

This Service Charter is an addendum to the ZAG Master Services Agreement (MSA). In any cases of conflicting terms, the terms of this addendum will supersede those of the MSA.

CONTACTS

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BACKGROUND

Nevada County of Information wishes to engage ZAG Technical Services to provide SharePoint support to assist with the migration of their on-premise SharePoint 2013 environment. A ZAG resource will work as directed to assist Nevada County.

CURRENT ENVIRONMENT

- Sharepoint 2013

OBJECTIVES

The objectives of this work are to achieve the following:

- Provide technical support to migrate approximately 1.3TB of data and Sharepoint 2013 environment to Sharepoint 2016

CONSTRAINTS

- All services will be provided based on resource availability
- No Service Level Agreement is applied to the scheduling and completion of tasks

SCOPE

This service will consist of the work described below:

- Provide up to \$15,000 of IT support (Sharepoint Migration) as directed by Nevada County

DELIVERABLES

- Up to \$15,000 of IT support for the successful migration of approximately 1.3TB of data and Sharepoint 2013 environment to Sharepoint 2016

PREREQUISITES

Nevada County of Information will have the following configured prior to the start of the service:

- Sharepoint Migration Tool

ASSUMPTIONS

ZAG's services offering above takes into consideration the following assumptions:

- The work performed under this Scope of Work will be conducted from 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, at the locations designated in the project scope.
 - Any work outside of this is considered after-hours and requires prior written authorization from Nevada County of Information.
- Key personnel will be available and dedicated to assist ZAG consultants during any required on-site visits. These personnel will be scheduled in collaboration with the Consultant.
- The latest software product media is on-site and available for use. Internet connectivity should also be available to vendor sites.
- All required software licensing should be in place.
- All devices and systems involved in the scope have the necessary network connectivity.

RISK

- No risks identified at this time

SIGN-OFF

On completion of the scope items above, Client will acknowledge the completion of this service request by signing the Service Completion Approval section below. If Client does not accept the completion of services, Client will provide a written explanation within five (5) business days of receipt of the request for completion approval. If ZAG does not receive written notification within this period, services will be deemed "Accepted."

PROFESSIONAL SERVICES FEES

☒ **Not to Exceed**

Total Amount: **\$15,000.00**

If, during project execution, it is determined that the project cannot be completed within the above budget, then Client and ZAG will reevaluate the project scope to identify the remaining tasks and determine an estimated budget for completion. Client will then decide whether or not to proceed. Written approval will be given in the form of a signed Project Change Request (PCR).

This quote will be valid for a period of thirty (30) days from the date noted on title page of this Statement of Work.

SERVICE INITIATION APPROVAL

Nevada County of Information

ZAG Technical Services

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

SERVICE COMPLETION APPROVAL

Nevada County of Information

Comments: _____

Signature: _____

Name: _____

Title: _____

Date: _____