



# **RESOLUTION No. 19-347**

## **OF THE BOARD OF SUPERVISORS OF THE COUNTY OF NEVADA**

### **RESOLUTION APPROVING EXECUTION OF A CONTRACT BETWEEN THE COUNTY OF NEVADA AND ZAG TECHNICAL SERVICES, INC. IN THE AMOUNT OF \$44,423.23 FOR A TERM OF JUNE 14, 2019 THROUGH JUNE 30, 2020, AND AMENDING THE FISCAL YEAR 2018-19 INFORMATION SYSTEMS BUDGET (4/5 AFFIRMATIVE VOTE REQUIRED)**

WHEREAS, County computers and servers require ongoing maintenance to ensure County business is conducted on equipment that is properly secured and configured. To do so manually is labor intensive, and management software is needed to be successful in this task; and

WHEREAS, the management software currently implemented is out of date and requires an update to continue to provide these maintenance services in a reliable manner; and

WHEREAS, the County of Nevada Information and General Services Department (IGS) wishes to enter into a contract with ZAG Technical Services, Inc. to provide these maintenance and consulting services; and

WHEREAS, a Request for Proposal was released to select a consultant who can provide information systems consulting services to install, configure, and tune systems center consulting management solution; and

WHEREAS, two proposals were submitted and evaluated and ZAG Technical Services, Inc. was selected; and

NOW, THEREFORE, BE IT RESOLVED that the Board of Supervisors of the County of Nevada, State of California, hereby:

1. Approves the Consulting Services Contract between the County of Nevada and ZAG Technical Services, Inc. pertaining to services in the amount of \$44,423.23 for the term of June 14, 2019 through June 30, 2020.
2. Authorizes the Chair of the Board of Supervisors to execute the Contract on behalf of the County of Nevada.
3. Directs the Auditor-Controller to release \$44,423.23 from the Information Systems Infrastructure Assignment of the General Fund and amend the Fiscal Year 2018/19 budget as follows:

Increase:

0101-11007-531-3000 521520 Professional Services \$44,423.23

PASSED AND ADOPTED by the Board of Supervisors of the County of Nevada at a regular meeting of said Board, held on the 25th day of June, 2019, by the following vote of said Board:

Ayes: Supervisors Heidi Hall, Edward Scofield, Dan Miller, Susan K. Hoek and Richard Anderson.

Noes: None.

Absent: None.

Abstain: None.

ATTEST:

JULIE PATTERSON HUNTER  
Clerk of the Board of Supervisors

By: 



Richard Anderson, Chair

6/25/2019 cc: IGS\*  
AC\* (Hold)

7/19/2019 cc: IGS\*  
AC\* (release)  
ZTS, Inc

**PERSONAL SERVICES CONTRACT**

County of Nevada, California

This Personal Services Contract is made between the COUNTY OF NEVADA (herein "County"), and

**ZAG Technical Services, Inc.**

(herein "Contractor"), wherein County desires to retain a person or entity to provide the following services, materials and products generally described as follows:

- (§1) **Information Systems Consulting Services: Install, configure and tune systems management solution (Microsoft System Center)**

**SUMMARY OF MATERIAL TERMS**

- (§2) **Maximum Contract Price:** \$44,423.23
- (§3) **Contract Beginning Date:** 6/14/2019 **Contract Termination Date:** 6/30/2020
- (§4) **Liquidated Damages:** N/A

**INSURANCE POLICIES**

Designate all required policies:

- |      |  | Req'd                               | Not Req'd                |
|------|--|-------------------------------------|--------------------------|
| (§6) | <b>Commercial General Liability</b> (\$1,000,000)      | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| (§7) | <b>Automobile Liability</b> (\$ 300,000) Personal Auto | <input type="checkbox"/>            | <input type="checkbox"/> |
|      | (\$1,000,000) Business Rated                           | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
|      | (\$1,000,000) Commercial Policy                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| (§8) | <b>Worker's Compensation</b>                           | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| (§9) | <b>Errors and Omissions</b> (\$1,000,000)              | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

**LICENSES AND PREVAILING WAGES**

(§14) Designate all required licenses:

none

**NOTICE & IDENTIFICATION**

- |                                     |  |
|-------------------------------------|--|
| (§26) <b>Contractor:</b>            | <b>County of Nevada:</b>   |
| <b>ZAG Technical Services, Inc.</b> | Information and General Services- IS division  |
| Contact Person: Tim Bussey, CFO     | Contact Person: Landon Beard   |
| 645 River Oaks Parkway              | 950 Maidu Avenue, Suite 130  |
| San Jose CA 95134                   | Nevada City, CA 95959  |
| (408) 316-3118                      | (530) 265-1687   |
| e-mail: tim@zagtech.com             | e-mail: <a href="mailto:landon.beard@co.nevada.ca.us">landon.beard@co.nevada.ca.us</a> |

**Contractor is a:** (check all that apply)

- |              |   |                                 |  |                                     |
|--------------|---|---------------------------------|--|-------------------------------------|
| Corporation: | <input checked="" type="checkbox"/> Calif., | <input type="checkbox"/> Other, | <input checked="" type="checkbox"/> LLC, | <input type="checkbox"/> Non-profit |
| Partnership: | <input type="checkbox"/> Calif.,            | <input type="checkbox"/> Other, | <input type="checkbox"/> LLP,            | <input type="checkbox"/> Limited    |
| Person:      | <input type="checkbox"/> Indiv.,            | <input type="checkbox"/> DbA,   | <input type="checkbox"/> Ass'n           | <input type="checkbox"/> Other      |

**EDD:** Independent Contractor Worksheet Required: ☐ Yes ☒ No

**HIPAA:** Schedule of Required Provisions (Exhibit D): ☐ Yes ☒ No

**ATTACHMENTS**

Designate all required attachments:

- |   | Req'd                               | Not Req'd                           |
|---|-------------------------------------|-------------------------------------|
| <b>Exhibit A: Schedule of Services</b> (Provided by Contractor)               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Exhibit B: Schedule of Charges and Payments</b> (Paid by County)           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Exhibit C: Schedule of Changes</b> (Additions, Deletions & Amendments)     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Exhibit D: Schedule of HIPAA Provisions</b> (Protected Health Information) | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

### Terms

Each term of this Contract below specifically incorporates the information set forth in the Summary at page one (1) above as to each respective section (§) therein, as the case may be.

### Services

#### 1. **Scope of Services:**

Contractor shall provide all of the services, materials and products (herein "Services") generally described in **Exhibit "A"**, according to a performance schedule, if applicable, as set forth in said exhibit (herein "Performance Schedule"). If requested, Contractor agrees to serve as an expert witness for County in any third party action or proceeding arising out of this Contract.

### Payment

#### 2. **Charges and Payments:**

The charges (herein "Charges") for furnishing the aforesaid Services under this Contract are set forth in **Exhibit "B"**, including, if applicable, hourly rates, unit pricing, and expense, mileage and cost limits. Said Charges shall be presented monthly by invoice, and shall be due within thirty (30) days of receipt unless payment is otherwise set forth in said **Exhibit "B"**, and shall remain in effect for the entire term of this Contract, and any extension hereof. In no event will the cost to County for Services to be provided under this Contract, including direct non-salary expenses, exceed the **Maximum Contract Price** set forth at §2, page one (1), above.

### Time for Performance

#### 3. **Contract Term:**

This Contract shall commence on the **Contract Beginning Date** set forth at §3, page one (1), above. All Services required to be provided by this Contract shall be completed and ready for acceptance no later than the **Contract Termination Date** set forth at §3, page one (1), above.

#### 4. **Liquidated Damages:**

County and Contractor agree that damages to County due to delays in timely providing Services in accordance with the aforesaid Performance Schedule and Contract Termination Date are impractical and difficult to ascertain. Therefore, if §4 at page one (1) hereof shall indicate a daily amount as **Liquidated Damages**, County shall have the right to assess said daily sum, not as a penalty, but as and for damages to County due to delays in providing Services not in accordance with the said Performance Schedule, or later than the Contract Termination Date (herein "Delay"). Liquidated Damages shall be offset against amounts owing to Contractor, including retention sums.

To the extent that any Delay is a result of matters or circumstances wholly beyond the control of Contractor, County may excuse said Liquidated Damages; provided however, that County may condition such excuse upon Contractor having given prompt notice to County of such delay immediately by telephone and thereafter by written explanation within a reasonable time. The time for Contractor's performance shall be extended by the period of delay, or such other period as County may elect.

#### 5. **Time of the Essence:**

Time is of the essence with respect to Contractor's performance under this Contract. Delay in meeting the time commitments contemplated herein will result in the assessment of liquidated damages, if indicated at §4 at page one (1), hereof. If Liquidated Damages are not so indicated, damages shall be as otherwise provided by law.

### Insurance

#### 6. **Commercial General Liability Insurance:** (County Resolution No. 90674)

If §6 at page one (1) hereof shall indicate a **Commercial General Liability** insurance policy is required, Contractor shall promptly provide proof of such insurance evidenced by a certificate of insurance with properly executed endorsements attached, which insurance shall include the following:

- (i) Broad form coverage for liability for death or bodily injury to a person or persons, and for property damage, combined single limit coverage, in the minimum amount indicated at said §6;

- (ii) An endorsement naming County as an additional insured under said policy, with respect to claims or suits arising from the Services provided or the relationships created under this Contract;
- (iii) A provision that said insurance shall be primary and other insurance maintained by the County of Nevada shall be excess only and not contributing with Contractor's insurance;
- (iv) A provision that said insurance shall provide for thirty (30) days written notice to County of any termination or change in coverage protection, or reduction in coverage limits (except ten (10) days notice for non-payment of premium).

**7. Automobile Liability Insurance:** (County Resolution No. 90676)

If §7 at page one (1) hereof shall require either a Business Rated or a Commercial Automobile Liability insurance policy, for each vehicle used including non-owned and hired automobiles, Contractor shall promptly provide proof of such insurance evidenced by a certificate of insurance with properly executed endorsements attached, which insurance shall include the following provisions:

- (i) Liability protection for death or bodily injury to a person or persons, property damage, and uninsured and underinsured coverage, combined single limit coverage, in the minimum amount indicated at said §7;
- (ii) An endorsement naming County as an additional insured under said policy, with respect to claims or suits arising from the Services provided or the relationships created under this Contract;
- (iii) A provision that said insurance shall be primary and other insurance maintained by the County of Nevada shall be excess only and not contributing with Contractor's insurance;
- (iv) A provision that said insurance shall provide for thirty (30) days written notice to County of any termination or change in coverage protection, or reduction in coverage limits (except ten (10) days notice for non-payment of premium).

If §7 at page one (1) hereof shall require a Personal Auto policy, for each vehicle used including non-owned and hired automobiles, Contractor shall promptly provide proof of such insurance for a minimum of three hundred thousand dollars, (\$300,000), in combined single limits, and naming the County as additionally insured.

**8. Worker's Compensation:** (County Resolution No. 90674)

If §8 at page one (1) hereof shall indicate a **Worker's Compensation** insurance policy is required, Contractor shall maintain said policy as required by law, and shall promptly provide proof of such insurance evidenced by a certificate of insurance, or other documentation acceptable to County.

Before commencing to utilize employees in providing Services under this Contract, Contractor warrants that it will comply with the provisions of the California Labor Code, requiring Contractor to be insured for worker's compensation liability or to undertake a program of self-insurance therefor.

**9. Errors and Omissions:**

If §9 at page one (1) hereof shall indicate **Errors and Omissions** insurance is required, Contractor shall maintain either a professional liability or errors & omissions policy in the minimum amount indicated, and shall promptly provide proof of such insurance evidenced by a certificate of insurance, or other documentation acceptable to County.

**10. Miscellaneous Insurance Provisions:** (County Resolution No. 90675)

All policies of insurance required by this Contract shall remain in full force and effect throughout the life of this Contract and shall be payable on a "per occurrence" basis unless County specifically consents to "claims made" coverage. If the County does consent to "claims made" coverage and if Contractor changes insurance carriers during the term of this Contract or any extensions hereof, then Contractor shall carry prior acts coverage.

Insurance afforded by the additional insured endorsement shall apply as primary insurance, and other insurance maintained by County, its officers, agents and/or employees, shall be excess only and not contributing with insurance required or provided under this agreement.

At all times, Contractor shall keep and maintain in full force and effect throughout the duration of this Contract, policies of insurance required by this Contract which policies shall be issued by companies

with a Best's Rating of B+ or higher (B+, B++, A-, A, A+ or A++), or a Best's Financial Performance Rating (FPR) of 6 or higher (6, 7, 8 or 9) according to the current Best's Key Rating Guide, or shall be issued by companies approved by the County Risk Manager. In the event the Best's Rating or Best's FPR shall fall below the rating required by this paragraph, Contractor shall be required to forthwith secure alternate policies which comply with the rating required by this paragraph, or be in material breach of this Contract.

Failure to provide and maintain the insurance policies (including Best's ratings), endorsements, or certificates of insurance required by this Contract shall constitute a material breach of this agreement (herein "Material Breach"); and, in addition to any other remedy available at law or otherwise, shall serve as a basis upon which County may elect to suspend payments hereunder, or terminate this Contract, or both. (See §13, ¶2, below, as these provisions additionally apply to subcontractors.)

**11. Indemnity:**

Nothing herein shall be construed as a limitation of Contractor's liability, and Contractor shall indemnify, defend and hold harmless the County and its officers, officials, employees, agents and volunteers from any and all liabilities, claims, demands, damages, losses and expenses (including, without limitation, defense costs and attorney fees of litigation) which result from the negligent act, willful misconduct, or error or omission of Contractor, except such loss or damage which was caused by the sole negligence or willful misconduct of County or its officers, officials, employees, agents and volunteers.

**Personal Services**

**12. Contractor as Independent:**

In providing services herein, Contractor, and the agents and employees thereof, shall act in an independent capacity and as an independent contractor and not as agents or employees of County.

**13. Assignment and Subcontracting:**

Except as specifically provided herein, the rights, responsibilities, duties and Services to be performed under this Contract are personal to the Contractor and may not be transferred, subcontracted, or assigned without the prior written consent of County. Contractor shall not substitute nor replace any personnel for those specifically named herein or in its proposal without the prior written consent of County.

Contractor shall cause and require each transferee, subcontractor and assignee to comply with the insurance provisions set forth herein at §§6, 7, 8, 9 and 10, to the extent such insurance provisions are required of Contractor under this Contract. Failure of Contractor to so cause and require such compliance by each transferee, subcontractor and assignee shall constitute a Material Breach of this agreement, and, in addition to any other remedy available at law or otherwise, shall serve as a basis upon which County may elect to suspend payments hereunder, or terminate this Contract, or both.

**14. Licensing and Permits:**

Contractor warrants (i) Contractor is qualified and competent to provide all Services under this contract; (ii) Contractor and all employees of Contractor hold all necessary and appropriate licenses therefor, including those licenses set forth at §14, page one (1) hereof; and, (iii) Contractor shall obtain, and remain in compliance with, all permits necessary and appropriate to provide said Services. Contractor shall cause said licenses and permits to be maintained throughout the life of this Contract. Failure to do so shall constitute a Material Breach of this agreement, and, in addition to any other remedy available at law or otherwise, shall serve as a basis upon which County may elect to suspend payments hereunder, or terminate this Contract, or both.

**Public Contracts**

**15. Prevailing Wage and Apprentices:**

To the extent made applicable by law, performance of this Contract shall be in conformity with the provisions of California Labor Code, Division 2, Part 7, Chapter 1, commencing with Section 1720 relating to prevailing wages which must be paid to workers employed on a public work as defined in Labor Code §§1720, et seq.; and shall be in conformity with Title 8 of the California Code of Regulations §§200 et seq., relating to apprenticeship. Where applicable:

(i) Contractor shall comply with the provisions thereof at the commencement of Services to be provided herein, and thereafter during the term of this Contract. A breach of the requirements of this section shall be deemed a material breach of this contract. Applicable prevailing wage



determinations are available on the California Department of Industrial Relations website at <http://www.dir.ca.gov/OPRL/PWD>.

(ii) Contractor and all subcontractors must comply with the requirements of Labor Code Section 1771.1(a) pertaining to registration of contractors pursuant to Section 1725.5. Registration and all related requirements of those Sections must be maintained throughout the performance of the Contract.

(iii) Contracts to which these prevailing wage requirements apply are subject to compliance monitoring and enforcement by the Department of Industrial Relations. Each contractor and subcontractor must furnish certified payroll records to the Labor Commissioner at least monthly.

(iv) The County is required to provide notice to the Department of Industrial Relations of any public work contract subject to prevailing wages within five (5) days of award.

**16. Accessibility** (County Resolution No. 00190):

It is the policy of the County of Nevada that all County services, programs, meetings, activities and facilities shall be accessible to all persons, and shall be in compliance with the provisions of the Americans With Disabilities Act and Title 24, California Code of Regulations. To the extent this Contract shall call for Contractor to provide County contracted services directly to the public, Contractor shall certify that said direct Services are and shall be accessible to all persons.

**17. Nondiscriminatory Employment:**

In providing Services hereunder, Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, age, sex, national origin, political affiliation, ancestry, marital status or disability. This policy does not require the employment of unqualified persons.

**18. Prior Nevada County Employment** (County Resolution No. 03-353):

Effective July 22, 2003, it is the policy of the County of Nevada that former members of the Board of Supervisors, a former CEO, or a former Purchasing Agent, for a period of twelve (12) months following the last day of employment, shall not enter into any relationship wherein that former employee or former Board member receives direct remuneration from a legal entity that, during the last twelve (12) months of said employment or Board member's service, entered into a contract with, or received a grant from the County of Nevada. Provided however, that this prohibition shall not apply to any employee that did not personally approve a contract with or grant to said legal entity during the last twelve (12) months of said employment, and shall not apply when the Board of Supervisors did not approve a contract with or grant to said legal entity during the last twelve (12) months of said Board member's service.

A violation of this policy shall subject Contractor to all of the remedies enumerated in said resolution and as otherwise provided in law, which remedies shall include but not be limited to injunctive relief, cancellation and voiding of this contract by County, a return of grant money, a cause of action for breach of contract, and entitlement to costs and reasonable attorney fees in any action based upon a breach of contract under this provision.

**19. Cost Disclosure:**

In accordance with Government Code Section 7550, should a written report be prepared under or required by the provisions of this Contract, Contractor agrees to state in a separate section of said report the numbers and dollar amounts of all contracts and subcontracts relating to the preparation of said report

**Default and Termination**

**20. Termination:**

A Material Breach of this Contract pursuant to the terms hereof or otherwise, in addition to any other remedy available at law or otherwise, shall serve as a basis upon which County may elect to immediately suspend payments hereunder, or terminate this contract, or both, **without notice**.

If Contractor fails to timely provide in any manner the services materials and products required under this Contract, or otherwise fails to promptly comply with the terms of this Contract, or violates any ordinance, regulation or other law which applies to its performance herein, County may terminate this Contract by giving **five (5) days written notice** to Contractor.

Either party may terminate this Contract for any reason, or without cause, by giving **thirty (30) calendar days written notice** to the other, which notice shall be sent by registered mail in conformity with the notice provisions, below. In the event of termination not the fault of the Contractor, the Contractor shall be paid for services performed to the date of termination in accordance with the terms of this Contract. Contractor shall be excused for failure to perform services herein if such performance is prevented by acts of God, strikes, labor disputes or other forces over which the Contractor has no control.

County, upon giving **sixty (60) calendar days written notice** to Contractor, shall have the right to terminate its obligations under this Contract at the end of any fiscal year if the County or the State of California, as the case may be, does not appropriate funds sufficient to discharge County's obligations coming due under this contract.

#### **Miscellaneous**

**21. Books of Record and Audit Provision:**

Contractor shall maintain complete records relating to this Contract for a period of five (5) years from the completion of Services hereunder. Said records shall include but not be limited to bids and all supporting documents, original entry books, canceled checks, receipts, invoices, payroll records including subsistence, travel and field expenses, together with a general ledger itemizing all debits and credits

Contractor shall permit County to audit said records as well as such related records of any business entity controlled by Contractor. Said audit may be conducted on Contractor's premises or at a location designated by County, upon fifteen (15) days notice. Contractor shall promptly refund any moneys erroneously charged and shall be liable for the costs of audit if the audit establishes an over-charged of five percent (5%) or more of the Maximum Contract Price.

**22. Intellectual Property:**

All original photographs, diagrams, plans, documents, information, reports, computer code and all recordable media together with all copyright interests thereto (herein "Intellectual Property"), which concern or relate to this Contract and which have been prepared by, for or submitted to Contractor, shall be the property of County, and upon fifteen (15) days demand therefor, shall be promptly delivered to County without exception. Provided however, for personal purposes only and not for commercial, economic or any other purpose, Contractor may retain a copy of Contractor's work product hereunder.

**23. Entire Agreement:**

This Contract represents the entire agreement of the parties, and no representations have been made or relied upon except as set forth herein. This Contract may be amended or modified only by written, fully executed agreement of the parties.

**24. Jurisdiction and Venue:**

This Contract shall be construed in accordance with the laws of the State of California and the parties hereto agree that venue shall be in Nevada County, California.

**25. Compliance with Applicable Laws:**

The Contractor shall comply with any and all federal, state and local laws, codes, ordinances, rules and regulations which relate to, concern or affect the Services to be provided by this Contract.

**26. Notices:**

This Contract shall be managed and administered on County's behalf by the department and the person set forth at §26, page one (1) of this Contract, and all invoices shall be submitted to and approved by this Department. In addition to personal service, all notices may be given to County and to Contractor by first class mail addressed as set forth at said §26. Said notices shall be deemed received the fifth (5th) day following the date of mailing or the earlier date of personal service, as the case may be.

**27. Authority:**

All individuals executing this Contract on behalf of Contractor represent and warrant that they are authorized to execute and deliver this Contract on behalf of Contractor.



IN WITNESS WHEREOF, the parties have executed this Contract effective on the Beginning Date, above.

**CONTRACTOR:**

  
Name: Tim Bussey  
Title: CFO

Dated: 8-19-2019

**COUNTY OF NEVADA:**

  
Honorable Richard Anderson  
Chair, Board of Supervisors

Dated: 7/18/2019

Attest: 

Julie Patterson Hunter  
Clerk of the Board

## EXHIBIT "A"

### SCHEDULE OF SERVICES

ZAG Technical Services, Inc. will provide to County consulting services to implement an upgraded computer and server management system to provide greater labor efficiency to County staff in the day-to-day management of those systems. ZAG will work collaboratively with County staff in the implementation of this system, providing interactive sessions to ensure that County staff have the knowledge for continued operation of this system and providing training on the system. The scope of work will conclude at termination date specified in Section 1 or after system go-live, system training is complete and final acceptance by Contract Administrator.

A detailed list of the work scope and objectives is provided. Section numbers match RFP "Services Required":

#### Work Scope and Objectives

- 5.1 "Plan & Design"
  - Gather technical and business requirements including remote site usage
  - Prepare System Requirements, service accounts, permissions, etc.
- 5.2 "Application Installation"
  - Extend AD Schema
  - Create System Management container
  - Modify container permissions
  - Prepare servers for SQL and ConfigMgr installations
  - Install and configure SQL
  - Install SCCM
- 5.3-5.7, 5.9 "Configure SCCM"
  - Configure Hardware / Software Inventory
  - Configure Reporting
  - Configure Software Metering
  - Configure Endpoint Protection policies
  - Configure Patch Management
  - Configure Device Collections
  - Configure Boundaries and Discovery
  - Configure Remote Sites
  - Configure Client Settings Policies
  - Configure User Security
  - Configure Clients
  - Configure Software Deployment Update Feature
- 5.4 "Install and Configure 3rd Party Application Patching"
  - Review and choose 3rd party patch management solution.
  - Install, Configure and deploy 3rd party application updates
- 5.8 "Application Packages"
  - Demonstrate creating and deploying 3 application packages
- 5.8 "Operating System Deployment"
  - Install MDT and integrate with SCCM
  - Migrate 5 OS images from existing MDT deployment and demonstrate process to Nevada County staff
  - Import drivers for 5 system models and create driver packages
  - Demonstrate the process to capture images and preparing for deployment
  - Demonstrate the process of creating and deployment basic Task Sequences for 3 systems
  - Test Operating System Deployment
- 5.13 "Additional Services"
  - Deploy SCCM agent to servers. Set up Server Client Policies and Windows Update process
  - Wake on LAN - Configure and test Wake on LAN

- 5.12 "Knowledge Transfer and Documentation"
  - Staff Training
  - Documentation As-Built
  - Review WSUS and SCCM ongoing maintenance tasks, tools and scripts along with recommended Backup and Restore best practice.
  - Project Management

Microsoft System Center Consulting Services – Description of Services Required in accordance to objectives listed above.

- 5.1.** Define project by interviewing stakeholders and develop implementation project plan. Review objectives with stakeholders. Develop key milestones and performance objectives. Identify training goals.
- 5.2.** Implement SCCM in a correct manner to fit our organization's size and complexity on virtual servers located in our data center (VMWare ESX hosts, Windows 2016 guest) Develop role-based administration control for assigned administrators with defined levels of access to various elements of SCCM for non-administrator staff. Maintenance and backup routines for proper system operation. Operating in-tandem with County System admins to provide cross-training on each deployed element of SCCM.
- 5.3.** Configure SCCM to meet these identified performance objectives. Perform Inventory of managed computers, hardware versions, brand, model, BIOS, patch level, disk and memory capacity, Installed OS, software, versions and user logon history, current/last logged on.
- 5.4.** Control and deploy Microsoft Windows 10 "Feature Updates" (OS Version updates) service packs). Control and deploy Microsoft Windows 10 Patches Quality Updates (i.e. Windows Security Updates). Control and deploy Microsoft Windows Updates to Windows 7 and Windows 8.1 endpoints (Security and Service Packs). Create and utilize tiered approach for all updates to stage and deploy on different timelines (test users, early adopters, mainstream) using tiered approach (test users, early adopters, mainstream). Control and deploy 3rd party non-Microsoft updates, Internet Explorer, Edge, Adobe, Chrome, Apple, Java and On-demand other vendors updates. Separate control and execution of "Windows Updates" to Server based systems.
- 5.5.** Remote management and control (on LAN only) of domain connected endpoints.
- 5.6.** Asset Intelligence and reporting on the following minimal objectives minimum. License management, Office 365 license pool management (optional), License utilization, Patch Management compliance, Patch exception reports, Stale computers (example: not online in 90 days).
- 5.7.** Deploy and Manage Microsoft End-Point Protection (Defender) including automatic removal of currently used product A/V product.
- 5.8.** Establish and implement basic ability for Operating System Deployment, Application Deployment using basic MSI package as template, Office 365 Deployment, management and maintenance.
- 5.9.** Establish role-based administration for service desk, senior administrators and report-only admin staff.
- 5.10.** Establish proper role-based administration for service desk, senior administrators and report only/admin staff.
- 5.11.** Establish proper role-based administration for service desk, senior administrators and report only/admin staff.

**5.12.** Conduct knowledge transfer training for Senior Administrators and provide As Built documentation to include best practices and maintenance.

**5.13.** Optional Services - ♣ Windows Server Patch management segmenting server and desktop patching using a single SCCM environment.

♣ Out of Band endpoint management using vPro or other technology to allow WOL to wake systems or perform maintenance outside of the operating system .

**5.14** The scope of work will conclude at termination date specified in Section 1 or after system go-live, system training is complete and final acceptance by Contract Administrator.

#### CONTRACTOR PROJECT PLAN

Tasks	Est. Duration	Role and Work Time	Owner
<b>Plan &amp; Design</b>			
Gather technical and business requirements including remote site usage	3.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Prepare System Requirements, service accounts, permissions, etc.	2.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
<b>Application Installation</b>			
Extend AD Schema	0.50	Solution Architect – Normal Business Hours	Bob Muetzenberg
Create System Management container	0.50	Solution Architect – Normal Business Hours	Bob Muetzenberg
Modify container permissions	0.50	Solution Architect – Normal Business Hours	Bob Muetzenberg
Prepare servers for SQL and ConfigMgr installations	1.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Install and configure SQL	4.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Install SCCM	4.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
<b>Configure SCCM</b>			
Configure Hardware / Software inventory	1.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Configure Reporting	1.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Configure Software Metering	1.00	Solution Architect – Normal Business Hours	Bob Muetzenberg

Configure Endpoint Protection policies	4.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Configure Patch Management	8.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Configure Device Collections	2.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Configure boundaries and discovery	1.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Configure Client Settings policies	2.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Configure Role Based User security	2.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Configure Clients	4.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Configure Software Deployment Update Feature	3.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
<b>Application Packages</b>			
Demonstrate creating and deploying 3 application packages	8.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
<b>Operating System Deployment</b>			
Install MDT and integrate with SCCM	0.50	Solution Architect – Normal Business Hours	Bob Muetzenberg
Migrate 5 OS images from existing MDT deployment and demonstrate process to Nevada County staff	5.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Import drivers for 5 system models and create driver packages	3.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Demonstrate the process to capture images and preparing for deployment	8.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Demonstrate the process of creating and deployment basic Task Sequences for 3 systems	6.00	Solution Architect – Normal Business Hours	Bob Muetzenberg



Test Operating System Deployment	8.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
<b>3rd Party Application Patching</b>			
Review and choose 3rd party patch management solution. Install, Configure and deploy 3rd party updates	16.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
<b>Optional Services</b>			
Deploy SCCM agent to servers. Set up Server Client Policies and Windows Update process	16.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Configure and test Wake on LAN	5.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
<b>Knowledge Transfer</b>			
Staff training	16.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
<b>Documentation</b>			
As-Built	4.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
Doc Review	1.00	Technical Writer – Normal Business Hours	Neha Thacker
<b>Status Meetings and Presentations</b>	5.00	Solution Architect – Normal Business Hours	Bob Muetzenberg
<b>PM: Administration, Scheduling, Monitoring and Management</b>	24.50	Project Manager – Normal Business Hours	Calvin Sleppy
<b>Total Estimated Project Duration with Optional Services</b>	170.5		

## EXHIBIT "B"

### SCHEDULE OF CHARGES AND PAYMENTS INCLUDE CONTINGENCY, milestones, billings, etc.

Contractor shall be paid for services as key deliverables are complete as identified in the project plan attached as Exhibit "A" and approved by Contract Administrator in an amount not to exceed, \$40,384.75, with a contingency amount set aside of 10%

Key deliverables, as identified in Exhibit "A":

"Plan & Design" and "Application Installation"	15.5 hours	
"Configure SCCM"	29 hours	
"Application Packages" and "Operating System Deployment"	38.5 Hours	
"Install and Configure 3rd Party Application Patching"	16 hours	
"Additional Services"	21 hours	
"Knowledge Transfer and Documentation"	51.5 hours	
Total:	170.5 hours	\$40,384.75
Contingency (10%):		\$4,038.48
<b>TOTAL CONTRACT AMOUNT</b>		<b>\$44,423.23</b>

Contractor shall invoice County upon completion of the objectives identified above. Invoices shall include detail indicating the number of hours being billed and the applicable objectives completed. Invoices shall identify, as a separate line item, any overages and include a note regarding the purpose of identified overages. County Project Manager will review and approve Invoices upon receipt.

Contractor shall invoice County on a Time and Materials basis up to the total contract amount of \$40,384.75 at an hourly rate of up to \$250.00 per hour for Normal Business Hours and \$375.00 per hour for Outside Normal Business Hours.

Payment shall be made with approval by County Project Manager at Net 30. Invoices shall be submitted to:

County of Nevada Information Systems  
ATTN: Landon Beard  
950 Maidu Ave.  
Nevada City, CA 95959

**INVOICES AND PAYMENT TERMS.** Invoices are to be mailed to the County department specified on the resulting contract. All invoices must include the contract number. Failure to comply will result in delayed payments. The County will make payment on a Net 30-day basis unless a cash discount is allowed for payment within the time period specified by vendor. The payment term shall begin on the date the acceptance of services are authorized by the County, or on the date a correct invoice is received in the office specified in the order, whichever is later. Prompt payment discounts shall be considered earned if payment is postmarked or personally delivered within the prescribed term. For the purposes of this section, the beginning date described above shall be considered day zero for the purposes of counting days in the prescribed term. **LATE FEES:** In accordance with Section 926.10 of the California Government Code, Nevada County will pay interest at the rate of 6% per annum on invoices which are unpaid 61 or more days beyond the "beginning date" as defined above.

## EXHIBIT "C"

### SCHEDULE OF CHANGES

#### 9. Errors and Omissions:

Section 9 Errors and Omissions is hereby replaced in its entirety as follows:

If §9 at page one (1) hereof shall indicate **Errors and Omissions** insurance is required, Contractor shall maintain Technology Professional Liability Errors and Omissions Insurance in the minimum amount indicated, and shall promptly provide proof of such insurance evidenced by a certificate of insurance, or other documentation acceptable to County. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Contractor in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, copyright, trademark, invasion of privacy violations, information theft, release of private information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

- (i) The Policy shall include, or be endorsed to include, **property damage liability coverage** for damage to, alteration of, loss of, or destruction of electronic data and/or information "property" of the County in the care, custody, or control of the Contractor. If not covered under the Contractor's liability policy, such "property" coverage of the County may be endorsed onto the Contractor's Cyber Liability Policy as covered property as follows:
- (ii) **Cyber Liability coverage** in an amount sufficient to cover the full replacement value of damage to, alteration of, loss of, or destruction of electronic data and/or information "property" of the County that will be in the care, custody, or control of Contractor.
- (iii) The Insurance obligations under this agreement shall be the greater of 1—all the Insurance coverage and limits carried by or available to the Contractor; or 2—the minimum Insurance requirements shown in this agreement. Any insurance proceeds in excess of the specified limits and coverage required, which are applicable to a given loss, shall be available to County. No representation is made that the minimum Insurance requirements of this agreement are sufficient to cover the indemnity or other obligations of the Contractor under this agreement.