implement the DR plan and conduct activities required to recover Services per the DR plan, including without limitation instituting appropriate communication center equipped with satellite phone capabilities	X	
28. Conduct and chair a quarterly DR status review meeting to include review of DR strategy, technical enhancements to the DR plan and DR plan changes based on changes in the production environment	X	
29. Participate in the quarterly DR status review meeting to include review of DR strategy, technical enhancements to the DR plan and DR plan changes based on changes in the production environment		X
30. Replicate enterprise IDs/passwords to the D/R solution	X	

**2.1.3.13 Reserved**

**2.1.3.14 Enterprise (MDM) Mobile Device Management Support Services Roles and Responsibilities**

The County maintains [REDACTED] appliances for Enterprise (MDM) Mobile Device Management/ Security in support for authorized Mobile Devices (MD) i.e., tablets, [REDACTED], by authorized workforce members as they perform their assigned County business. Currently the County estimates that it will need to sustain 24/7 operations, maintenance, and technical support at various levels with [REDACTED] [REDACTED] from AT&T ([REDACTED] [REDACTED] being provided by AT&T (“Contractor” or “AT&T”) to the County of Orange. Vendor will support the Administrator accounts and roles; Configure and integration with the defined Participating agency Entity’s administrator and help-desk personnel, agency servers and services including [REDACTED] [REDACTED] and software currently in place until which time County determines that [REDACTED] is no longer needed and will be replaced with County-provided [REDACTED] system. County will purchase and provide [REDACTED] system to permit Vendor to provide ongoing operations and maintenance. Vendor is required to perform all services described in the previous sections of this SOW and under Schedule 2A - IT Service Management and Life Cycle SOW, where applicable, and the tasks described below:

**Table 15. Enterprise (MDM) Mobile Device Management Support Services Roles and Responsibilities**

Enterprise (MDM) Mobile Device Management Support Services Roles and Responsibilities	Vendor	County
1. Manage all in scope MDM devices and perform upgrades, Install, customize, backups and maintain the enterprise MDM [REDACTED] appliances, and install, upgrade, customize, and maintain all software products that run on the system.	X	

Enterprise (MDM) Mobile Device Management Support Services Roles and Responsibilities	Vendor	County
2. Develop, document and maintain the physical and logical design/architecture plan to meet County current and ongoing requirements	X	
3. Provision and administer MDM ( [REDACTED] ) and end user device components ( [REDACTED] ) and [REDACTED] as required	X	
4. Maintain [REDACTED] tenancy configuration		X
5. Provide technical and functional requirements for product integration testing of products with existing application and end user procedures.	X	
6. Provide training to administrator and scope 1 help-desk personnel, and County agency users of the MDM.	X	
7. Install and maintain applicable software and interface products.	X	
8. Perform software customization tasks.	X	
9. Coordinate with County entities and third parties (e.g., hardware/software vendors, carriers, service providers, agencies as required).	X	
10. Identify, test and resolve compatibility issues between integration to servers and services including [REDACTED] wireless end user devices hardware, software problem resolution and modifications and determination, analysis, and debugging.	X	
11. Provide ad-hoc MDM reports when requested by the County	X	
12. Policy Management — Development, control and operations of County enterprise mobile policy.	X	
13. Security Management — Configure user authentication and access controls to enforcement of standard device security, authentication and encryption.	X	
14. Assists County agencies and application, End user, programming staff with requests for enhancements.	X	
15. Assist in providing user/client training	X	
16. Report any violation in County Policy and risk to county	X	
17. Review and approve the plans for design/architectures and changes		X
18. Maintain financial responsibilities for procurement to include hardware/software /licensing and ownership hosting at the [REDACTED] County.		X
19. Develop business and functional requirements for vendor-proposed support.		X
20. Review and approve upgrade maintenance cost and schedule for MDM devices.		X
21. Review and provide input and/or additional procedures as required and approve design and engineering services procedures		X
22. Review and approve all changes in the MDM County environment.		X
23. Review and approve all county policy/standards/guidelines for MDM		X



**2.1.3.15 Cloud Computing Services Roles and Responsibilities**

The County uses computing services provided by cloud computing providers (e.g., [REDACTED]) in addition to computing services provided out of the County-owned data centers. Table 16 identifies the responsibilities of the County and the Vendor as to such Services.

**Table 16. Cloud Computing Services Roles and Responsibilities**

<b>Cloud Computing Services Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
1. Establish and maintain cloud computing tenancy		X
2. Approve the provision of all cloud computing services in the Service Management System		X
3. Provision cloud computing services and resources that were approved in the Service Management System	X	
4. Configure and administer cloud computing servers, storage and backup services	X	
5. Configure and administer cloud computing network and security services including Vendor access to such systems		X
6. Configure and administer monitoring of cloud computing resources managed by Vendor	X	
7. Maintain financial responsibility for County's cloud computing resources		X
8. Recommend cloud computing policies and procedures	X	
9. Approve cloud computing policies and procedures		X

**2.1.3.16 [REDACTED] Roles and Responsibilities**

The County uses email protection services provided by [REDACTED] (e.g., [REDACTED]) in support of e-Mail SPAM and Malware protection for [REDACTED] and [REDACTED] services. Table 17 and Table 18 identifies the responsibilities of the County and the Vendor as to such Services for the two tools used within the County environment for all County exchange environments:

**Table 17. [REDACTED] Roles and Responsibilities**

Vendor shall provide the following Services to support [REDACTED] (" [REDACTED] ")

<b>[REDACTED]</b>	<b>Roles and Responsibilities</b>	<b>Vendor</b>	<b>County</b>
	1. Approve the provision of all rules and policies used to provide email protection		X
	2. Perform discovery, knowledge transfer, and documentation phase with the County	X	X

	Roles and Responsibilities	Vendor	County
3.	[REDACTED]	X	
4.	Revise and test the smart host Internet Protocols (“IPs”) when a County department adds or removes an exchange server.	X	
5.	Any other tasks, reasonably related to the ongoing support of [REDACTED] as requested by County.	X	

**Table 18. [REDACTED] Support Roles and Responsibilities**

	Roles and Responsibilities	Vendor	County
1.	Approve the provision of all rules and policies used to provide email protection		X
2.	Perform email communication settings; [REDACTED]	X	
3.	Apply policy routes and all applicable rules.	X	
	Setup email domain sets.	X	
4.	Setup mail certificates.	X	
5.	Perform Administrator and user account maintenance; includes integration with [REDACTED] or [REDACTED].	X	
6.	Perform Quarantine service management; includes message digest, groups and user settings, message templates.	X	
7.	Setup reputation services that includes warning tags, SPAM settings, and policies.	X	
8.	Perform reporting functions as necessary.	X	
9.	Any other tasks, reasonably related to the ongoing support of [REDACTED] as requested by County.	X	

### 3.0 Service Environment

#### 3.1 Scope of the Infrastructure to be Supported

The following sub-sections and related service environment appendices further describe and scope the Data Center environment to be supported and/or with which the Vendor shall comply. These service environment appendices are to be continually maintained by Vendor as new Vendor services and environment components are added and as removed, reviewed with the County, and updated by Vendor and made available to the County on a quarterly basis.

### 3.1.1 Hardware and Software

- a. Appendix 2B.1 – Data Center Hardware - A listing and description of all Data Center hardware to be provided and/or supported
- b. Appendix 2B.2 – Data Center Software, Databases and Middleware - A listing and description of the Software and utilities (e.g., operating systems, applications, middleware, utilities, databases) to be provided and/or supported
- c. Appendix 2B.3 –Data Center Supported Electronic Data Exchanges - A listing and description of data exchanges (e.g., EDI, FTP, Third Party provider-based exchanges) and system interfaces that Vendor will support
- d. Appendix 2B.6 – Mainframe Hardware - A listing and description of all Data Center mainframe hardware to be supported
- e. Appendix 2B.7–Mainframe Software - A listing and description of all Data Center mainframe software to be supported

### 3.1.2 System Classifications for Availability and Disaster Recovery SLRs

Appendix 2B.4 – System Classifications - A table listing system classifications for Availability and Disaster Recovery SLRs

### 3.1.3 Data Center Management Tools

A listing and description of all Vendor Data Center management tools, associated functionality and capabilities, standard reports and associated environments supported by each tool shall be developed and maintained by Vendor in Appendix 2B.5 – Data Center Management Tools.

## 3.2 Baseline Information

The County's current Baselines are provided in Appendix 3.1 to Schedule 3 - Fees. These business requirements represent the County's most realistic projection of the Service requirements for Day 1 implementation based on a combination of past trends and current anticipated overall business direction over the term of the Agreement.

These metrics, along with other data which may be pertinent for sizing the solution, are reflected in Schedule 3 - Fees.

### Server Size Definitions

Server sizing for Wintel, [REDACTED] and Linux servers listed in Appendix 3.1 to the Schedule 3 - Fees is based on the following table below. All server resources have been aggregated into single use resource units by type (physical, virtual, cloud, [REDACTED] regardless of actual processor cores deployed:

**Table 19. Server Size Definitions**

	<b>Small</b>	<b>Medium</b>	<b>Large</b>	<b>X-Large</b>
Processor Cores	≤1	2-4	5-12	13-64

## 4.0 Service Level Requirements

### 4.1 Objectives

A key objective of this outsourcing agreement is to attain service level requirements (SLRs). SLRs associated with Data Center Services are detailed in the following section. The following minimum service levels are required at the end of the transition period. Data Center SLRs associated with Fee Reductions are detailed in Schedule 4 - Fee Reductions. SLR calculations exclude scheduled Maintenance Windows. SLR performance shall be calculated based on measurements taken over the indicated Measurement Interval and reported to the County based on the Reporting Period. SLR Fee Reductions for SLRs with multiple Measurement Intervals within the Reporting Period shall be calculated as defined in Schedule 4 – Fee Reductions. All times referenced are in Pacific Time.

Where applicable see Appendix 2B.4– System Classifications for system classifications.

Vendor shall provide written reports to County regarding Vendor’s compliance with the SLRs specified in this SOW.

### 4.2 Service Level Requirements

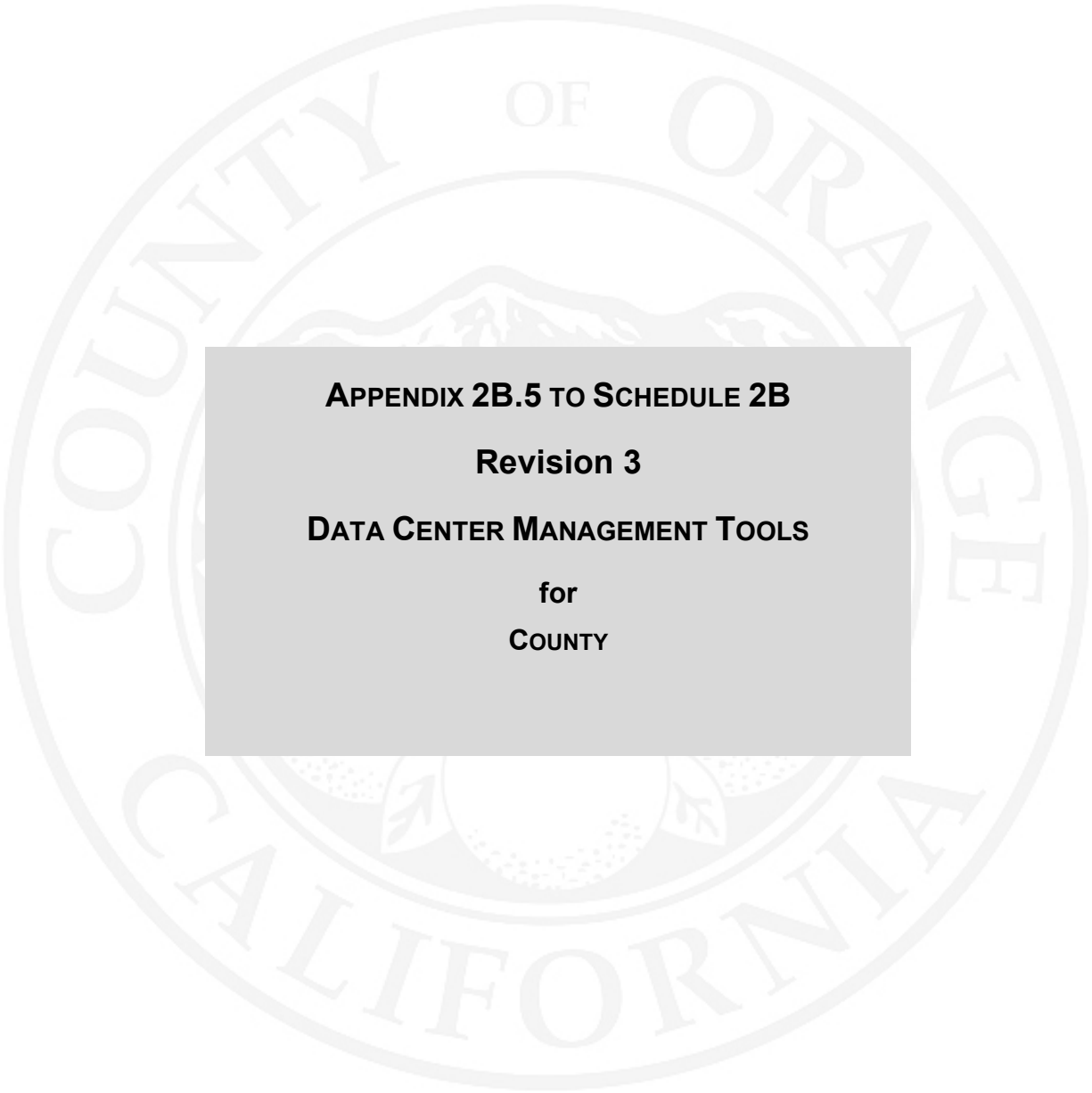
Service Level Requirements for this SOW are contained in the Enclosure D Appendix 4.1 Service Level Requirements and Weighting Factors and Enclosure D Schedule 4 – Fee Reductions.

### 4.3 Reports

Vendor shall provide written reports to County regarding Vendor’s compliance with the SLRs and such reports Required reports are documented in Attachment L

## 5.0 Referenced SOW Appendices, MSA Attachments and Schedules

APPENDICES/ ATTACHMENTS/ SCHEDULES	DESCRIPTION
Appendix 2B.1	Data Center Hardware
Appendix 2B.2	Data Center Software, Databases and Middleware
Appendix 2B.3	Data Center Supported Electronic Data Exchanges
Appendix 2B.4	System Classifications
Appendix 2B.5	Data Center Management Tools
Appendix 2B.6	Mainframe Hardware
Appendix 2B.7	Mainframe Software
Attachment A	SOW Definitions
Schedule 3	Fees
Schedule 4	Fee Reductions



**APPENDIX 2B.5 TO SCHEDULE 2B**

**Revision 3**

**DATA CENTER MANAGEMENT TOOLS**

**for  
COUNTY**

This is Appendix 2B.5 (Data Center Management Tools) to the Agreement. Unless otherwise expressly defined herein, the capitalized terms used herein shall have the meaning assigned to them in the Agreement.

### **Data Center Management Tools**

The Table below provides a listing and description of all Vendor Data Center Management tools, associated functionality and capabilities, standard reports and associated Service Area environments. This tool environment shall be supported and maintained by Vendor.

**Table 1. Data Center Management Tools**

Data Center Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where Tool will be used (e.g., Data Center - and Windows servers)
Data Center System & Infrastructure Monitoring	[REDACTED]	The tool shall allow Vendor to monitor and manage business services and specific systems within the IT infrastructure, including servers, databases, applications, and virtualized environments, proactive recovery from outage or service degradation, integration to Vendor's [REDACTED] Incident and Problem system, log file consolidation and correlation	Data center environments status; [REDACTED]
End-to-end system availability monitoring (infrastructure and application)	[REDACTED]	The tool shall allow Vendor to monitor and manage business services and specific systems within the IT infrastructure, including servers, databases, applications, and virtualized environments, proactive recovery from outage or service degradation, log file consolidation and correlation, integration to Vendor's [REDACTED] Incident and Problem system	Data center environments status; [REDACTED]
End-to-end system performance monitoring (infrastructure and application)	[REDACTED]	The tool shall allow Vendor to monitor and manage business services and specific systems within the IT infrastructure, including servers, databases, applications, and virtualized environments, access to real-time and historical system performance and capacity utilization, log file consolidation and correlation	Data center environments status; [REDACTED]
Job Scheduling, Implementation, Execution	[REDACTED]	The tool shall allow Vendor to schedule control and execution for batch job schedule activities (Vendor to utilize County-owned licenses. Vendor to upgrade licenses at expiration of mainframe.)	All batch scheduling of job packages and restarts



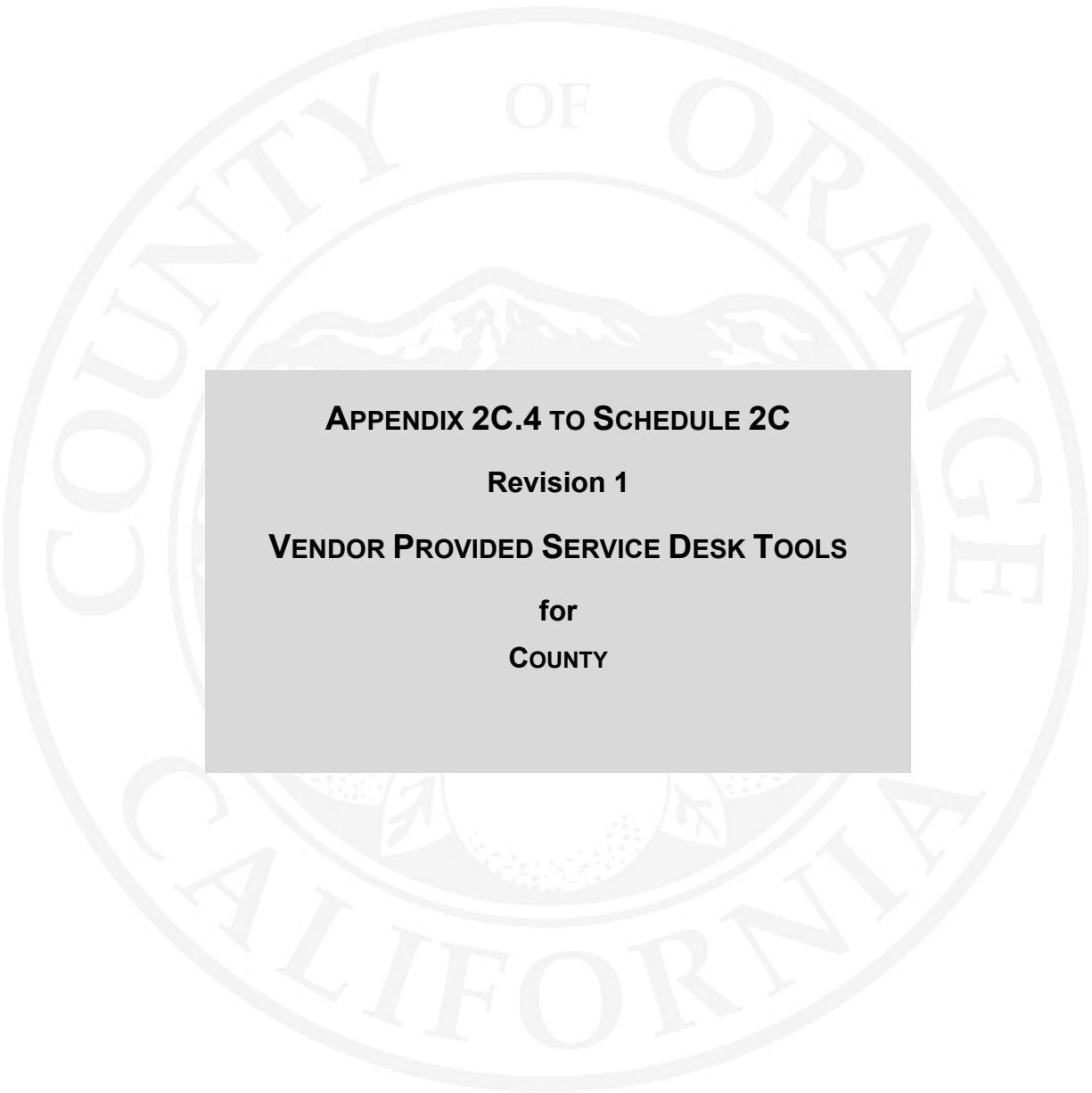
Data Center Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where Tool will be used (e.g., Data Center - and Windows servers)
Electronic Data Exchange Transaction Monitoring	[REDACTED]	Vendor shall utilize County-owned licenses to monitor file transfers	File transfers for OCIT and agencies
Applications Monitoring	[REDACTED]	The tool shall allow Vendor to monitor and manage business services and specific systems within the IT infrastructure, including servers, databases, applications, and virtualized environments, access to real-time and historical system performance and capacity utilization	Data center environments status; [REDACTED] and applications and services hosted
Storage and Data Management Storage Performance Monitoring	[REDACTED]	The tools shall allow Vendor to manage storage subsystem (SANs and backup)	Storage subsystem performance, capacity reporting and availability

Data Center Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where Tool will be used (e.g., Data Center - and Windows servers)
Database Performance Monitoring Tools	[REDACTED]	Vendor shall utilize the tools for database performance monitoring	All County utilized database structure (e.g., [REDACTED] and [REDACTED] DBs) in scope
Database Activity Monitoring Tools	[REDACTED]	Vendor shall utilize the tools for database activity monitoring	All County utilized database structure (e.g., [REDACTED] and [REDACTED] DBs) in scope
Server Administration	[REDACTED]	Updates of software and patches on Windows, [REDACTED] Linux, and Mainframe servers	Server infrastructure; Data Center [REDACTED] and [REDACTED] servers
<b>Data Center Service Level Monitoring, Measurement and Reporting Tools</b>			
System Availability	[REDACTED]	All service infrastructure components reporting and dashboards	All service infrastructure components
Application Platform Response Time	[REDACTED]	All application service infrastructure components reporting and dashboards	All application service infrastructure components
Batch Processing	[REDACTED]	Batch execution reports and dashboards	Batch process cycle
General Administrative Functions	[REDACTED]	Operations and program function reporting and dashboards	PMO and contract execution functions
Storage Administration	[REDACTED]	Vendor shall use the County provided storage management tools for storage utilization and administration reports and dashboards	Storage and data service infrastructure

Data Center Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where Tool will be used (e.g., Data Center - and Windows servers)
Server Administration	[REDACTED]	Vendor shall use the tools server administration management tools for server administration and utilization reports and dashboards	Server infrastructure
Database Administration	Oracle Admin Console Microsoft SQL Admin Console	Vendor shall use the tools for database administration and utilization reports and dashboards	Databases
IT Continuity and DR	ServiceNow	Vendor shall use the tools for IT and continuity support reports and dashboards	IT continuity and DR infrastructure and process
Security	[REDACTED]	The tools shall be a comprehensive vulnerability analysis solution that provides complete visibility into the security posture of the managed server environment. Software to protect end points from malware and viruses as well as protections for electronic mail.	Security process and infrastructure
Capacity and Availability Management Monitoring/Trending/Reporting	[REDACTED]	Vendor shall use the Vendor provided products to monitor and manage business services and specific systems within the IT infrastructure, including servers, databases, applications, and virtualized environments, access to real-time and historical system performance and capacity utilization	Data Center
System Software Refresh and Updates	[REDACTED]	Vendor shall use the Vendor provided tools for Windows servers. [REDACTED] has its own utility for [REDACTED] and we will use the tool already owned by the County.	Data Center

**Appendix 2C.3 - Service Desk Software, Tools and Knowledge Databases**  
 Revision 1

Tool	Product Name
ACD	[REDACTED]
Voice Switch	[REDACTED]
CRM	[REDACTED]
Chat	[REDACTED]
Agent Call Recording	[REDACTED]
[REDACTED]	[REDACTED]
Knowledge Management	[REDACTED]
Self Service	[REDACTED]



**APPENDIX 2C.4 TO SCHEDULE 2C**

**Revision 1**

**VENDOR PROVIDED SERVICE DESK TOOLS**

**for**

**COUNTY**

This is Appendix 2C.4 to Schedule 2C (Vendor Provided Service Desk Tools) to the Agreement. Unless otherwise expressly defined herein, the capitalized terms used herein shall have the meaning assigned to them in the Agreement.

### **Service Desk Tools**

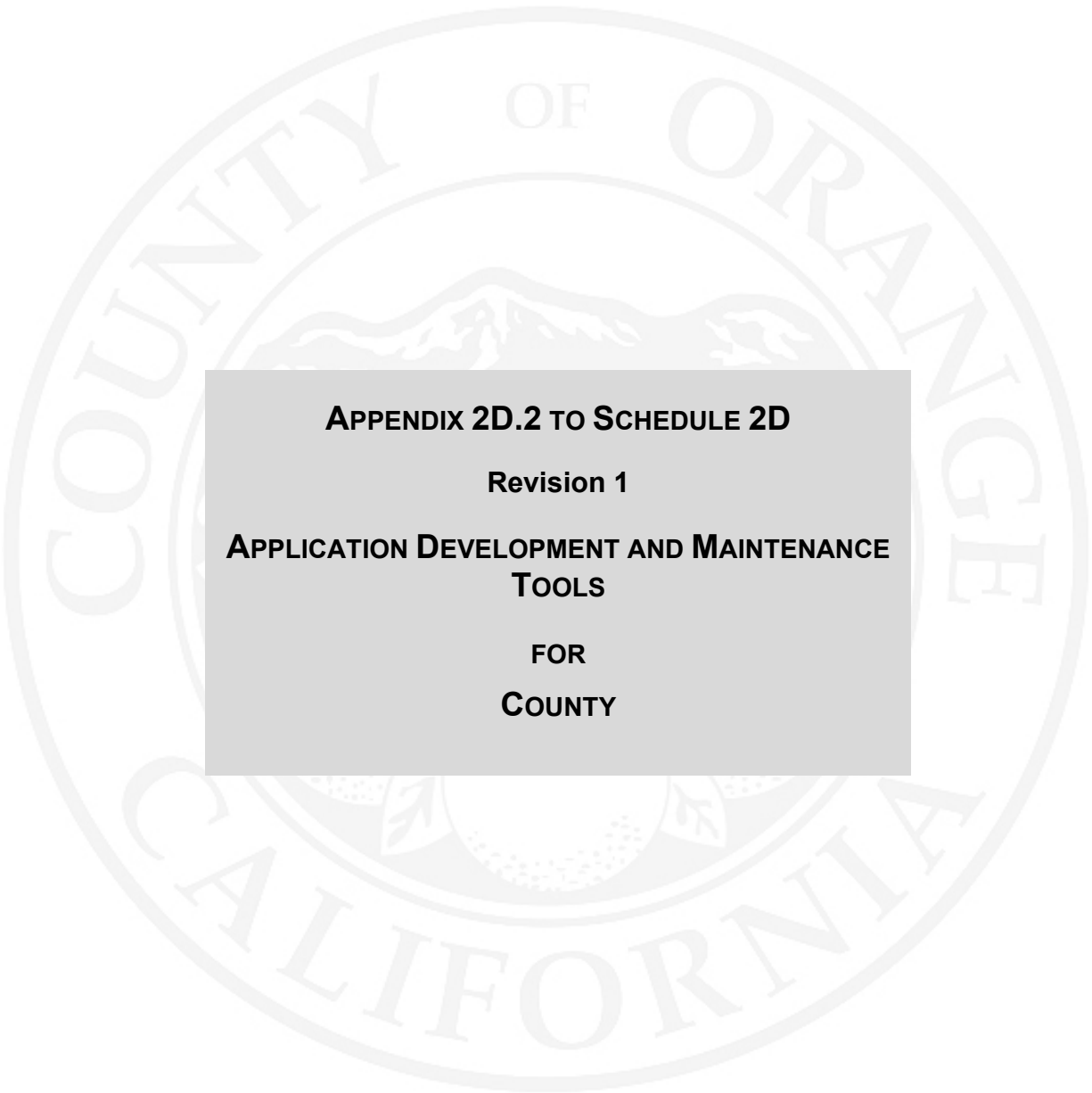
The Table below provides a listing and description of all Vendor Provided Service Desk Management tools, associated functionality and capabilities, standard reports and associated Service Area environments. This tool environment shall be supported and maintained by Vendor.

**Table 1. Service Desk Tools**

Service Desk Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where Tool support
Service Desk Utilization Monitoring	[REDACTED]	Vendor shall use a tool to monitor and manage Service Desk agents. Vendor shall provide the County with monthly ACD summary data.	Used by: Service Desk Supported by: Service Desk
Service Desk Management Suite (e.g., Incident and Service Request Tracking, Escalation, Monitoring and Reporting, telephony, knowledge management)	[REDACTED]	<p>Licensed IT personnel will have real-time access to view and update incidents, problems, and service requests. Tool features shall include:</p> <ul style="list-style-type: none"> <li>▪ A web-based system that allows access from anywhere</li> <li>▪ Automated notifications regarding incident assignment, status changes, and escalations</li> <li>▪ Custom searching capabilities</li> <li>▪ Full incident tracking and queue management functionality</li> <li>▪ Comprehensive SLR and KPI tracking</li> <li>▪ Fully integrated Problem Management</li> <li>▪ Entirely auditable environment</li> <li>▪ Real-time ad hoc reporting</li> <li>▪ [REDACTED] and [REDACTED] reporting tool integration</li> <li>▪ ASRS integration</li> <li>▪ Knowledge base integration</li> <li>▪ Web portal integration</li> <li>▪ ITIL-compliant architecture</li> </ul>	Used by: Vendor, the County's service delivery staff Supported by: Service Desk
Self Help Support	[REDACTED]	<p>The tool shall automate many common service request processes with built-in workflow capabilities. The tool shall gather all appropriate data from the requester, automatically identify and gather approvals based on the type of request, then submit a ticket to the appropriate resolving group within the tool. The tool shall be integrated with Vendor's knowledge management solution and tools with the web portal facing the end user. Tool features shall include:</p> <ul style="list-style-type: none"> <li>▪ Knowledge life-cycle facilitation and enforcement</li> <li>▪ FAQs</li> <li>▪ Knowledge segregation – each user sees only the data relevant to them</li> <li>▪ Natural language processing</li> <li>▪ Learning searches – the more an article is used and rated, the more relevant the results will become</li> <li>▪ Solution tree capability</li> <li>▪ Article subscriptions</li> </ul>	Used by: The County's users, the County's IT personnel, Vendor Team IT personnel Supported by: Service Desk

Service Desk Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where Tool support
<b>Service Desk Service Level Monitoring, Measurement and Reporting Tools</b>			
Service Desk Availability	██████████	Vendor will track SLRs via the tool and report them using the ████████ reporting tool. Licensed tool and ████████ users will have real-time or near-real-time (██████████) access to the data and can schedule reports to run automatically as necessary.	Used by: Service Desk Supported by: Service Desk
Response Time	SAIC ██████████	Vendor will track SLRs via the tool and report them using the ████████ reporting tool. Licensed tool and ████████ users will have real-time or near-real-time (██████████) access to the data and can schedule reports to run automatically as necessary.	Used by: SAIC Team IT personnel Supported by: Service Desk
Incident Resolution/Management	██████████	Vendor will track SLRs via the tool and report them using the ████████ reporting tool. Licensed tool and ████████ users will have real-time or near-real-time (██████████) access to the data and can schedule reports to run automatically as necessary.	Used by: The County's IT personnel, SAIC Team IT personnel Supported by: Service Desk
Remote Control/Diagnostics	██████████	Vendor's remote assistance solution enables support for anyone with an Internet connection, regardless of physical location, and supports ██████████, as well as many mobile devices. Bringing the desktop under the agents' control breaks down barriers previously faced with resolving incidents using verbal instructions and increases the efficiency of the agents, leading to increased incident resolution at the Service Desk. Vendor's hosted solution offers the following features: <ul style="list-style-type: none"> <li>▪ Reboot and Reconnect re-establishes session to the same agent after a reboot of machine</li> <li>▪ File transfers to users machine</li> <li>▪ Temporary escalation of agent permissions on user machine to allow Level 1 agents greater access when needed</li> <li>▪ Ability to share or transfer a session with another member of the support organization</li> <li>▪ Chat with user or other agent during remote sessions for collaboration</li> </ul>	Used by: Vendor Team IT personnel Supported by: Service Desk





**APPENDIX 2D.2 TO SCHEDULE 2D**

**Revision 1**

**APPLICATION DEVELOPMENT AND MAINTENANCE  
TOOLS**

**FOR  
COUNTY**

This is Appendix 2D.2 (Application Development and Maintenance Tools) to the Agreement between the County of Orange, CA (“County” or “the County”) and the Vendor (“Vendor”). Unless otherwise expressly defined herein, the capitalized terms used herein shall have the meaning assigned to them in the Agreement.

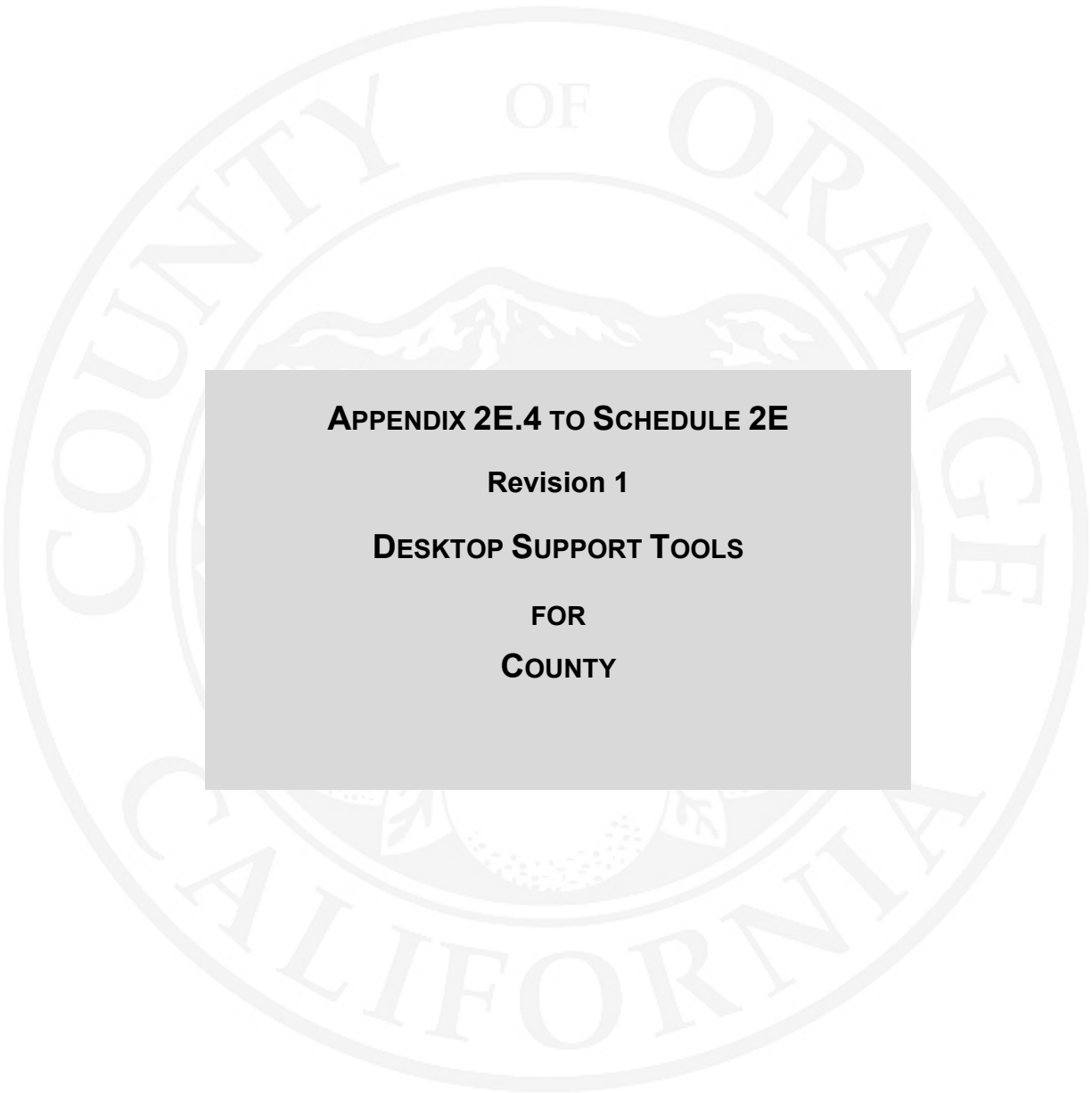
### **Application Development and Maintenance Tools**

The Table below provides a listing and description of all Vendor Application Development and Maintenance tools, associated functionality and capabilities, standard reports and associated Service Area environments. This tool environment shall be supported and maintained by Vendor.

**Table 1. Application Development and Maintenance Tools**

Application Development and Maintenance Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where Tool will be used
Master Data Management	[REDACTED]	The tools shall be determined applicable in ADM	Application Development and Maintenance
ETL	[REDACTED]	Vendor shall use the tools for Enterprise Warehouse, which supports reporting and County Dashboard for real-time metrics	Application Development and Maintenance
Data Quality Management	[REDACTED]	Vendor shall use the for Enterprise Warehouse, which supports reporting and County Dashboard for real-time metrics Used in ADM per project need	Application Development and Maintenance
DBMS	[REDACTED]	Vendor shall use the tools for the database management system (DBMS) and for creating and managing databases.	Application Development and Maintenance
OLAP	[REDACTED]	Vendor shall use the in reporting	Application Development and Maintenance
Business Process Modeling	[REDACTED]	Vendor shall use the tool for diagram business processes and workflows during applications design stage	Business Process Modeling
<b>Application Development and Maintenance Service Level Monitoring, Measurement and Reporting Tools</b>			
Project Estimation	[REDACTED]	Vendor shall use the tools for formatting and for project planning and estimation Maintain project-related service level agreements Report all SLRs	Application Development and Maintenance
Milestone Completion	[REDACTED]	Vendor shall use the tools to maintain metrics on completion of milestones Report all SLRs	Application Development and Maintenance
Functional Requirements Met	[REDACTED]	Vendor shall use the tools to provide survey results Report all SLRs	Application Development and Maintenance
Service Requests (minor enhancements)	[REDACTED]	Vendor shall use the tools to provide records request for service Report all SLRs	Application Development and Maintenance

Application Development and Maintenance Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where Tool will be used
Service Request Milestone Completion	[REDACTED]	Vendor shall use the tools to maintain milestone completions Report all SLRs	Application Development and Maintenance
Incident Handling	[REDACTED]	Vendor shall use the tools to record incident information and closure Report all SLRs	Application Development and Maintenance
Availability of Qualified Staff	[REDACTED]	Vendor shall use the tools to maintain Vendor Program metrics Report all SLRs	Application Development and Maintenance
Quality	[REDACTED]	Vendor shall use the tools to maintain Rework Rate per production change Report all SLRs	Application Development and Maintenance
SEI/CMM Level	[REDACTED]	Vendor shall use the tools to maintain Vendor Program metrics Report all SLRs	Application Development and Maintenance
Testing Tools	Application specific tools	Vendor shall use the automated function and regression testing tools for applications testing.	Applications
Version Control	[REDACTED]	Vendor shall use collaborative software development tools referenced for source-code version control, and shall be responsible for patching and upgrade support of the tool.	Application Development and Maintenance



**APPENDIX 2E.4 TO SCHEDULE 2E**

**Revision 1**

**DESKTOP SUPPORT TOOLS**

**FOR  
COUNTY**

This is Appendix 2E.4 (Desktop Support Tools) to the Agreement. Unless otherwise expressly defined herein, the capitalized terms used herein shall have the meaning assigned to them in the Agreement.

### **Desktop Support Tools**

The Table below provides a listing and description of all Vendor Desktop Support tools, associated functionality and capabilities, standard reports and associated Service Area environments. This tool environment shall be supported and maintained by Vendor.

**Table 1. Desktop Support Tools**

Desktop Support Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where Tool will be used (e.g., desktops)
Core Software Image Deployment Management	[REDACTED]	Deployment Image Servicing and Management for creation and deployment of system images.	Desktop
Automated Application Software Image Deployment Management	[REDACTED]	Deployment Image Servicing and Management for creation and deployment of system images	Desktop
IMACD Management	[REDACTED] w	The tool shall track and manage all service requests, including all IMACD management	All Service Areas
<b>Desktop Support Service Level Monitoring, Measurement and Reporting Tools</b>			
Software Installation	[REDACTED]	Manage software installation and existing County ADS infrastructure, augmented with WSUS for managed patching of Microsoft components and configuration management tools to verify system configuration before and after deployments and management tools for remote installation assistance	Desktop, Service Desk
IMACDs	[REDACTED]	Tool to track and manage all service requests, including all IMACD management	Desktop
Remote Diagnostics	[REDACTED]	Remote diagnostic and remote assistance tool across Windows and OS X systems	Desktop, Service Desk
Power Management	[REDACTED]	Tools for power management	Desktop
Electronic Software Distribution and Version Control	[REDACTED]	Provides software distribution tools	Desktop

Desktop Support Process	Product Name	Describe Functions & Features Including Real-time Data Access for the County (including manual and automated functions / integration points with other tools)	County Service Area Areas/Components where Tool will be used (e.g., desktops)
Desktop Configuration Management	[REDACTED]	<p>The tools shall allow for the management of in-scope personal computers under this Agreement. Vendor understands that agencies within the County of Orange have an existing investment for use in maintaining the configurations of personal computers. Vendor further understands that many, but not all, of the in-scope computers are currently covered by a license. Vendor assumes the County will provide all existing tool licenses to Vendor for use in supporting in-scope personal computers. Vendor's proposal for desktop services includes the acquisition of additional licenses to cover in-scope computers for which the County does not currently possess a valid license. Vendor's proposal also includes the maintenance of licenses for in-scope personal computers during the contract period of performance.</p>	Desktop



SOW Pricing Appendix Table of Contents	Pricing Workbook Table of Contents
Worksheet Title / Hyperlink	Description
<b>Pricing Summary Sheets</b>	
<a href="#">Summary - 10 Year Rollup</a>	Summary of Ten-Year pricing across all Service Areas
<b>Recurring Monthly Charges</b>	
<a href="#">Orange County Data Center</a>	Pricing for Providing Services Out of the Orange County Data Center
<a href="#">Desktop</a>	Pricing for Desktop Services
<a href="#">Service Desk</a>	Pricing for Service Desk Services
<a href="#">ADM</a>	Pricing for Application Development and Maintenance Services
<b>Other Charges</b>	
<a href="#">Hourly Rate</a>	Worksheet for itemizing Service Provider hourly rate structures for project personnel for each year
<a href="#">Termination Fees</a>	Worksheet for itemizing annual Termination Fees for each Service Area
<a href="#">Termination Fee Monthly Schedule</a>	Worksheet for monthly Termination Fees for each Service Area
<a href="#">Disentanglement Fee Estimate</a>	Worksheet for providing estimate of Disentanglement Fee each year for each tower
<b>Vendor Pricing Assumptions</b>	
<a href="#">Pricing Assumptions</a>	Worksheet to itemize all assumptions upon which its pricing is dependent

Appendix 3.1, Revision 14 - Amendment Number 17

Summary - 10 Year Rollup Pricing

<b>SUMMARY—TEN-YEAR ROLL-UP</b>	
Service Recipient:	County of Orange
Vendor Name:	SAIC - Scope 1

Click links for	
<a href="#">TOC page</a>	<a href="#">Pricing Assumptions</a>

RECURRING FEES	2/3/14 - 2/2/15	2/3/15 - 2/2/16	2/3/16 - 2/2/17	2/3/17 - 2/2/18	2/3/18 - 2/2/19	2/3/19 - 2/2/20	2/3/20 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
<b>SCOPE 1 SERVICE AREAS</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Year 6</b>	<b>Years 7 and 8 (Extension)</b>	<b>Year 9 (Option Year 1)</b>	<b>Year 10 (Option Year 2)</b>	
OC Data Center	\$ 7,595,473	\$ 8,393,040	\$ 8,869,440	\$ 8,825,832	\$ 8,862,272	\$ 7,222,992	\$ 17,900,355	\$ 7,369,968	\$ 7,577,592	\$ 82,416,964
Desktop	\$ 1,195,104	\$ 1,113,192	\$ 2,536,122	\$ 2,962,452	\$ 2,803,062	\$ 2,803,062	\$ 7,309,856	\$ 3,024,768	\$ 3,024,768	\$ 26,772,446
Service Desk	\$ 1,136,004	\$ 969,660	\$ 989,328	\$ 1,028,664	\$ 962,144	\$ 932,892	\$ 2,972,065	\$ 1,234,740	\$ 1,236,708	\$ 11,462,205
Application Development and Maintenance	\$ 4,880,627	\$ 5,256,005	\$ 5,256,005	\$ 5,219,644	\$ 5,110,560	\$ 5,110,560	\$ 9,025,380	\$ 3,734,640	\$ 3,734,640	\$ 47,328,061
<b>SCOPE 1 ANNUAL TOTAL FEES</b>	<b>\$ 14,807,208</b>	<b>\$ 15,731,897</b>	<b>\$ 17,650,895</b>	<b>\$ 18,036,592</b>	<b>\$ 17,538,068</b>	<b>\$ 16,069,536</b>	<b>\$ 37,207,656</b>	<b>\$ 15,364,116</b>	<b>\$ 15,573,708</b>	<b>\$ 167,979,676</b>

<b>YEAR 1 ONE-TIME TRANSITION COSTS</b>	
Orange County Data Center	\$ 843,405
Desktop	\$ 378,558
Service Desk	\$ 1,112,071
Application Development and Maintenance	\$ 1,238,476
<b>TOTAL TRANSITION FEES - SCOPE 1</b>	<b>\$ 3,572,510</b>

Optional Services Fees	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 and 8 (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	Total
<b>SCOPE 1 SERVICE AREAS</b>										
OC Data Center	\$ 486,866	\$ 388,620	\$ 388,620	\$ 388,620	\$ 761,553	\$ 127,139	\$ -	\$ -	\$ -	\$ 2,541,418
Desktop	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Service Desk	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Application Development and Maintenance	\$ 3,167,701	\$ 1,848,211	\$ 1,848,211	\$ 1,405,303	\$ 962,415	\$ 963,474	\$ -	\$ -	\$ -	\$ 10,195,315
<b>SCOPE 1 ANNUAL Optional Services FEES</b>	<b>\$ 3,654,567</b>	<b>\$ 2,236,831</b>	<b>\$ 2,236,831</b>	<b>\$ 1,793,923</b>	<b>\$ 1,723,968</b>	<b>\$ 1,090,613</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 12,736,733</b>

EARLY TERMINATION FEES	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 and 8 (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)
Early Termination Fees - Orange County Data Center	\$ 5,730,687	\$ 4,791,115	\$ 4,215,221	\$ 3,391,696	\$ 2,152,016	N/A	\$ 2,397,217	\$ 748,944	\$ 748,944
Early Termination Fees - Desktop	\$ 68,688	\$ 61,298	\$ 53,271	\$ 44,614	\$ 36,841	N/A	\$ -	\$ -	\$ -
Early Termination Fees - Service Desk	\$ 141,619	\$ 121,154	\$ 101,323	\$ 80,419	\$ 59,755	N/A	\$ -	\$ -	\$ -
Early Termination Fees - Application Management	\$ 226,249	\$ 226,249	\$ 226,249	\$ 226,249	\$ 226,249	N/A	\$ -	\$ -	\$ -
<b>TOTAL TERMINATION FEES</b>	<b>\$ 6,167,243</b>	<b>\$ 5,199,816</b>	<b>\$ 4,596,064</b>	<b>\$ 3,742,978</b>	<b>\$ 2,474,861</b>	<b>\$ -</b>	<b>\$ 2,397,217</b>	<b>\$ 748,944</b>	<b>\$ 748,944</b>

NOTE: Early termination fees apply only to termination for convenience

Disentanglement Fees Estimate	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 and 8 (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)
Disentanglement Fees Estimate - Orange County Data Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	N/A	N/A
Disentanglement Fees Estimate - Desktop	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	N/A	N/A
Disentanglement Fees Estimate - Service Desk	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	N/A	N/A
Disentanglement Fees Estimate - Application Management	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	N/A	N/A
<b>TOTAL DISENTANGLEMENT FEES - Scope 1</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

NOTE: The amount provided is estimate only. The final amount shall be determined at the time of disentanglement

### Pricing for OC Data Center

The table is a large spreadsheet with multiple columns and rows. It is organized into several sections. The top section contains a header row with various categories. Below this, there are several rows of data, some of which are highlighted in green and yellow. The table is very dense with information, likely representing a detailed pricing schedule for data center services. The bottom section of the table contains a summary or total row, also highlighted in green and yellow.

# Pricing for Service Desk

Service Desk Services
Service Receiver: County of Orange
Vendor Name: SAC - Scope 1

**Click Here for Details**

Vendor Provided Services	Resource Unit Category	Unit of Measure	Year 1			Year 2			Year 3			Year 4			Year 5			Year 6			Years 7 and 8 (Continued)			Year 9 (Option Year 1)			Year 10 (Option Year 2)			Comments			
			Baseline Quantity	Price Per Month Use Price	Monthly Total	Baseline Quantity	Price Per Month Use Price	Monthly Total	Baseline Quantity	Price Per Month Use Price	Monthly Total	Baseline Quantity	Price Per Month Use Price	Monthly Total	Baseline Quantity	Price Per Month Use Price	Monthly Total	Baseline Quantity	Price Per Month Use Price	Monthly Total	Baseline Quantity	Price Per Month Use Price	Monthly Total	Baseline Quantity	Price Per Month Use Price	Monthly Total	Baseline Quantity	Price Per Month Use Price	Monthly Total				
Management Services (including fees associated with Schedule 1 - Operations Management)	Year		1	\$ 13,900.00	\$13,900.00	1	\$ 13,900.00	\$13,900.00	1	\$ 13,900.00	\$13,900.00	1	\$ 13,900.00	\$13,900.00	1	\$ 13,900.00	\$13,900.00	1	\$ 13,900.00	\$13,900.00	1	\$ 13,900.00	\$13,900.00	1	\$ 13,900.00	\$13,900.00	1	\$ 13,900.00	\$13,900.00	\$13,900.00	\$13,900.00		
Service Desk Operations as a Service (SaaS)	Year		1	\$ 800.00	\$ 800.00	1	\$ 800.00	\$ 800.00	1	\$ 800.00	\$ 800.00	1	\$ 800.00	\$ 800.00	1	\$ 800.00	\$ 800.00	1	\$ 800.00	\$ 800.00	1	\$ 800.00	\$ 800.00	1	\$ 800.00	\$ 800.00	1	\$ 800.00	\$ 800.00	\$ 800.00	\$ 800.00		
Service Desk Operations as a Service (SaaS) - Support	Year		1	\$ 17,000.00	\$17,000.00	1	\$ 17,000.00	\$17,000.00	1	\$ 17,000.00	\$17,000.00	1	\$ 17,000.00	\$17,000.00	1	\$ 17,000.00	\$17,000.00	1	\$ 17,000.00	\$17,000.00	1	\$ 17,000.00	\$17,000.00	1	\$ 17,000.00	\$17,000.00	1	\$ 17,000.00	\$17,000.00	\$17,000.00	\$17,000.00		
Service Desk Call Center 1, 2 and 3 Support	Number of Calls		8,100	\$ 1.10	\$ 8,910.00	9,100	\$ 1.10	\$ 10,010.00	8,100	\$ 1.10	\$ 8,910.00	9,100	\$ 1.10	\$ 10,010.00	8,100	\$ 1.10	\$ 8,910.00	9,100	\$ 1.10	\$ 10,010.00	8,100	\$ 1.10	\$ 8,910.00	9,100	\$ 1.10	\$ 10,010.00	8,100	\$ 1.10	\$ 8,910.00	9,100	\$ 1.10	\$ 10,010.00	
<b>SERVICE DESK OPERATIONS FEES</b>					<b>\$ 20,510.00</b>			<b>\$ 21,610.00</b>			<b>\$ 20,510.00</b>			<b>\$ 21,610.00</b>			<b>\$ 20,510.00</b>			<b>\$ 21,610.00</b>			<b>\$ 20,510.00</b>			<b>\$ 21,610.00</b>			<b>\$ 20,510.00</b>			<b>\$ 21,610.00</b>	

ONE TIME SERVICE DESK TRANSACTION FEES		
Resource Category (Itemize all charges)	Cost Breakdown	Description of Services / Comments
Project Team Mobilization	\$ 1,102,071.00	
Discovery		
Business Analysis		
Design		
Implementation		
Testing		
Training		
Other Services		
Other		
Other		
Other		
Other		
Other		
Other		
<b>TOTAL SERVICE DESK TRANSACTION FEES</b>	<b>\$ 1,102,071.00</b>	

Note: See Service Desk Band Pricing for applicable Service Desk Call volume band pricing for Contract Years 5 through 10

Service Desk Band Pricing

<b>Service Desk Services</b>	
Service Recipient:	County of Orange
Vendor Name:	SAIC - Scope 1

Click links for  
[TDR Case](#) [Billing Information](#)

Vendor Provided Services	Resource Unit Category	Unit of Measure	Year 1			Year 2			Year 3			Year 4			Year 5			Year 6			Years 7 and 8 (Extension)			Year 9 (Option Year 1)			Year 10 (Option Year 2)			Comments
			Price Per Month			Price Per Month			Price Per Month			Price Per Month			Price Per Month			Price Per Month			Price Per Month			Price Per Month						
			Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	
Management Services (including fees associated with Schedule 1 - Relationship Management)		Fixed	1	\$ 16,893.00		1	\$ 16,893.00		1	\$ 16,893.00		1	\$ 16,893.00	See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price				
Service Desk Platform as a Service Solution		User	1	\$ 188.03		1	\$ 188.03		1	\$ 188.03		1	\$ 188.03	See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price				
Service Desk Process User License		User	63	\$ 81.94		63	\$ 81.94		63	\$ 81.94		63	\$ 81.94	See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price				
Service Desk Calls (Level 1, 2 and 3 Support)		Number of Calls	15,800 - 19,800	\$ 8.77		15,800 - 19,800	\$ 8.77		15,800 - 19,800	\$ 8.77		15,800 - 19,800	\$ 8.77	See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price			See below table for applicable band and price				
<b>MONTHLY SERVICES FEE</b>			\$			\$			\$			\$																		
<b>ANNUAL SERVICES FEE</b>			\$			\$			\$			\$																		
														0 to 4150			0 to 4150			0 to 4150			0 to 4150			0 to 4150				
														4151 to 5500			4151 to 5500			4151 to 5500			4151 to 5500			4151 to 5500				
														5501 to 7000			5501 to 7000			5501 to 7000			5501 to 7000			5501 to 7000				
														7001 to 8000			7001 to 8000			7001 to 8000			7001 to 8000			7001 to 8000				
														8001 to 9300			8001 to 9300			8001 to 9300			8001 to 9300			8001 to 9300				

# Pricing for Desktop

Desktop		Service Equipment		County of Orange		Click links for																					
		Number Name		SAC - Scope 1																							
Vendor Provided Services	Resource Unit Category	Unit of Measure	Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		Years 7 and 8 (Estimation)		Year 9 (Option Year 1)		Year 10 (Option Year 2)		Description/Comments						
			Baseline Quantity	Price Per Month	Baseline Quantity	Price Per Month	Baseline Quantity	Price Per Month (Feb - Apr)	Baseline Quantity	Price Per Month (May - Jan)	Baseline Quantity	Price Per Month	Baseline Quantity	Price Per Month	Baseline Quantity	Price Per Month	Baseline Quantity	Price Per Month	Baseline Quantity	Price Per Month		Baseline Quantity	Price Per Month				
Management Services (including those associated with Schedule 1)	Fixed	\$	21,148.00	\$21,148.00	\$	21,148.00	\$21,148.00	\$	21,148.00	\$21,148.00	\$	21,148.00	\$21,148.00	\$	21,148.00	\$21,148.00	\$	21,148.00	\$21,148.00	\$	21,148.00	\$21,148.00					
Desktop/Server Support (includes support of all users selected)	City of Anaheim	1000	\$	90.34	\$90,340.00	800	\$	90.34	\$72,272.00	800	\$	90.34	\$72,272.00	700	\$	90.34	\$63,238.00	700	\$	90.34	\$63,238.00	700	\$	90.34	\$63,238.00		
Network/Server Support (includes support of all users selected)	City of Newport Beach	400	\$	10.00	\$4,000.00	300	\$	10.00	\$3,000.00	300	\$	10.00	\$3,000.00	300	\$	10.00	\$3,000.00	300	\$	10.00	\$3,000.00	300	\$	10.00	\$3,000.00		
Network/Server Support	City of Newport Beach	400	\$	10.00	\$4,000.00	300	\$	10.00	\$3,000.00	300	\$	10.00	\$3,000.00	300	\$	10.00	\$3,000.00	300	\$	10.00	\$3,000.00	300	\$	10.00	\$3,000.00		
Software License Support	City of Newport Beach	30	\$	30.00	\$900.00	30	\$	30.00	\$900.00	30	\$	30.00	\$900.00	30	\$	30.00	\$900.00	30	\$	30.00	\$900.00	30	\$	30.00	\$900.00		
Help Desk Support (includes support of all users selected)	City of Newport Beach	100	\$	100.00	\$10,000.00	100	\$	100.00	\$10,000.00	100	\$	100.00	\$10,000.00	100	\$	100.00	\$10,000.00	100	\$	100.00	\$10,000.00	100	\$	100.00	\$10,000.00		
Help Desk Support (includes support of all users selected)	City of Newport Beach	100	\$	100.00	\$10,000.00	100	\$	100.00	\$10,000.00	100	\$	100.00	\$10,000.00	100	\$	100.00	\$10,000.00	100	\$	100.00	\$10,000.00	100	\$	100.00	\$10,000.00		
Annual Service Fees (SAC)			\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00		
<b>ANNUAL SERVICE FEES TOTAL</b>				\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00		\$	1,148,000.00	

ONE TIME DESKTOP TRANSITION FEES		
Resource Category (Items at Charge)	Cost Breakdown	Description of Service / Comments
Project Team / Management	\$	330,000.00
Hardware	\$	
Software	\$	
Training	\$	
Other (Specify)	\$	
Other (Specify)	\$	
Other (Specify)	\$	
Other (Specify)	\$	
Other (Specify)	\$	
Other (Specify)	\$	
Other (Specify)	\$	
Other (Specify)	\$	
Other (Specify)	\$	
Other (Specify)	\$	
Other (Specify)	\$	
<b>TOTAL DESKTOP TRANSITION FEES</b>	\$	330,000.00

Desktop Band Pricing

Desktop	
Service Recipient	County of Orange
Vendor Name	SAIC - Scope 1

Click links for	
<a href="#">DOC.pdf</a>	<a href="#">Proposal Amendments</a>

Vendor Provided Services		Year 1			Year 2			Year 3			Year 4			Year 5			Year 6			Years 7 and 8 (Extension)			Year 9 (Option Year 1)			Year 10 (Option Year 2)			Description/Comments		
Resource Unit Category	Unit of Measure	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total	Baseline Quantity	Monthly Unit Price	Monthly Total			
Management Services (including fees associated with Schedule 1 - Relationship Management)	Fixed	1	\$ 21,149.49	\$21,149.49	1	\$ 21,149.49	\$21,149.49	1	\$ 21,149.49	\$21,149.49	1	\$ 21,149.49	\$21,149.49	1	\$ 21,149.49	\$21,149.49	1	\$ 21,149.49	\$21,149.49	1	\$ 21,149.49	\$21,149.49	1	\$ 21,149.49	\$21,149.49	1	\$ 21,149.49	\$21,149.49		1	\$ 21,149.49
Desktop/Laptop Support (includes support of end users attached peripherals)	City of Desktop/Laptop	2000	\$ 35.93	\$71,860.00	2000	\$ 35.93	\$71,860.00	2000	\$ 35.93	\$71,860.00	2000	\$ 35.93	\$71,860.00	2000	\$ 35.93	\$71,860.00	2000	\$ 35.93	\$71,860.00	2000	\$ 35.93	\$71,860.00	2000	\$ 35.93	\$71,860.00	2000	\$ 35.93	\$71,860.00	2000	\$ 35.93	\$71,860.00
Network Attached Devices	Devices	324	\$ 6.15	\$1,992.60	324	\$ 6.15	\$1,992.60	324	\$ 6.15	\$1,992.60	324	\$ 6.15	\$1,992.60	324	\$ 6.15	\$1,992.60	324	\$ 6.15	\$1,992.60	324	\$ 6.15	\$1,992.60	324	\$ 6.15	\$1,992.60	324	\$ 6.15	\$1,992.60	324	\$ 6.15	\$1,992.60
Storage Printers/Scanners	City of Storage Devices	493	\$ 6.15	\$3,019.95	493	\$ 6.15	\$3,019.95	493	\$ 6.15	\$3,019.95	493	\$ 6.15	\$3,019.95	493	\$ 6.15	\$3,019.95	493	\$ 6.15	\$3,019.95	493	\$ 6.15	\$3,019.95	493	\$ 6.15	\$3,019.95	493	\$ 6.15	\$3,019.95	493	\$ 6.15	\$3,019.95
Conference Room Services	City of Monthly Services	200	\$ 35.18	\$7,036.00	200	\$ 35.18	\$7,036.00	200	\$ 35.18	\$7,036.00	200	\$ 35.18	\$7,036.00	200	\$ 35.18	\$7,036.00	200	\$ 35.18	\$7,036.00	200	\$ 35.18	\$7,036.00	200	\$ 35.18	\$7,036.00	200	\$ 35.18	\$7,036.00	200	\$ 35.18	\$7,036.00
End User Mobile Device provisioning and support	City of Mobile Devices	750	\$ 10.50	\$7,875.00	750	\$ 10.50	\$7,875.00	750	\$ 10.50	\$7,875.00	750	\$ 10.50	\$7,875.00	750	\$ 10.50	\$7,875.00	750	\$ 10.50	\$7,875.00	750	\$ 10.50	\$7,875.00	750	\$ 10.50	\$7,875.00	750	\$ 10.50	\$7,875.00	750	\$ 10.50	\$7,875.00
MACs for Desktop/Laptops/Network Attached Devices/Storage Printers	City of Monthly IMACs	325	\$ 45.37	\$14,745.25	325	\$ 45.37	\$14,745.25	325	\$ 45.37	\$14,745.25	325	\$ 45.37	\$14,745.25	325	\$ 45.37	\$14,745.25	325	\$ 45.37	\$14,745.25	325	\$ 45.37	\$14,745.25	325	\$ 45.37	\$14,745.25	325	\$ 45.37	\$14,745.25	325	\$ 45.37	\$14,745.25
<b>MONTHLY SERVICES FEE</b>			\$ 122,969	\$ 122,969		\$ 122,969	\$ 122,969		\$ 122,969	\$ 122,969		\$ 122,969	\$ 122,969		\$ 122,969	\$ 122,969		\$ 122,969	\$ 122,969		\$ 122,969	\$ 122,969		\$ 122,969	\$ 122,969		\$ 122,969	\$ 122,969		\$ 122,969	\$ 122,969
<b>ANNUAL SERVICES FEE</b>			\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628
<b>ANNUAL SERVICES FEE</b>			\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628		\$ 1,475,628	\$ 1,475,628

<b>Application Development and Maintenance Services</b>	
Service Recipient:	County of Orange
Vendor Name:	SAIC - Scope 1

Click links for

[TOC page](#)   [Pricing Assumptions](#)

Application Maintenance and Development Support (County Site)		Blended Hourly Rate/Annual Fees									
Category	Metric	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 & 8 (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	
County Portfolio Maintenance and Development	County Estimated Hours/Yr	36,878	48,672	48,672	48,672	48,672	48,672	85,956	35,568	35,568	
	Blended Hourly Rate	\$105.00	\$105.00	\$105.00	\$105.00	\$105.00	\$105.00	\$105.00	\$105.00	\$105.00	
	GRC Software Management Fixed	\$145,444.84	\$145,444.84	\$145,444.84	\$109,083.63	Pursuant to Amendment 10 all GRC Services ceased and were deleted from Agreement at 11:59 PM PST on October 31, 2017.					
	Annual Fees	\$4,017,635	\$5,256,005	\$5,256,005	\$5,219,644	\$5,110,560	\$5,110,560	\$9,025,380	\$3,734,640	\$3,734,640	

Application Maintenance and Development Support (Vendor Site)		Blended Hourly Rate/Annual Fees									
Category	Metric	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 & 8 (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	
County Portfolio Maintenance and Development - Non	County Estimated Hours/Yr	6,552	0	0	0	0	0	0	0	0	
County Portfolio Maintenance and Development -	County Estimated Hours/Yr	1,872	0	0	0	0	0	0	0	0	
	Blended Hourly Rate - Non	\$86.00	\$86.00	\$86.00	\$86.00	\$86.00	\$86.00	\$86.00	\$86.00	\$86.00	
	Blended Hourly Rate -	\$160.00	\$160.00	\$160.00	\$160.00	\$160.00	\$160.00	\$160.00	\$160.00	\$160.00	
	Annual Fees	\$862,992	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
	<b>Annual Service Area Fees</b>	\$4,880,627	\$5,256,005	\$5,256,005	\$5,219,644	\$5,110,560	\$5,110,560	\$9,025,380	\$3,734,640	\$3,734,640	

Optional Services		Blended Hourly Rate/Annual Fees									
Category	Metric	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 & 8 (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	
HCA/BHS EHR Application Support	County Estimated Hours/Yr	7,488	7,488	7,488	3,744						
	Blended Hourly Rate	\$118.57	\$118.57	\$118.57	\$118.57						
	Annual Fees	\$887,852	\$887,852	\$887,852	\$443,926						
OCCR Application Support	County Estimated Hours/Yr	5,616	5,616	5,616	5,616	5,616	5,616	Removed pursuant to Amendment 15			
	Blended Hourly Rate	\$108.65	\$108.65	\$108.65	\$108.65	\$108.65	\$108.65	Removed pursuant to Amendment 15			
	Annual Fees	\$610,178	\$610,178	\$610,178	\$610,178	\$610,178	\$610,178	Removed pursuant to Amendment 15			
Applications Portfolio Management	Fixed Fees										
Enterprise Sharepoint Development and Implementation	Fixed Fees	\$974,570									
Sharepoint Ongoing Support	Vendor Estimated Hours/Yr	1,575.60	2,745.60	2,745.60	2,745.60	2,745.60	2,745.60	Removed pursuant to Amendment 15			
	Blended Hourly Rate	\$109.01	\$109.01	\$109.01	\$109.01	\$109.01	\$109.01	Removed pursuant to Amendment 15			
	Annual Fees	\$171,756	\$299,298	\$299,298	\$299,298	\$299,298	\$299,298	Removed pursuant to Amendment 15			
System Upgrade	Fixed Fees	\$523,345	\$50,883	\$50,883	\$51,901	\$52,939	\$53,998	Removed pursuant to Amendment 15			
Project Management System Ongoing Support	Vendor Estimated Hours/Yr										
Support covered under ADM Vendor site	Blended Hourly Rate										
	Annual Fees										
Other current and future in-flight projects Support	Fixed Fees	\$0	\$0	\$0	\$0	\$0	\$0			\$0	
	<b>Annual Optional Services Fees</b>	\$3,167,701	\$1,848,211	\$1,848,211	\$1,405,303	\$962,415	\$963,474	\$0	\$0	\$0	

ONE TIME APPLICATION MANAGEMENT TRANSITION FEES		
Resource Category (itemize all charges)	Cost Breakdown	Description of Services / Comments
Project Team / Management	\$ 1,238,476.00	
Hardware	\$ -	
Software	\$ -	
Installation / build-out	\$ -	
Testing	\$ -	
Training	\$ -	
Other (specify) Travel	\$ -	
Other (specify)	\$ -	
Other (specify)	\$ -	
Shipping/Handling/Storage	\$ -	
Customs Charges	\$ -	
Third-party consulting and/or labor	\$ -	
<b>Taxes</b>		
Federal / National	\$ -	
State / Provincial	\$ -	
Local	\$ -	
<b>TOTAL APPLICATION MANAGEMENT TRANSITION FEES</b>	<b>\$ 1,238,476</b>	



Termination Fees

<b>Termination Fee Details</b>		
Service Recipient:	County of Orange	
Vendor Name:	SAIC - Scope 1	

Click links for  
[LOI page](#)

Orange County Data Center	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 & (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	Assumptions
Actual Cost to redeploy or separate personnel until the earlier of the date Contractor is able to redeploy or days after termination of the Agreement.	\$ 195,783.78	\$ 186,678.43	\$ 184,550.92	\$ 174,399.96	\$ 159,263.46	\$ -	\$ -			
Actual Cost of terminating 3rd-party contracts that are required to be terminated as a result of termination of the Services	\$ 2,029,611.54	\$ 1,550,950.85	\$ 1,374,311.75	\$ 1,214,598.32	\$ 780,770.43	\$ -	\$ -			
Actual portion of un-depreciated hardware expenses not yet recovered or discharged by Contractor if hardware acquired, which is used solely to provide the Services under the Agreement	\$ 3,505,291.65	\$ 3,053,486.00	\$ 2,656,358.56	\$ 2,002,697.74	\$ 1,211,982.60	\$ -	\$ 587,269.00	Removed pursuant to Amendment 16		
Unamortized Disaster Recovery Solution Fee							\$ 1,809,948.00	\$ 748,944.00	\$ 748,944.00	
Overhead costs (e.g., payroll taxes, rent)										
Administrative Expenses - salary costs of people not charging directly for lower services (e.g., backoffice support, external services costs (e.g., legal expenses, notary fees))										
Actual portion of unrecovered un-depreciated equipment expenses not yet owed and discharged by the service provider, but only for equipment acquired and used solely to provide the outsourcing services										
Unrecovered start-up and transition expenses										
Mark-up margin total that Contractor will apply to actual termination cost	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Total</b>	<b>\$ 5,730,686.97</b>	<b>\$ 4,791,115.28</b>	<b>\$ 4,215,221.23</b>	<b>\$ 3,391,696.02</b>	<b>\$ 2,152,016.49</b>	<b>\$ -</b>	<b>\$ 2,397,217.00</b>	<b>\$ 748,944.00</b>	<b>\$ 748,944.00</b>	
Desktop	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 & (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	Assumptions
Actual Cost to redeploy or separate personnel until the earlier of the date Contractor is able to redeploy or days after termination of the Agreement.	\$ 32,687.96	\$ 32,497.58	\$ 31,671.19	\$ 30,214.48	\$ 29,641.39	\$ -	\$ -			
Actual Cost of terminating 3rd-party contracts that are required to be terminated as a result of termination of the Services	\$ 36,000.00	\$ 28,800.00	\$ 21,600.00	\$ 14,400.00	\$ 7,200.00	\$ -	\$ -			
Actual portion of un-depreciated hardware expenses not yet recovered or discharged by Contractor if hardware acquired, which is used solely to provide the Services under the Agreement										
Unamortized license fees for license fees not yet owed and discharged by the service provider, but only if software used solely to provide the outsourcing services and actual charges for license termination fees for such software										
Overhead costs (e.g., payroll taxes, rent)										
Administrative Expenses - salary costs of people not charging directly for lower services (e.g., backoffice support, external services costs (e.g., legal expenses, notary fees))										
Actual portion of unrecovered un-depreciated equipment expenses not yet owed and discharged by the service provider, but only for equipment acquired and used solely to provide the outsourcing services										
Unrecovered start-up and transition expenses										
Mark-up margin total that Contractor will apply to actual termination cost	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Total</b>	<b>\$ 68,687.96</b>	<b>\$ 61,297.58</b>	<b>\$ 53,271.19</b>	<b>\$ 44,614.48</b>	<b>\$ 36,841.39</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	
Service Desk	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 & (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	Assumptions
Actual Cost to redeploy or separate personnel until the earlier of the date Contractor is able to redeploy or days after termination of the Agreement.	\$ 45,619.37	\$ 44,354.37	\$ 43,723.21	\$ 42,019.49	\$ 40,555.21	\$ -	\$ -			
Actual Cost of terminating 3rd-party contracts that are required to be terminated as a result of termination of the Services										
Actual portion of un-depreciated hardware expenses not yet recovered or discharged by Contractor if hardware acquired, which is used solely to provide the Services under the Agreement										
Unamortized license fees for license fees not yet owed and discharged by the service provider, but only if software used solely to provide the outsourcing services and actual charges for license termination fees for such software	\$ 96,000.00	\$ 76,800.00	\$ 57,600.00	\$ 38,400.00	\$ 19,200.00	\$ -	\$ -			
Overhead costs (e.g., payroll taxes, rent)										
Administrative Expenses - salary costs of people not charging directly for lower services (e.g., backoffice support, external services costs (e.g., legal expenses, notary fees))										
Actual portion of unrecovered un-depreciated equipment expenses not yet owed and discharged by the service provider, but only for equipment acquired and used solely to provide the outsourcing services										
Unrecovered start-up and transition expenses										
Mark-up margin total that Contractor will apply to actual termination cost	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Total</b>	<b>\$ 141,619.37</b>	<b>\$ 121,154.37</b>	<b>\$ 101,323.21</b>	<b>\$ 80,419.49</b>	<b>\$ 59,755.21</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	
ADM	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 & (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	Assumptions
Actual Cost to redeploy or separate personnel until the earlier of the date Contractor is able to redeploy or days after termination of the Agreement.	\$ 226,248.85	\$ 226,248.85	\$ 226,248.85	\$ 226,248.85	\$ 226,248.85	\$ -	\$ -			
Actual Cost of terminating 3rd-party contracts that are required to be terminated as a result of termination of the Services										
Actual portion of un-depreciated hardware expenses not yet recovered or discharged by Contractor if hardware acquired, which is used solely to provide the Services under the Agreement										
Unamortized license fees for license fees not yet owed and discharged by the service provider, but only if software used solely to provide the outsourcing services and actual charges for license termination fees for such software										
Overhead costs (e.g., payroll taxes, rent)										
Administrative Expenses - salary costs of people not charging directly for lower services (e.g., backoffice support, external services costs (e.g., legal expenses, notary fees))										
Actual portion of unrecovered un-depreciated equipment expenses not yet owed and discharged by the service provider, but only for equipment acquired and used solely to provide the outsourcing services										
Unrecovered start-up and transition expenses										
Mark-up margin total that Contractor will apply to actual termination cost	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Total</b>	<b>\$ 226,248.85</b>	<b>\$ 226,248.85</b>	<b>\$ 226,248.85</b>	<b>\$ 226,248.85</b>	<b>\$ 226,248.85</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	



Disentanglement Fee Estimate

<b>Disentanglement Fee Estimate</b>	
Service Recipient:	County of Orange
Vendor Name:	SAIC - Scope 1

Click links for  
[IOC page](#)

Orange County Data Center	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 & 8 (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	Assumptions
Disentanglement Fee Estimate										
Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Desktop	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 & 8 (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	Assumptions
Disentanglement Fee Estimate										
Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Service Desk	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 & 8 (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	Assumptions
Disentanglement Fee Estimate										
Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
ADM	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Years 7 & 8 (Extension)	Year 9 (Option Year 1)	Year 10 (Option Year 2)	Assumptions
Disentanglement Fee Estimate										
Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	

Hourly Rate Sheet

The image displays a series of 10 tables, each representing a different category or department. Each table has a header row with various labels and a body of rows containing numerical data. The tables are arranged in a single horizontal row across the page. The data within the tables is dense and appears to be organized by time periods or specific metrics.

Assumptions 082219

Tower	Solution / Price Assumption	Comments
Email	SSA email will be taken over by OCIT in physical state; OCIT will migration mailboxes to [REDACTED] with SAIC assistance; SAIC will inherit [REDACTED] mailboxes to maintain	
Email	SSA email migration support will be performed by an NRI work order	
Email	OCIT [REDACTED] mailboxes will be moved back to SAIC for management	
Email	OCIT continues to manage overall [REDACTED] backend infrastructure and configuration to include County Azure tennancy	
MDM	SAIC continues to manage [REDACTED] until retired	
MDM	OCIT manages [REDACTED] tenancy	
MDM	Single end user resource unit applies for both [REDACTED] and [REDACTED] managed devices	
MDM	[REDACTED] servers continue to bill as standard server resources. Dedicated resource unit no longer utilized.	
MDM	County BYOD devices will become managed endpoints in [REDACTED] / [REDACTED] and billable	Parties agree to evaluate different RU for BYOD users if truly less support required
[REDACTED] / MIM	Support levels for final state of MIM can not be determined at this time and may require an equitable adjustment to the contract pricing	
Server	Cloud-based server resource unit rates cover management of server only; does not include backend cloud platform / tennancy management or enablement	
Server	Implementation of [REDACTED] project (server, DB, [REDACTED] scheduling, backup, DR) is not included in server rates and to be funded by separate work order	
Server	SSA Server, core infrastructure, [REDACTED] etc. take over will require project to perform necessary migration to [REDACTED] Solarwinds, and all backend processes	
Server	Future [REDACTED] application upgrades to be funded as a work order; future [REDACTED] refresh funded as project	
[REDACTED]	[REDACTED] retirement and refresh projects remain funded until which time County deems no longer necessary at time of system retirement	
Production Control	Resouce Unit to be allocated by County per annual job schedule provided by team for one [REDACTED] system at ~[REDACTED] jobs per month	
Production Control	Increased volume produced by [REDACTED] due to overlapping systems is unknown - surge labor will be funded by project	
Storage, BU, Rep.	County to provide new storage, backup, replication solution in production effective July 1, 2022. SAIC hardware support extended through June 30, 2022.	
Storage, BU, Rep.	Replacement design, implementation, commissioning of new Storage solution will be funded as a project work order	
Storage, BU, Rep.	Cloud resources needing backup locally or in cloud will be billable resource units of labor	
Disaster Recovery	[REDACTED] agreement remains in place through June 30, 2022; Annual extension options beyond that date will be created based on commitment of 1 year minimum services.	
Disaster Recovery	Hardware required to refresh aging network / server equipment to be purchased by County; SAIC to conduct refresh as BAU effort	SAIC to provide list of hardware to OCIT
Disaster Recovery	[REDACTED] circuit removed from SAIC; County assumes responsibility to provide	
Disaster Recovery	SSA [REDACTED] databases returning to SAIC scope may require work order to reconfigure, re-ingest into County enterprise	
Disaster Recovery	Support for network path, routers, and firewalls connecting County to [REDACTED] moved to NVS contract. No longer in scope to DDAS.	
[REDACTED] switch	Support remains as actually the [REDACTED] distributed switch; support moved under virtual server hosts	
Applications Support	Assumes 19.5 FTEs funded through June 2021 at which time ARK resources go away. Future contracting of ARK will become responsibility of County if required.	
Desktop	Onboarding of new agencies will be funded as work order to migrate into [REDACTED] and backend processes	
Desktop	[REDACTED] iMACS priced; assumes [REDACTED] additional project iMACS remain billable as single iMAC per project (current "free" remains in place)	
Desktop	End user mobility device support is based on SOW; includes defined list of device types; does not include BYOD devices	
Desktop	Mobile device detail to be extracted from [REDACTED] or [REDACTED] SAIC will not track individual mobile devices for purposes of asset management	
Desktop	SSA image management based on a defined set of images and set frequency of updates; undefined requirements may change pricing due to additional staff being required	Confirmation of [REDACTED] images in use [REDACTED] SSA; [REDACTED] CFS)
Service Desk	Band pricing continues to apply	
Service Desk	Onboarding of SSA to be done within the price given reasonable time and data available to build into [REDACTED]	

SLRs & Weighting Factors

Appendix 4.1 (SAIC), Revision 6 Service Level Requirements and Fee Reduction Weighting Factors												
<small>Business Day means any day on which the County of Orange is open for business. Business Hours means 6:00 A.M. Pacific Time to 6:00 P.M. Pacific Time on a Business Day. Unless Performance Target says business day/hours, SLR is measured in continuous day/hours.</small>												
SLR #	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Weighting Factor Monthly SLR's March, May, June, September, November and December	Weighting Factor Monthly and Quarterly SLR's January, April, July and October	Weighting Factor Monthly, Semi-Annual and Annual February and August	
<b>IT Service Management &amp; Life Cycle Services</b>												
SLR 1 ITSM-01	Work Order Proposal Response (e.g., timelines, deliverables, pricing, assumptions and constraints, comprehensive and complete written documentation, required Vendor authorized approvals)	Proposal Delivery	10 Business Days, or a date mutually agreed to between the parties.	100%	Monthly	Monthly	Performance = Proposal request delivered within required time/total proposals requested by County	Records SLR ITSM-01	2%	2%	2%	
<b>System Software Refresh and Updates</b>												
Vendor will perform up to one System Software version or major release modification and unlimited service pack/minor release modifications and patch modifications per year per installed system unless approved otherwise by County.												
SLR 2 ITSM-02	Deploy Emergency Maintenance Release (e.g., security pack, bug patch, antivirus, anti-SPAM, and anti-Spyware update deployments)	Time to deploy	Perform same Business Day as signoff, subject to agreed upon Change Management procedures	100.0%	Monthly	Monthly	Number of events completed on time/total of events occurring during Measurement Period	Records SLR measurement ITSM-02	2%	2%	2%	
SLR 3 ITSM-03	Deploy Non-Emergency Maintenance Release (e.g., XYZ Version 8.1.5 to XYZ Version 8.1.6)	Time to deploy	Perform within next regular maintenance time window, subject to agreed upon Change Management procedures	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss  Monthly measurement with 101 or more Transactions will follow the 99% Minimum Performance calculation	Monthly	Monthly	Number of events completed on time/total of events occurring during Measurement Period	Records measurement SLR ITSM-03	1%	1%	1%	
SLR 4 ITSM-04	Implementation of Enhancement Release (e.g., XYZ Version 8.1 to XYZ Version 8.2)	Time to deploy	Within 30 Business Days after notification by County or per County approved project schedule	98.0%	Monthly	Monthly	Number of events completed on time/total of events occurring during Measurement Period	Records measurement SLR ITSM-04	0%	0%	0%	
SLR 5 ITSM-05	Implementation of Major Release Updates (e.g., XYZ Version 8 to XYZ Version 9)	Time to deploy	Within 60 Business Days after notification by County or per County approved project schedule	98.0%	Monthly	Monthly	Number of events completed on time/total of events occurring during Measurement Period	Records measurement SLR ITSM-05	0%	0%	0%	
<b>Incident Resolution</b>												
SLR 6	Incident and impact to CEOIT and the impacted agency(s)	Time to respond	[REDACTED]	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss  Monthly measurement with 51 or more Transactions will follow the 98% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target/total of all requests occurring during Measurement Interval	R/Y/G Notification timestamps	2%	2%	2%	
SLR 7	Time to Notify County of a Priority 3 or 4 Incident	Time to respond	<30 minutes	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss  Monthly measurement with 51 or more Transactions will follow the 98% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target/total of all requests occurring during Measurement Interval	Notification emails	1%	1%	1%	
SLR 8 ITSM-08	Incident Resolution - Priority Level 1	Time to Resolve	<4 hours	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss  Monthly measurement with 51 or more Transactions will follow the 98% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target/total of all requests occurring during Measurement Interval	Records measurement - SLR ITSM-08	16%	15%	15%	
SLR 9 ITSM-09	Incident Resolution - Priority Level 2	Time to Resolve	<8 hours	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss  Monthly measurement with 51 or more Transactions will follow the 98% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target/total of all requests occurring during Measurement Interval	Records measurement - SLR ITSM-09	11%	8%	11%	

SLRs & Weighting Factors

SLR #	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Weighting Factor Monthly SLR's March, May, June, September, November and December	Weighting Factor Monthly and Quarterly SLR's January, April, July and October	Weighting Factor Monthly, Semi-Annual and Annual February and August
SLR 10 ITSM-10	Incident Resolution - Priority Level 3	Time to Resolve	<3 Calendar Days or within an agreed upon time frame	95% Transaction Range Amount of Failures that Cause SLR Miss 0-10 >1 = 2 Failures cause a miss 11-20 >2 = 3 Failures cause a miss Monthly measurement with 21 or more Transactions will follow the 95% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target/total of all requests occurring during Measurement Interval	Records measurement - SLR ITSM-10	3%	3%	3%
SLR 11 ITSM-11	Incident Resolution - Priority Level 4	Time to Resolve	<5 Calendar Days or within an agreed upon time frame	95% Transaction Range Amount of Failures that Cause SLR Miss 0-10 >1 = 2 Failures cause a miss 11-20 >2 = 3 Failures cause a miss Monthly measurement with 21 or more Transactions will follow the 95% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target/total of all requests occurring during Measurement Interval	Records measurement - SLR ITSM-11	2%	2%	2%
SLR 12 ITSM-12A ITSM-12B	Root Cause Analysis (ITIL Form) 1) Complete assessment of business impact 2) Explanation of technical cause 3) Detail plan for resolution problem for future instances	Time to report	Initial report within 24 hours of Incident Resolution for Priority Level 1 or 2. Final report within 5 Business Days.	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurement with 51 or more Transactions will follow the 98% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target/total of all requests occurring during Measurement Interval	Records measurement ITSM-12A, ITSM-12B	2%	2%	3%
<b>Backup and Restoration</b>		Vendor shall implement and maintain backup and restoration capabilities for specified Service Area data, applications and component configurations as defined in each Service Area SOW. Vendor shall perform error and omission-free incremental backups, full backups and full archive backups according to the Backup Schedule presented below. Recovery procedures will be capable of restoring Service delivery for failed Service Area data, applications and component configurations according to the Restoration SLRs listed below. Service Area components requiring scheduled backups shall be referenced in the service environment section of each Service Area SOW. Vendor shall continually monitor backup jobs and immediately identify and fix any failures to ensure successful reruns to meet frequency requirements. Such timely reruns shall be considered as successful completion of the SLR.									
SLR 13	Daily Backup Onsite Retention for 35 days	Successful backup and storage	Daily/Incremental Backup completion within 24 hours. Weekly/Monthly Full Backup completion within 48 hours or prior to next business day start of Daily/Incremental Backups.	99%	Monthly	Monthly	Number of backups completed on schedule/total of all backups scheduled during Measurement Interval	Native Backup System Reporting Tool	4%	4%	5%
SLR 14	Archive Backup Offsite Storage Retention for [redacted] months (to be performed during the [redacted])	Successful Offsite Archive	Approved archive production schedule	100%	Monthly	Monthly	Number of archives completed on schedule/total of all archives scheduled during Measurement Interval	Native Backup System Reporting Tool	2%	2%	2%
SLR 15	Daily Remote (Offsite) Replication Retained for [redacted] days	Successful Replication	Replication frequency	100%	Monthly	Monthly	Number of successful replications/total of all replications during Measurement Interval	Native Backup System Reporting Tool	0%	0%	0%
SLR 16	Quarterly Test of each type of backup restore process	Test results	Quarterly Successful test of each type of backup restore process	100%	Quarterly	Quarterly	Number of quarterly tests completed on schedule/total of all quarterly tests scheduled during Measurement Interval	Records - Quarterly Test Service Requests	0%	0%	0%
<b>Restoration SLRs</b>											
SLR 17 ITSM-17	Production Data Restore Requests	Commencement time for data less than [redacted] days old	Commence restore ≤ 4 hours from County request	95% Transaction Range Amount of Failures that Cause SLR Miss 0-10 >1 = 2 Failures cause a miss 11-20 >2 = 3 Failures cause a miss Monthly measurement with 21 or more Transactions will follow the 95% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target /total of all requests occurring during Measurement Interval	Records measurement - SLR ITSM-17	10%	10%	10%
SLR 18 ITSM-18	Non-Production Data Restore Requests	Commencement time for data less than [redacted] days old	Commence restore ≤ 8 business hours from County request	95% Transaction Range Amount of Failures that Cause SLR Miss 0-10 >1 = 2 Failures cause a miss 11-20 >2 = 3 Failures cause a miss Monthly measurement with 21 or more Transactions will follow the 95% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target /total of all requests occurring during Measurement Interval	Records measurement - SLR ITSM-18	0%	0%	0%
SLR 19 ITSM-19	Production and Non-Production Data Restore Requests	Commencement time for data greater than [redacted] days old	Commence restore within 3 Business Days	95% Transaction Range Amount of Failures that Cause SLR Miss 0-10 >1 = 2 Failures cause a miss 11-20 >2 = 3 Failures cause a miss Monthly measurement with 21 or more Transactions will follow the 95% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target /total of all requests occurring during Measurement Interval	Records measurement - SLR ITSM-19	5%	5%	5%
<b>Asset Tracking and Management</b>		Within five (5) Business Days after the first Business Day of each calendar quarter, Vendor shall select a statistically valid sample, based on the approved asset management report and in accordance with the process specified in the Policies, Standards and Procedures Manual, to measure Vendor compliance with the following SLR pertaining to the accuracy of individual data elements in the Asset tracking database. Accuracy of data shall adhere to the following SLR.									

SLRs & Weighting Factors

SLR #	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Weighting Factor Monthly SLR's March, May, June, September, November and December	Weighting Factor Monthly and Quarterly SLR's January, April, July and October	Weighting Factor Monthly, Semi-Annual and Annual February and August
SLR 20	Accuracy of Data Elements in Asset Tracking Database with the following fields: [Redacted] * Vendor will load data the County provides for this attribute under best efforts approach, where applicable. The presence/absence of this data will NOT be factored into the SLR calculation.	Accuracy as determined by audit	Sample size of 100% of the entire CMDB based on the applicable data fields in which the County will select a random sampling 10% of the managed server assets and 1% of managed desktop assets for verification, subject to agreed upon Asset Tracking and Management procedure. Vendor will notify County within 30 days after the completion of audit that corrections have been made in the CMDB  See Asset Tracking Matrix tab for details on collection of asset attributes by RU.	97%	Quarterly	Quarterly	Number of tracked Assets where data elements are determined to be correct/total number of tracked Assets sampled	[Redacted] Asset Records	0%	15%	0%
<b>IT Service Management and Life Cycle Management Tools</b>		System availability of Vendor tools proposed in the delivery of all key ITIL processes and the Web Portal for real time display of system output. The SLRs should only apply to Vendor provided toolsets that provide real time and periodic reporting data and information on the in scope Vendor managed environment									
SLR 21	IT Service Management and Life Cycle Management Tools. (As per defined in Appendix 2A1)	System Availability	Per schedule for planned availability	99.90%	Monthly	Monthly	Availability(%) = 100% - Unavailability (%) Where Unavailability is defined as: [(Sum of Outage Duration) / (Scheduled Time)]% Scheduled Time = (Total possible time in Measurement Interval - Maintenance Window time)	[Redacted] Incident records; [Redacted] Records	0%	0%	0%
<b>End User Scheduled Survey</b>		Vendor shall establish a mutually agreed upon End User satisfaction survey, that may be facilitated by a Third Party and designed with County and Vendor input. Vendor shall supply County semiannual reports of County End User satisfaction, integrating the results of ongoing End User satisfaction surveys for each IT Service Area. Upon delivery of each such report, the Parties shall meet to jointly identify any areas of End User dissatisfaction. The Vendor shall prepare a project plan with County's input and approval to Resolve End User dissatisfaction									
SLR 23	End User Scheduled Survey (conducted semi-annually)	End User Satisfaction	End Users surveyed should be very satisfied or satisfied	90%	Semi-annual	Semi-annual	TBD	County/Vendor Survey Matrix, Form and Process	0%	0%	10%
SLR 24	County Program Management	Program Management Satisfaction	Those surveyed should be very satisfied or satisfied	90%	Semi-annual	Semi-annual	TBD	Vendor Corporate client satisfaction survey tool. Results to be compiled from meeting conducted with County CIO.	0%	0%	10%
<b>Data Center Services</b>											
<b>System/Security Administration</b>											
SLR 25 DC-01	Proposal for Security Remediation Following Discovery of Security Risk (e.g., timelines, deliverables, assumptions & constraints, comprehensive and complete written documentation)	Proposal Delivery	2 Business Days	95%	Monthly	Monthly	Number of events completed within performance target /events occurring during Measurement Interval	[Redacted] Records SLR measurement DC-01	0%	0%	0%
<b>System Availability</b>		System Availability is defined as the availability of in scope infrastructure components required to conduct the normal business operation of County Application systems at full functionality including mainframe and servers (e.g., server CPU, memory, internal storage, database), external storage, System Software and Vendor network connection. Availability will be measured based on the fully functional availability of each County Application (i.e., excludes application availability and other out-of-scope components as determined by Root Cause Analysis) to conduct the normal business operation by all End Users of the applicable County Application.  NOTE: Notwithstanding any other provision of the Agreement, including but not limited to Section 4.9.4(c), the Parties agree that solely in regard to SLR 26 and SLR 27 below, (1) any changes to the SLR Fee Reduction Weighting Factor for SLR 26 and SLR 27 shall only be made by mutual written agreement of the Parties and (2) the Fee Reduction Weighting Factors for SLR 26 and SLR 27 will be established such that a singular Class 1 System Availability penalty will always be greater than a singular Class 2 System Availability penalty. Vendor shall not unreasonably withhold its consent to any modifications to the SLR Fee Reduction Weighting Factors for SLR 26 and SLR 27 proposed by the County. If the County and Vendor cannot agree on proposed modifications to the SLR Fee Reduction Weighting Factors for SLR 26 and SLR 27, that shall result in a Disagreement between the Parties which shall be addressed using the process described in Section 24 of the Agreement.									
SLR 26	System Availability Class 1-Mission Critical: Production Systems	System Availability	Per schedule for planned availability	99.9%	Monthly	Monthly	Availability(%) = 100% - Unavailability (%) Where Unavailability is defined as: [(Sum of Outage Duration) / (Scheduled Time)]% Scheduled Time = (Total possible time in Measurement Interval - Maintenance Window time)  For the purpose of calculating the System Availability SLR penalty amount, a prorated portion of the total penalty will be calculated based on the number of systems that failed to meet the SLR as compared to the total number of systems measured. See the System Availability SLR Calc tab for an example of the penalty calculation.	[Redacted] Incident records; [Redacted] Records	30%	23%	22%



SLRs & Weighting Factors

SLR #	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Weighting Factor Monthly SLR's March, May, June, September, November and December	Weighting Factor Monthly and Quarterly SLR's January, April, July and October	Weighting Factor Monthly, Semi-Annual and Annual February and August
SLR 27	System Availability Class 2-Business Critical: Non-Production Systems (i.e. UAT, QA, Development, Test, Lab)	System Availability	Per schedule for planned availability	99.7%	Monthly	Monthly	Availability(%) = 100% - Unavailability (%) Where Unavailability is defined as: [(Sum of Outage Duration) / (Scheduled Time)]% Scheduled Time = (Total possible time in Measurement Interval - Maintenance Window time)  For the purpose of calculating the System Availability SLR penalty amount, a prorated portion of the total penalty will be calculated based on the number of systems that failed to meet the SLR as compared to the total number of systems measured. See the System Availability SLR Calc tab for an example of the penalty calculation.	Incident records; Records	10%	10%	10%
SLR 30	SAN	System Availability	Planned Availability	99.99%	Monthly	Monthly	Availability(%) = 100% - Unavailability (%) Where Unavailability is defined as: [(Sum of Outage Duration) / (Scheduled Time)]% Scheduled Time = (Total possible time in Measurement Interval - Maintenance Window time)	Incident Records	12%	10%	7%
<b>Unscheduled Downtime</b>											
SLR 31	Unscheduled Downtime for Each County Application NOTE: "County applications" are those production business applications which are operational on systems that Vendor supports.	Unscheduled downtime	Inability to conduct normal business operation due to unscheduled County Application downtime not to exceed 3 times per month, per County Application	100%	Monthly	Monthly	Number of unscheduled downtimes ≤ 3	Incident records	5%	5%	5%
<b>Service Desk Notification</b>											
SLR 32	Notification of Priority 1 and 2 Outages to County Service Desk	Online response time		99.9% 100%	Monthly	Monthly	Number of requests completed within performance target / total of all requests occurring during Measurement Interval	Incident Records	2%	2%	2%
<b>Batch Processing</b>											
Scheduled Production Batch for [redacted] and [redacted] jobs include system setup, execution and completion of normally scheduled production batch jobs. Demand and Test Batch: jobs include time for system setup and initiation of job execution for ad hoc requests, non standard, and non prescheduled batch jobs.											
SLR 33	Scheduled Production Batch	Per scheduled time	Complete core jobs per the County's approved schedule	99%	Monthly	Monthly	Complete core jobs per County's approved schedule	Scheduler details	3%	3%	3%
SLR 34 DC-10A DC-10B	Demand Production Batch	Per requested time	[redacted] to initiation [redacted] to initiation	95% 100%	Monthly	Monthly	Total number of jobs completed within performance target / total number of jobs executed during Measurement Interval	Records SLR measurement DC-10a, DC-10b	2%	2%	2%
SLR 35 DC-11A DC-11B	Demand Test Batch	Per requested time	[redacted] to initiation [redacted] to initiation	95% 100%	Monthly	Monthly	Total number of jobs completed within performance target / total number of jobs executed during Measurement Interval	Records SLR measurement DC-11a, DC-11b	0%	0%	0%
<b>General Administrative</b>											
SLR 36 DC-12	Setup or Modify Job Scheduler Definition and Dependencies	Response time	Requests submitted by 3:00 pm will be incorporated into the current business day production cycle.  Requests received after 3:00 pm will be worked as Best Efforts to include in the current business day production cycle; but not included in the SLR calculation.	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss  Monthly measurement with 51 or more Transactions will follow the 98% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target / total of all requests occurring during Measurement Interval	Records SLR measurement DC-12	2%	2%	2%
SLR 37 DC-13	One Time Schedule Change for Existing Scheduled Jobs	Response time	Requests submitted by 3:00 pm will be incorporated into the current business day production cycle.  Requests received after 3:00 pm will be worked as Best Efforts to include in the current business day production cycle; but not included in the SLR calculation.	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss  Monthly measurement with 51 or more Transactions will follow the 98% Minimum Performance calculation.	Monthly	Monthly	Number of requests completed within performance target / total of all requests occurring during Measurement Interval	Records SLR measurement DC-13	2%	2%	2%
<b>Storage Administration for Mainframe and Servers</b>											
SLR 38	Notification to Allocate Additional Storage Resources (based on pre defined parameters and observed growth patterns)	Proactive monitoring and reporting to the County of need to increase capacity	Total monthly storage capacity utilization measured in GBs used approaches 80% of installed capacity - Inform the County within 1 Business Day	99.0%	Monthly	Monthly	Number of requests/events completed within performance target / total of all requests/events occurring during Measurement Interval	ORT Reports weekly/monthly	2%	2%	2%
SLR 39 DC-15	On-demand Disk Storage Capacity Change Requests	Deployment time	Increases/decreases of +10% of installed storage capacity within 7 Business Days of the County request	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss  Monthly measurement with 101 or more Transactions will follow the 99% Minimum Performance calculation.	Monthly	Monthly	Number of requests/events completed within performance target / total of all requests/events occurring during Measurement Interval	Records SLR DC-15	2%	2%	2%

SLRs & Weighting Factors

SLR #	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Weighting Factor Monthly SLR's March, May, June, September, November and December	Weighting Factor Monthly and Quarterly SLR's January, April, July and October	Weighting Factor Monthly, Semi-Annual and Annual February and August
SLR 40 DC-16	Storage Administration Requests	Deployment time	Perform within one Business Day subject to agreed upon Change Management procedures	99.0%	Monthly	Monthly	Number of requests/events completed within performance target /total of all requests/events occurring during Measurement Interval	Records SLR DC-16	1%	1%	1%
SLR 41	Capacity/Performance Trend Analysis and Reporting	Monthly measurement/analysis and periodic notification on resource utilization and trends for critical system resources	On schedule delivery of monthly analysis reports and Interim reports on rapidly developing events and trends identification	99.0%	Monthly	Monthly	Number of requests/events completed within performance target /total of all requests/events occurring during Measurement Interval	ORT Reports weekly/monthly	2%	2%	2%
<b>Database Administration</b>											
SLR 42 DC-19A DC-19B	Instance Creation & Refresh	Elapsed time	Create = per defined project schedule, Refresh : like for like = 1 Business Day Refresh : non-like for like (e.g. source and destination environments being dissimilar, or other data conversion required) = Per defined project schedule	95% Transaction Range Amount of Failures that Cause SLR Miss 0-10 >1 = 2 Failures cause a miss 11-20 >2 = 3 Failures cause a miss Monthly measurement with 21 or more Transactions will follow the 95% Minimum Performance calculation.	Monthly	Monthly	Total number of events completed within performance target/total number of events scheduled, due or required	Records SLR measurement DC-19a, DC-19b	1%	1%	1%
SLR 43 DC-20A DC-20B DC-20C	Requests - Create User ID for DBAs, Grants, Revokes, Create Table Space, Data Definition Requests	Elapsed time	1-5 requests daily < 2 business hours; 6-10 requests daily < 4 business hours; > 10 daily < 2 business Days Based on a per database instance request	95% Transaction Range Amount of Failures that Cause SLR Miss 0-10 >1 = 2 Failures cause a miss 11-20 >2 = 3 Failures cause a miss Monthly measurement with 21 or more Transactions will follow the 95% Minimum Performance calculation.	Monthly	Monthly	Total number of events completed within performance target/total number of events scheduled, due or required	Records SLR measurement DC-20a, DC-20b, DC-20c	1%	1%	1%
SLR 44 DC-21	Schema Changes and Stored Procedures	Elapsed time	1 Business Day Based on a per database instance request	95%	Monthly	Monthly	Total number of events completed within performance target/total number of events scheduled, due or required	Records SLR measurement DC-21	0%	0%	0%
SLR 45 DC-22	Performance Tuning and Maintenance	Elapsed time	Two (2) business hours to respond to ad-hoc requests, per mutually agreed tuning requirements	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurement with 51 or more Transactions will follow the 98% Minimum Performance calculation.	Monthly	Monthly	Total number of events completed within performance target/total number of events scheduled, due or required	Records SLR measurement DC-22	1%	1%	1%
<b>Server Administration</b>											
SLR 47 DC-24	Provision Servers and Create OS	Time	< 5 Calendar Days from server delivery to implementation, subject to agreed upon Change Management procedures and defined project schedule	95% Transaction Range Amount of Failures that Cause SLR Miss 0-10 >1 = 2 Failures cause a miss 11-20 >2 = 3 Failures cause a miss Monthly measurement with 21 or more Transactions will follow the 95% Minimum Performance calculation.	Monthly	Monthly	Number of requests/events completed within performance target /total of all requests/events occurring during Measurement Interval	Records SLR measurement DC-24	2%	2%	2%
SLR 48 DC-25A DC-25B DC-25C		Time to provision		95% Transaction Range Amount of Failures that Cause SLR Miss 0-10 >1 = 2 Failures cause a miss 11-20 >2 = 3 Failures cause a miss Monthly measurement with 21 or more Transactions will follow the 95% Minimum Performance calculation.	Monthly	Monthly	Number of requests/events completed within performance target /total of all requests/events occurring during Measurement Interval	Records SLR measurement DC-25a, DC-25b, DC-25c	1%	1%	1%
SLR 49 DC-26	Server Administration Requests	Time to deploy	Perform within [redacted] subject to agreed upon Change Management procedures	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss Monthly measurement with 101 or more Transactions will follow the 99% Minimum Performance calculation	Monthly	Monthly	Number of requests/events completed within performance target /total of all requests/events occurring during Measurement Interval	Records SLR measurement DC-26	1%	1%	1%
SLR 50	Capacity/Performance Trend Analysis and Reporting	Schedule and Per Event	On schedule delivery of [redacted] analysis reports and Interim reports on rapidly developing events and trends identification	100%	Weekly	Monthly	Number of requests/events completed within performance target /total of all requests/events occurring during Measurement Interval	ORT Reports weekly/monthly	2%	2%	2%

SLRs & Weighting Factors

SLR #	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Weighting Factor Monthly SLR's March, May, June, September, November and December	Weighting Factor Monthly and Quarterly SLR's January, April, July and October	Weighting Factor Monthly, Semi-Annual and Annual February and August
<b>Service Level Requirements</b>											
SLR 51		Delivery of		100%	Daily	Monthly	and Delivered	access db records and delivery	0%	0%	0%
<b>IT Continuity and Disaster Recovery</b>											
		Time to recover County Application systems (as defined in the DR plan) after DR Incident has been determined. See Appendix 2B.4- System Classifications for Availability and Disaster Recovery SLRs									
SLR 52	Application Recovery Ranking 1	Time to recover		100%	Following a declared DR event	Following a declared DR event	Number of applications and related infrastructure (e.g. network) required to provide normal business function recovered within performance target/total number of applications in Measurement Interval	Incident Records	2%	2%	1%
SLR 53	Application Recovery Ranking 2	Time to recover		100%	Following a declared DR event	Following a declared DR event	Number of applications and related infrastructure (e.g. network) required to provide normal business function recovered within performance target/total number of applications in Measurement Interval	Incident Records	1%	1%	0%
SLR 54	Application Recovery Ranking 3	Time to recover		100%	Following a declared DR event	Following a declared DR event	Number of applications and related infrastructure (e.g. network) required to provide normal business function recovered within performance target/total number of applications in Measurement Interval	Incident Records	0%	0%	0%
SLR 55	Application Recovery Ranking 4	Time to recover		100%	Following a declared DR event	Following a declared DR event	Number of applications and related infrastructure (e.g. network) required to provide normal business function recovered within performance target/total number of applications in Measurement Interval	Incident Records	0%	0%	0%
SLR 56	Application Recovery Ranking 5	Time to recover		100%	Following a declared DR event	Following a declared DR event	Number of applications and related infrastructure (e.g. network) required to provide normal business function recovered within performance target/total number of applications in Measurement Interval	Incident Records	0%	0%	0%
<b>DR Testing</b>											
SLR 59	DR Testing	Successful DR test	Successful annual test of each DR for each County Application	100%	Annual	Annual	Number of tests completed within performance target /total of all tests occurring during Measurement Interval	DR test plan, post test report	0%	0%	3%
<b>Service Desk</b>											
<b>Service Desk Availability</b>											
Service Desk Availability refers to the required timeframes during which certain Services provided by the Service Desk must be available to End Users, and response to automatically generated Service Desk Trouble Tickets is achieved.											
SLR 60	1) Dedicated Service Desk 2) After Hours Shared Service Desk (pager) and Self Help Support 3) County 411 Shared Service Desk	Schedule		1) 99.99% 2) 99.99% 3) 99.99%	Monthly	Monthly	Availability(%) = 100% - Unavailability (%) Where Unavailability is defined as: [(Sum of Outage Duration) / (Scheduled Time)]% Scheduled Time = (Total possible time in Measurement Interval - Maintenance Window time)	Outage Records from	8%	7%	5%
<b>Response Time</b>											
The Vendor will provide United States toll-free telephone lines in adequate quantity to handle Call volume, ACD system(s) to record Call date, time and duration information, and electronic interfaces to all systems for monitoring and reporting.											
SLR 61	Notification of Incident or Problem to County and Third Party providers	Time to notify	≤ 5 minutes from generation of Help Desk Trouble Ticket	95%	Monthly	Monthly	Number of events per event type within performance target / total number of events per type during Measurement Interval = percent (%) attained	Problem Records	0%	0%	0%
SLR 62	Average Speed to Answer	Phone response time	1) For dedicated Service Desk support hours: 2) For 411 Service Desk hours:	100%	Monthly	Monthly	Number of events per event type within performance target / total number of events per type during Measurement Interval = percent (%) attained	ACD/IRD	2%	2%	1%
SLR 63	Call Abandonment Rate after 15 seconds	Phone response time	≤6%	100%	Monthly	Monthly	Number of events per event type within performance target / total number of events per type during Measurement Interval = percent (%) attained	ACD/IRD	1%	1%	1%
SLR 64	Automated E-mail Acknowledgement	Online acknowledgement time	≤ 5 minutes	98%	Monthly	Monthly	Number of events per event type within performance target / total number of events per type during Measurement Interval = percent (%) attained	Worklog records	0%	0%	0%
<b>Incident Resolution</b>											
SLR 65 SD-06	First Contact Resolution-(escalation to Level 2 does not qualify as being resolved)	First Contact Resolution percentage	70% of Service Desk resolvable calls, with <5% recalls	N/A	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	Records SLR measurement SD-06	8%	5%	5%
SLR 66 SD-07	Level 1 Time to Resolution (escalation to Level 2 does not qualify as being resolved)	Elapsed time		95%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	Records SLR measurement SD-07	1%	1%	1%
SLR 67	Incident Closure Notice (via e-mail and/or phone)	Elapsed time		98%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	Records	0%	0%	0%
<b>End User Account Administration</b>											

SLRs & Weighting Factors

SLR #	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Weighting Factor Monthly SLR's March, May, June, September, November and December	Weighting Factor Monthly and Quarterly SLR's January, April, July and October	Weighting Factor Monthly, Semi-Annual and Annual February and August
SLR 68 SD-09	New End User Account (up to 5 per request)	Elapsed time	Completed within [redacted] of authorized request	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss  Monthly measurement with 101 or more Transactions will follow the 99% Minimum Performance calculation	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	[redacted] Records SLR measurement SD-09	1%	1%	1%
SLR 69 SD-10	New End User Account (6-20 per request)	Elapsed time	Completed within [redacted] of authorized request	99%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	[redacted] Records SLR measurement SD-10	0%	0%	0%
SLR 70 SD-11	New End User Account (21+ per request)	Elapsed time	Case by case	N/A	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	[redacted] Records SLR measurement SD-11	0%	0%	0%
SLR 71 SD-12	[redacted]	Elapsed time	[redacted]	95%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	[redacted] Records SLR measurement SD-12	2%	2%	2%
SLR 72 SD-13	[redacted]	Elapsed time	[redacted]	95%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	[redacted] Records SLR measurement SD-13	0%	0%	0%
SLR 73 SD-14	[redacted]	Elapsed time	[redacted]	99%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	[redacted] Records SLR measurement SD-14	7%	5%	5%
SLR 74 SD-15	[redacted]	Elapsed time	[redacted]	99.9%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	[redacted] Records SLR measurement SD-15	0%	0%	0%
<b>Vendor Access to County Facility and Network</b>		Within five (5) Business Days after the first Business Day of each calendar quarter, Vendor shall provide a report of all personnel approved by the County for delivery of Services pursuant to the Agreement in accordance with the process specified in the Policies, Standards and Procedures Manual, to measure Vendor's compliance with the following SLRs pertaining to the accuracy of Vendor's staff, which includes staff of Vendor's subcontractors, accessing County data center and network. Accuracy of data shall adhere to the following SLRs.									
SLR 74.1 SD-16	Vendor Staff Physical Access to [redacted] per County [redacted]	Accuracy as determined by audit	Sample size of 100% of the active [redacted] entries for Vendor Personnel as compared to the Vendor Staff Master File of employees actively approved for the delivery of services.	100.0%	Quarterly	Quarterly	Number of employees where access is determined to be correct / total number of employees	Manual comparison of [redacted] entries to Vendor Staff Master File - Comparison to be performed by County	0%	2%	0%
SLR 74.2 SD-17	Vendor Staff Logical Access to County Network by means of [redacted]	Accuracy as determined by audit	Sample size of 100% of the OCJT Enterprise [redacted] accounts (managed by Vendor) for Vendor Personnel as compared to the Vendor Staff Master File of employees actively approved for the delivery of services.	100.0%	Quarterly	Quarterly	Number of employees where access is determined to be correct / total number of employees	Manual comparison of [redacted] entries to Vendor Staff Master File - Comparison to be performed by County	0%	2%	0%
<b>Client Satisfaction</b>											
SLR 75	Periodic Customer Satisfaction	Satisfaction rate	End Users surveyed should be very satisfied or satisfied, based on a 10% survey response rate of all incident/service request Tickets closed in the Reporting Period	90%	Periodic Customer Satisfaction - Measure Monthly based on closed Service Desk Trouble Tickets in same monthly period	Monthly	Sum of survey results from each participant/total number of participants responding to periodic sample	Combination of ServiceNow automated Satisfaction Survey and [redacted] automated survey tools.	1%	1%	1%
<b>Application Development and Maintenance</b>											
<b>Application Development SLRs</b>											
SLR 76	Project Estimation Methods and Tools Used for Cost and Schedule	Target	100% of Projects	100%	Monitor Continuously, Measure Monthly	Monthly	Performance = Number of transactions completed within required time/Total number of transactions	[redacted] Records and Project ORT Reports	1%	1%	1%
SLR 77	Project Estimation (actual cost vs. estimated cost)	Target Cost	Actual Estimate	Actual - Not more than +/- 10% of estimate	Monitor Continuously, Measure Upon Project Completion	Monthly	Performance = Number of transactions completed within required time/Total number of transactions	[redacted] Records and Project ORT Reports	1%	1%	1%
SLR 78 ITSM-01	Service Requests	Target Time	Deliver proposal within target time	95%	Monitor Continuously, Measure Monthly	Monthly	Performance = Number of transactions completed within required time/Total number of transactions	[redacted] Records SLR ITSM-01	0%	0%	0%

SLRs & Weighting Factors

SLR #	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Weighting Factor Monthly SLR's March, May, June, September, November and December	Weighting Factor Monthly and Quarterly SLR's January, April, July and October	Weighting Factor Monthly, Semi-Annual and Annual February and August
SLR 79	Milestone Completion – Milestones on the Critical Path	Completion Date	Completion of milestones by scheduled completion date	100%	Monitor Continuously, Measure Monthly	Monthly	Performance = Number of transactions completed within required time/Total number of transactions	Records and Project ORT Reports	2%	2%	2%
SLR 80	Milestone Completion – All Milestones NOT on the Critical Path	Completion Date	Completion of milestones by scheduled completion date	95%	Monitor Continuously, Measure Monthly	Monthly	Performance = Number of transactions completed within required time/Total number of transactions	Records and Project ORT Reports	0%	0%	0%
SLR 81	Functional Requirements Met	Scale-based Opinion Survey	4.5 or higher on a 5.0 point scale	95%	Project Completion	Monthly	Performance = Number of transactions completed within required time/Total number of transactions	Records and Project ORT Reports	0%	0%	0%
SLR 82	Reserved	Reserved	Reversed	Reserved	Reserved	Reserved	Reserved	Reserved	N/A	N/A	N/A
<b>Application Maintenance/Minor Enhancement SLRs</b>											
SLR 83 ADM-08	Service Requests (Minor Enhancements)	Delivery Reply	Deliver proposal within target time	<10 Business Days 98%	Monitor Continuously, Measure Monthly	Monthly	Performance = Number of transactions completed within required time/Total number of transactions	Records SLR ADM-08	0%	0%	0%
SLR 84 ADM-08	Service Request Milestone Completion (Minor Enhancements)	Completion Date	Completion of milestones by scheduled completion date	100%	Monitor Continuously, Measure Monthly	Monthly	Performance = Number of transactions completed within required time/Total number of transactions	Records SLR ADM-08	0%	0%	0%
SLR 85	Service Requests Performance (Minor Enhancements)	Actual vs. Estimated Hours	< 10% of estimate or 15 hours over estimate, whichever is larger	95%	Monitor Continuously, Measure Monthly	Monthly	Performance = Number of transactions completed within required time/Total number of transactions	Records and Work Order Reports	0%	0%	0%
SLR 86 ADM-08	Availability of Qualified Staff	Availability	As defined by the County application requirements	100%	Monitor Continuously, Measure Monthly	Monthly	TBD	Records SLR ADM-08	0%	0%	0%
SLR 87 ADM-12	Quality	Rework Rate	Less than 1 rework instance per 20 changes into production	99%	Monitor Continuously, Measure Monthly	Monthly	TBD	SLR ADM-12	0%	0%	0%
<b>Desktop Support Services</b>											
<b>IMACS</b>											
SLR 88 DS-02	1-10 in a single request	Elapsed time to deploy	Within 3 Business Days of request	95% Transaction Range Amount of Failures that Cause SLR Miss 0-10 > 1 = 2 Failures cause a miss 11-20 > 2 = 3 Failures cause a miss  Monthly measurement with 21 or more Transactions will follow the 95% Minimum Performance calculation.	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	Records SLR measurement DS-02	2%	2%	2%
SLR 89 DS-03	11-20 in a single request	Date and time scheduled	As agreed case by case, but no later than 4 Business Days	95%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	Records SLR measurement DS-03	1%	1%	1%
SLR 90 DS-04	> 20 in a single request	Date and time scheduled	As agreed case by case	95%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	Records SLR measurement DS-04	0%	0%	0%
SLR 91 DS-05	Urgent request, single move (e.g. unanticipated personnel change)	Elapsed time to deploy	Per agreed schedule, but no later than 1 Business Day	95%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	Records SLR measurement DS-05	2%	2%	2%
									<b>190%</b>	<b>190%</b>	<b>190%</b>

Incident Priority Definitions

**Appendix 4.1 (SAIC), Revision 6  
Incident Priority Definitions**

PRIORITY MATRIX		IMPACT		
		High	Medium	Low
U R G E N C Y	High	Priority 0/1	Priority 2	Priority 3
	Medium	Priority 2	Priority 3	Priority 4
	Low	Priority 3	Priority 4	Service Request

**"Priority levels" are defined categories that identify the degree of business criticality and importance to the organization (the "business impact") of specific Incidents, and the associated Vendor response requirements attributed to any such Incident. The following priority level table categories and descriptions apply to all Services:**

1 - Emergency/Urgent	The Incident or Problem has caused a complete and immediate work stoppage affecting a primary business process or a broad group of End Users such as an entire department, floor, branch, line of business, or external customer. No Workaround is available. Examples: Major application Problem (e.g., ██████████) Severe Problem during critical periods (e.g., month-end processing) Security Violation (e.g., denial of service, widespread virus) Critical Systems (e.g., voice, network) VIP Incidents
2 - High	A business process is affected in such a way that business functions are severely degraded, multiple End Users are impacted or a key customer is affected. A Workaround may be available; however the Workaround is not easily sustainable. Examples: Major application (e.g., ██████████, ██████ safety)
3 - Medium	A business process is affected in such a way that certain functions are unavailable to End Users or a system and/or service is degraded. A Workaround may be available. Examples: Personal productivity Problem (e.g., File/Print, PDA) Redundant system problem
4 - Low	An Incident that has little impact on normal business processes and can be handled on a scheduled basis. A Workaround is available. Examples: Preventative Maintenance

Key Performance Indicators

**Appendix 4.1 (SAIC), Revision 6  
Key Performance Indicators**

Key Performance Indicator (KPI) Description	KPI Service Measure	KPI Performance Target	KPI Minimum Performance	KPI Measurement Interval	KPI Reporting Period		KPI Measurement Tool
<b>Data Center Services</b>							
<b>Internet Web Application Monthly Deployments</b>	Internet Web Application Monthly Deployments is defined as conducting County coded application deployments in QA/production environment.						
On Target Web Deployments	Number of deployments	100 County packaged application deployments / months	100%	Monthly	Monthly	Number of requested deployment = number of deployment executed With a maximum of 100 packaged application deployments / months	■

## Asset Tracking Matrix

## Appendix 4.1 (SAIC), Revision 6

Asset Tracking and Management Matrix			
		Desktop Asset	Server Asset
1	Serial Number	√	√
2	Location (Site Address, City, State)	√	√
3	Floor	√	N/A
4	Office / Cube (Room)	√	N/A
5	Agency	√	√
6	Manufacturer (Make)	√	√
7	Model Name	√	√
8	IP Address	N/A	√
9	Operating System (Software/Firmware Version)	√	√
10	DNS Host Name	N/A	√
11	Criticality Level	N/A	√
12	Service Level, Status and Resource Unit (CI Billable)	√	√
13	Cost Center (Accounting Code)	√	√
14	Resource Unit (Budget Code (RU Description))	√	√
15	Agency (Asset Ownership)	√	√
16	Fixed Aset, Fixed Aset Tag *	√	√

\* SAIC will load data the County provides for this attribute under best efforts approach, where applicable. The presence/absence of this data will NOT be factored into the SLR calculation.



## System Availability SLR Calc

## Appendix 4.1 (SAIC), Revision 6

<b>Example: In June 2015, a failed HP 3par firmware upgrade (CHG00004142) caused 30 Class 1 systems to be down for ~ 1 hour, resulting in a system availability issue.            Calculation used for penalty associated with the missed System Availability Class 1 SLR.</b>	
Total Contract Monthly At Risk Amount (Twenty percent (20%) of the sum of that Contract Year's monthly recurring fees, which shall be estimated at the beginning of each Contract Year)	\$259,614.17
System Availability Class 1 Mission Critical Fee Reduction Weighting Factor (Established in Appendix 4.1 - Fee Reduction Weighting Factor)	20%
System Availability Class 1 Mission Critical Fee Reduction Weighting Factor - Total Penalty (Total Contract Monthly At Risk Amount * System Availability Class 1 Mission Critical Fee Reduction Weighting Factor)	\$51,922.83
Total System RUs (June 2015)	416
Per system penalty (Total Penalty / Total Systems)	\$124.81
Systems impacted	30
Total penalty for impacted systems (Per system penalty * Systems impacted)	\$3,744.44



IT SERVICES WORK ORDER #CY\_-\_\_\_\_

[TITLE]

**IT SERVICES WORK ORDER #CY - \_\_\_\_**

This IT Services Work Order #CY\_-\_\_\_\_ (“**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 #CY\_-\_\_\_\_.

**1. WORK ORDER NUMBER**

CY\_-\_\_\_\_

**2. EFFECTIVE DATE**

This Work Order is effective upon the date it is fully executed by authorized representatives of both Parties.

**3. PROJECT NAME**

*[Insert a name for this project using a few words that relate to the Services to be delivered under this Work Order.]*

**4. PROJECT SUMMARY**

*[Briefly provide a summary of the project that describes the Services, the timeline for Vendor’s performance of the Services, where Services will be performed, and other general requirements and information.]*

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

*[Concisely state the business, operational, and other benefits and business objectives supported by this Work Order, e.g. “The Services provided by Vendor under this Work Order will enable the County to: ...”]*

**6. WORK ORDER TYPE**

*[Identify the type of work that will be provided under this Work Order.]*

- 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:

---



---



---

**6.1. Staffing Resource Order**

*[In addition to the above, if the Services under this Work Order include staffing resource order Services, check the box and complete the table below. Vendor’s hourly rates must be consistent with rates set forth under Appendix 3.1 to Schedule 3.]*

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
<i>[Enter titles of staffing resources]</i>	<i>[Enter full name]</i>	<i>[Enter business address, phone, and e-mail address]</i>	<i>[Enter description of responsibilities]</i>	<i>[Enter location of Services performance]</i>
<i>[Add additional rows for additional resources.]</i>	...	...	...	...

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

<b>County Sponsor</b>	<i>[Identify the authorized County sponsor or sponsors requesting this Work Order, i.e. the department or agency, Affiliates, or other public entities sponsoring this Work Order, and provide the contact information for such County sponsors.]</i>
<b>Service Request Number</b>	<i>[Identify the number or numbers of the Service Requests under which the Services under this Work Order were first identified or requested.]</i>
<b>County Budget Info</b>	<i>[Provide County budget information, including budgetary constraints, timing, BAC(s), etc.]</i>

**8. VENDOR ROLES AND RESPONSIBILITIES**

*[List the positions of the Vendor Personnel that will be assigned to the project under this Work Order, including the Vendor Project Manager.]*

Resource Title	Name	Contact Information	Responsibilities
Vendor Project Manager	<i>[Enter full name]</i>	<i>[Enter business address, phone, and e-mail address]</i>	<i>[Enter description of responsibilities]</i>

Resource Title	Name	Contact Information	Responsibilities
<i>[Enter titles of technical leads and other key resources]</i>	<i>[Enter full name]</i>	<i>[Enter business address, phone, and e-mail address]</i>	<i>[Enter description of responsibilities]</i>
<i>[Add additional rows for additional technical leads and key resources.]</i>	...	...	...

**9. PROJECT SCHEDULE & SERVICES**

**9.1. Schedule**

*[Add or attach the project schedule for the above Services under this Work Order, including the dates and Services for Vendor’s delivery of the Deliverables and milestones set forth below.]*

No.	Services	Start Date	End Date	Estimated Duration
1.	<i>[Describe the task.]</i>	<i>[Specify the start date for the task]</i>	<i>[Specify the end date for the task]</i>	<i>[Specify the duration date for the task]</i>
2.	<i>[Add additional rows for additional tasks.]</i>	...	...	...

**9.2. Services** *(Concisely describe below the Services to be performed by Vendor)*

*[Identify and describe the tasks necessary to support the Project, including (a) a description of all subtasks and deliverables; (b) resources required for tasks (with names for the critical resources detailed whenever possible); (c) estimated hours per task; and (d) scheduled beginning and end dates.] The table in this Subsection 9.2 is required for Type 2 Work Orders.*

<b>Phase 1 ([Title])</b> <i>[Identify the project phase in which the work will be completed, as applicable.]</i>			
<b>Task 1 ([Title])</b> <i>[Identify the task]</i>	<b>Personnel Requirements</b>	<b>Time Commitment</b>	<b>Scheduled Beginning and End Dates</b>
	<i>[Identify the personnel required by roles / titles]</i>	<i>[Identify the time commitment to complete the work]</i>	<i>[Enter beginning date and end date for completion of the task]</i>
	<i>[Insert the task description]</i>		
	<b>Subtask 1.1 ([Title])</b> <i>[Identify the subtask and insert the subtask description]</i>		
	<b>Deliverable 1.1 ([Title])</b> <i>[Identify the deliverable(s) under the subtask and insert the description of each deliverable]</i>		
	<b>Subtask 1.2 ([Title])</b> <i>[Identify the subtask and insert the subtask description]</i>		
	<b>Deliverable 1.2 ([Title])</b> <i>[Identify the deliverable(s) under the subtask and insert the description of each deliverable]</i>		
...			

<b>Task 2</b> <b>([Title])</b> <i>[Identify the task]</i>	<b>Personnel Requirements</b>	<b>Time Commitment</b>	<b>Scheduled Beginning and End Dates</b>
	<i>[Identify the personnel required by roles / titles]</i>	<i>[Identify the time commitment to complete the work]</i>	<i>[Enter beginning date and end date for completion of the task]</i>
	<i>[Insert the task description]</i>		
	<b>Subtask 2.1 ([Title])</b> <i>[Identify the subtask and insert the subtask description]</i>		
...			

**9.3. Training**

*[Optional: Describe training to be provided by Vendor.]*

**9.4. Software**

*[List all Software to be provided by Vendor under this Work Order, identified by module (including interfaces to be developed and delivered by Vendor, operating systems, software embedded in any Equipment, etc.)]*

**9.5. Equipment and Other Assets**

*[List all Equipment and other Assets to be provided by Vendor under this Work Order, including delivery and installation locations and other requirements.]*

**9.6. Risks and Risk Mitigation**

*[Identify likely risks that could impact the project, including potential impacts to the project timeline, resources, and costs.]*

No.	Potential Risk	Mitigation Strategy / Contingency Plan	Probability of Risk (%)	Consequence	Amount at Risk
1.	<i>[Enter potential Project risks]</i>	<i>[Enter the mitigation strategy and/or contingency plans]</i>	<i>[Enter the probability of the risk materializing]</i>	<i>[Enter the consequence should the risk materialize (timeline extension, additional resource requirements, etc.)]</i>	<i>[Enter an estimate for the amount at risk]</i>
2.	...	...	...	...	...

**10. PRICING SUMS**

<b>PRICING SUMS</b>	
<b>Maximum Project Fees</b>	<i>[Insert the maximum cumulative Fees that County may incur under this Work Order through the Term of the Agreement. As to any Work Order acquired as a Type 1 Work Order that includes Services charged on a Time and Materials basis, the maximum cumulative Fees must be less than the amount listed in the then current County Contract Policy Manual §3.3-102(1)(a) as requiring Board of Supervisors approval. As to all other Work Orders acquired as a Type 1 Work Order, the maximum cumulative Fees shall be less than the amount listed in the then current County Contract Policy Manual §3.3-102(1)(a) as requiring Board of Supervisors approval, as negotiated by the Parties.]</i>
<b>Key Milestone Fees</b>	<i>[As to any Work Order acquired as a Type 1 Work Order that includes Services charged on a Fixed Fee basis, identify the sum of the Fees for the Project components of the Work Order (i.e., all one-time Fees which shall be paid pursuant to Vendor’s delivery of the Key Deliverables). As to all other Work Orders acquired as a Type 1 Work Order, leave this section blank.]</i>

**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.

*[Optional: List any additional Acceptance Criteria that applies.]*

**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**

*[Describe the project closing and sign off procedure.]*

**12. PROJECT REPORTS**

Provide the following Reports:

- Weekly Project status reports
- 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):

---



---



---

**13. ADDITIONAL REQUIREMENTS**

*[Identify additional Requirements as applicable. An example might be “County to provide license for xxx” where xxx is the name of a software module that County has determined is required for Vendor to deliver the Services.]*



**14. DELIVERABLES**

*[Identify and describe the Deliverables to be delivered by Vendor under this Work Order as described in Section 9.1 (Services), and specify (i) the Deliverables that are Key Deliverables, (ii) the dates for Vendor’s delivery of the Deliverables, (iii) the Acceptance Criteria for the Deliverables, and (iv) the Weighting Factors applicable to the Key Deliverables.]*

DELIVERABLES					
No.	Deliverable Name	Key Deliverable? (Y/N)	Deliverable Date	Acceptance Criteria	Weighting Factor*
1.	<i>[Insert Deliverable name.]</i>	<i>[Insert “Y” or “N” as applicable.]</i>	<i>[Insert Deliverable Date.]</i>	<ul style="list-style-type: none"> <li>▪ <i>[Identify the Acceptance Criteria required to achieve this Deliverable. E.g. “Deliverable addresses all elements as described in Subtask [ ] under Section 9.1 (Services), above.”]</i></li> </ul>	<p style="text-align: center;">—%</p> <p style="text-align: center;"><i>[If this Deliverable is a Key Deliverable, specify the Weighting Factor.]</i></p>
2.	<i>[Add additional rows for additional Deliverables.]</i>	...	...	<ul style="list-style-type: none"> <li>▪ ...</li> </ul>	—%

\* The sum of this column should equal one-hundred percent (100%).

**15. MILESTONES**

*[Identify and describe the Milestones to be delivered by Vendor under this Work Order, and specify (i) the Milestones that are Key Milestones, (ii) the dates for Vendor’s delivery of the Milestones, (iii) the Deliverables required to achieve each Milestone, and (iv) the other applicable information in the fields below as to the Key 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.	<i>[Insert Milestone name.]</i>	<i>[Insert “Y” or “N” as applicable.]</i>	<i>[Insert Milestone Date.]</i>	<ul style="list-style-type: none"> <li><i>[List the Deliverables required to achieve this Milestone.]</i></li> </ul>	<i>[If this Milestone is a Key Milestone, specify the Key Milestone Allocation percentage.]</i>	\$— <i>[If this Milestone is a Key Milestone, the Key Milestone Allocation in dollars is equal to the Key Milestone Allocation percentage multiplied by the Key Milestone Fees specified in Section 10 (Pricing Sums), above.]</i>	\$— <i>[If this Milestone is a Key Milestone, the Holdback Amount is thirty-five percent (35%) of the amount specified in the “Key Milestone Allocation (Dollars)” column, to the left.]</i>	<i>[If this Milestone is a Key Milestone, specify the scheduled duration of the work in months.]</i>	\$— <i>[If this Milestone is a Key Milestone, the Monthly Key Milestone Payment is sixty-five percent (65%) of the amount specified in the “Key Milestone Allocation (Dollars)” column, to the left, divided by the amount specified in the “Key Milestone Scheduled Duration (Months)” column, to the left.]</i>
2.	<i>[Add additional rows for additional Milestones.]</i>	...	...	<ul style="list-style-type: none"> <li>...</li> </ul>	—%	\$—	\$—	—	\$—

\* The sum of this column should equal one-hundred percent (100%).

**16. KEY MILESTONES PAYMENTS TABLE**

Month No.	Month	Finalize Project Design	Finalize Project Build, Deploy, and Test	Final Acceptance	Total (Monthly Fixed Fee)
<b>Milestone Allocation</b>		—%	—%	—%	—%
<b>Total Milestone Payments</b>		\$—	\$—	\$—	\$—
<b>Milestone Duration (Months)</b>		—	—	—	
<b>Milestone Monthly Payment</b>		\$—	\$—	\$—	
<b>Milestone Holdback Amount</b>		\$—	\$—	\$—	
<b>Key Deliverables</b>		See Section 15 (Key Deliverables)	See Section 14 (Key Deliverables)	See Section 8.3 (Final Acceptance) of the Agreement	
1.	September 20XX	\$—			\$—
Key Milestone Approval – Finalize Project Design		\$—			-
2.	October 20XX		\$—		\$—
Key Milestone Approval – Finalize Project Build, Deploy, and Test			\$—		-
3.	November 20XX			\$—	\$—
Key Milestone Approval – Final Acceptance				\$—	-
<b>Milestone Totals</b>					

**17. INVOICING**

**17.1. Fees**

*[Describe the fee arrangement for this Work Order (i.e., either Fixed Fee, Time and Materials, pass through plus mark-up, or some combination thereof) by selecting from the options below. If a combination, describe the combination approach, including which Services are provided under which fee arrangement model.]*

**[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 \$ [redacted] (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.					
2.					
<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 \$ [redacted]. 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 – Finalize Project Design</b>							

No.	Milestone	Level	Location	Rate	Est. Hours	Est. Proportion	Est. Total
1.							
2.							
<b>Milestone 1 Totals</b>							
<b>Milestone 2 – Finalize Project Build, Deploy, and Test</b>							
1.							
2.							
<b>Milestone 2 Totals</b>							
<b>Est. Total Labor</b>							
<b>Fixed Fee Fees</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 \$ [REDACTED]. 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.					
2.					
<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**

*[Identify any expenses that Vendor will pass through to County as part of the Services under this Work Order pursuant to the terms of the Agreement, e.g. shipping costs.]*

No.	Line Item	Pass Through Expenses
1.		
2.		
<b>Total Pass Through Expenses Fees</b>		

**18. ATTACHMENTS**

*[As needed, specify attachments to this Work Order to further clarify the Services to be completed, e.g. project plans developed using Microsoft Project, resumes of Vendor Personnel, etc.]*

**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 Work Order to be duly executed and effective as of the Effective Date.

**Science Applications International Corporation**

**County of Orange**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Authorized Representative

Authorized Representative

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

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

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

*[only for Type 2 work orders]*

**APPROVED AS TO FORM  
COUNTY COUNSEL**

\_\_\_\_\_  
Patrick Brusco, Deputy County Counsel