EXHIBIT A: SCOPE OF WORK

SERVICES TO BE PERFORMED

Summary of Services

Avenu will provide staff, establish technology architecture, implement and manage systems, applications, communications, and the overall management and security of the County's information assets. Avenu will maintain the County's information systems and data and are responsible for adhering to the County's IT policy and standards and coordinate their requirements with the County. Avenu acknowledges that some County departments may maintain their own IT staff. Avenu will use reasonable efforts to communicate, coordinate and work cooperatively with the County's various IT staff to support their connection to the County Wide Area Network. Avenu will exchange information, work on and provide approval for Countywide and multi-departmental projects and resolve problems of common interest. A summary of the services to be provided consists of:

- Leadership and Management
- Help Desk and Desktop Application Support
- Server and Workstation Administration Services
- Network Administration Services
- Planning
- Website Design and Maintenance
- Remote Database Administration
- User Education & Practices for Cyber Security

Supported Departments and Assets

1. The Services provided under this Service Agreement will apply only to the following departments that are directly supported by Vendor.

- Administration
- Agriculture
- Assessor-Recorder
- Auditor-Controller
- Board of Supervisors
- Community Development

- County Clerk
- County Counsel
- County Jail
- County Library
- County Museum
- District Attorney
- General Services
- Probation
- Juvenile Hall
- Public Defender
- Public Works
- Sheriff's Department
- County Jail
- Treasurer-Tax Collector
- Child Support Services
- Siskiyou County Office of Emergency Services
  - County Emergency Operations Center

2. The vendor acknowledges that specific County departments employ their own IT staff, and therefore the Vendor will not directly support the applications, networks, and users for the following department: Health and Human Services Agency. The vendor will use reasonable efforts to provide leadership, oversight in County interests within Information Technology, and exchange of information within the aforementioned departments.

3. The County reserves the right to add or remove Departments as necessary. Additional compensation for added Departments may be negotiated through a change order.

Locations of Support and Responsibility

The vendor agrees that the following locations are directly supported County assets to be managed within the scope of work by the Vendor. The vendor acknowledges that these locations are subject to change.

1. 1312 Fairlane Road, Yreka, CA 96097
   - Administration
   - County Counsel
   - Public Works Administration
   - Task Force
   - SCSO Detectives
   - Office of Emergency Services

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2. 525 South Foothill Drive, Yreka, CA 96097
   - Department of Agriculture

3. 524 South Foothill Drive, Yreka, CA 96097
   - Air Pollution Control District
   - Weights and Measures
   - Vegetation/Noxious Weeds Control

4. 530 South Foothill Drive, Yreka, CA 96097
   - Animal Control
5. 550 South Foothill Drive, Yreka, CA 96097
   - Animal Control Shelter
6. 356 Main Street, Tulelake, CA 96134
   - Tulelake Agriculture Office
7. 311 Fourth Street, Yreka, CA 96097
   - Auditor-Controller
   - Assessor-Recorder
   - Board of Supervisors
   - District Attorney
   - Treasury – Tax Collector
   - SCSO Evidence
   - County Clerk's Office
   - Elections
8. 1215 South Main Street, Yreka, CA 96097
   - Child Support
9. 190 Greenhorn Road, Yreka, CA 96097
   - General Services
   - STAGE
   - Airports
   - Solid Waste
   - Flood Control
   - Facilities
   - Communications

10. 719 Fourth Street, Yreka, CA 96097
    - Library – Main Branch

11. 800 West Third Street, Dorris, CA 96023
    - Library – Butte Valley Branch

12. 5714 Dunsmuir Avenue, Dunsmuir, CA 96025
    - Library – Dunsmuir Branch

13. 115 Collier Way, Etna, CA 96027
    - Library - Etna Branch

14. 11960 East Street, Fort Jones, CA 96032
    - Library – Fort Jones Branch

15. 143 Buckhorn Road, Happy Camp, CA 96039
    - Library – Happy Camp Branch

16. 300 East Columbero Drive, McCloud, CA 96057
    - Library – McCloud Branch

17. 230 South Thirteenth Street, Montague, CA 96064
    - Library – Montague Branch

18. 515 East Alma Street, Mount Shasta, CA 96067
    - Library – Mount Shasta Branch

19. 27233 Scott River Road, Scott Bar, CA 96085
    - Library – Scott Bar Branch

20. 451 Main Street, Tulelake, CA 96134
    - Library – Tulelake Branch

21. 150 Alamo Avenue, Weed, CA 96094
    - Library – Weed Branch

22. 910 South Main Street, Yreka, CA 96097
    - Siskiyou County Museum

23. 320 South Oregon Street, Yreka, CA 96097
    - Public Defender's Office

24. 279 Sharps Road, Yreka, CA 96097
    - Public Works – Central Yard

25. Remote Public Works Yards
    - Gazelle
    - Forks of the Salmon
    - Happy Camp
    - Etna
    - Fort Jones

- Mount Shasta
- Dorris

26. 315 South Oregon Street, Yreka, CA 96097

- Siskiyou County Jail

27. 305 Butte Street, Yreka, CA 96097
- Sheriff's Office

28. 805 Juvenile Way, Yreka, CA 96097
- Adult Probation
- Day Reporting Center

29. 269 Sharps Road, Yreka, CA 96097
- Juvenile Probation

30. 289 Perimeter Road, Montague, CA 96064
- Airport Evidence Hanger

31. 400 Fourth Street, Yreka, CA 96097
- Siskiyou County Superior Courts Bailiff Stations
- Watch Commander Area

32. Sheriff Substations:
- Dorris
- Mount Shasta
- Happy Camp
- Dunsmuir

33. 806 South Mainstreet, Yreka, CA 96097
- Community Development

Leadership and Management

1. Avenu's Program Manager will develop and manage the County's Central IT Department and annual budget. They will also participate in Department Head meetings and any necessary appearances before the County's Board of Supervisors regarding the County's Central IT Department's IT-related issues.

2. Avenu's Program Manager will also participate with the County's Departments and other interested parties in the oversight of development

and maintenance of the County's IT-related policies such as security, electronic communications, remote access, and email archiving policies

3. Avenu's Program Manager will meet regularly with and coordinate with both the Sheriff's Department and the Office of Emergency Services in establishing support to evolving emergency responses within Siskiyou County.

4. Avenu will work with the County to establish and maintain networking, enterprise application, workstation, and desktop application standards.

5. Avenu will review all County related IT purchases to ensure compliance with agreed standards and interoperability with existing systems

6. Avenu's Program Manager and other management staff members will meet with the Customer's contract administrator to discuss initiatives, performance, ongoing projects, and needs.

7. Avenu will give the County notice of staffing changes within a reasonable amount of time to ensure a smooth transition.

8. Avenu will establish and maintain security measures to protect all County assets and systems upon any employee separation or leave of absence.

9. Avenu will work with County leadership to establish goals for Cybersecurity objectives. Followed by leadership throughout the County to realize those goals.

Help Desk and Desktop Application Support

1. Avenu's Service Desk will be the County's Single Point of Contract that will accept, record, and track the incidents to resolution using SysAid. It will be hosted in a secure AWS cloud and used for Service Request Tracking, problem management, call escalation management, dispatch, knowledge management, and self-help.

2. Avenu will maintain ownership of incidents whether they are resolved by the service desk, escalated to Level 2, or a third party

3. Avenu will provide support availability during primary support hours, Monday – Friday, 8:00 AM to 5:00 PM. (PST) Provide all staff with cell phones and will field calls as they come in. Should a call ever be missed, Avenu Staff will return the call within thirty (30) minutes or less. Calls received outside of the

primary support hours will be routed to Avenu's on-call staff member to determine the issue and provide resolution.

4. Avenu will provide on-site support from 0700-1900, and remote support outside of those hours as needed for the County Emergency Operations Center, while it is active. This will include help desk support, network management, departmental setup requests, hardware deployment, and software/hardware/networking troubleshooting to any and all departments working within the Emergency Operations Center.

5. According to an established procedure, Avenu will escalate incidents and problems based on timeframes, severity, and level of management.

6. As problems are resolved, either temporarily or permanently, staff will update tickets to reflect the associated activities. Root Cause Analysis (RCA) will be performed for incidents and problems of high severity and all service level requirement (SLR) defaults. The person or group working the ticket will provide periodic updates regarding resolution status until service is restored. Tickets will not be designated as resolved until the technician confirms and documents resolution with County Staff. Avenu will review all tickets before closure to ensure information is complete and appropriate.

7. Requests for Change will be closely managed. Avenu will deliver a Change Management Plan within 30 days following the start of Transition.

8. Avenu will utilize the standard industry best practices to provide administration and support for software Countywide. Avenu will ensure appropriate Local Area Network and Wide Area network connectivity for all supported locations.

9. Avenu will keep an updated record, which will be available upon request, of all software and applications used by the County, including the version and release level.

10. Avenu will perform regular patching, major and minor upgrades, or coordinate upgrades with the County's vendors for its third-party contracts. Avenu will maintain software within three (3) versions or release levels or notify the County when application versions are incompatible

Server and Workstation Administration Services

Avenue will provide infrastructure support services, including:

1. Provide hardware support and operating system administration for the Server equipment.

2. Regularly monitor the status and performance of the service equipment and coordinate repair of hardware failures with the County's third-party maintenance vendors. Avenu will review server event logs, investigate and take action to resolve service disruptions.

3. Perform backups, backup rotations, and restorations of all systems, servers, and network equipment according to industry-standard best practices. Avenu will work with the County to define data retention policies in accordance with the County's requirements

4. Maintain all operating systems for the software;

5. Provide onsite support during business hours from 8:00 AM – 5:00 PM (PST) and Mission-critical support for all public Safety domains 24 hours a day, 7 days a week.

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7. Carry out Preventative maintenance according to the manufacturer's recommendations and manage the escalation of server failures to the appropriate third-party vendor for resolution.

8. Recommend server configuration, migration of physical servers to virtual servers when beneficial, and manage and monitor performance.

9. Maintain support for the County's virus protection deployments. Administration includes recovering from any virus protection breaches.

10. Avenu will provide support to the County's email anti-spam and anti-virus applications. Support includes account and quarantine maintenance, upgrades, and application of patches.

11. Avenu will maintain and manage the storage of all software media

relating to the County's volume licensing agreements and any other existing or future software application media.

Planning

1. Avenu will be instrumental in the County budget process, provide the information needed by the Auditor/Controller to provide IT charges to all departments. This means a count of all computers, printers, servers, users and providing the IT budget.

2. Avenu will provide basic policy and best practices in implementation for Cybersecurity initiatives and projects.

3. Avenu will recommend departmental purchases and advise when hardware and software are at end of life. They will provide estimates to each supported department on what items should be included in their individual budgets during the recommended budget process. This includes a recommended refresh cycle.

4. Avenu will provide ongoing management and support of the Microsoft Enterprise Agreement, ensuring that licensing is distributed correctly and additional licenses are purchased and properly accounted for departmentally. In October each year, conduct a true-up with Microsoft and the supporting vendor.

5. Manage the server farm and network hardware for end-of-life replacement needs or space requirements.

6. Avenu will provide ongoing departmental purchasing support and recommendations. Once a department seeks help, Avenu will

   • Recommend model or options.
   • Seek quotes from three or four vendors, including Dell hardware requests.
   • Prepare departmental PO, sign for IT Approval and return to departments for execution.

   • Invoice may be returned to us, and at that point, we forward to the purchasing department in a timely manner.

7. Manage the contract with Cal-Ore, our internet and fiber provider, and make sure the needs are met County-wide.

Website Design and Maintenance

1. Avenu is responsible for website creation and maintenance of the County website that is hosted by Municode;

2. Successful training and ongoing support of all departmental editors with the aim to keep the content current, accurate and accessible;

3. Avenu will work alongside the County leadership to expand and update the various aspects of the County's website.

4. Avenu will work closely with departments with a social media presence, helping them provide the most current information.

5. Create and maintain the employee intranet, which contains critical documents and County policies needed by County staff.

6. Avenu will work closely with the Emergency Operations Center, Sherriff's Department, and Office of Emergency services in ensuring current emergency information is posted and updated in a timely manner.

Remote Database Administration (Banner) Support

1. On a shared resource basis, Avenu will provide Remote Database Administration (RDBA) services for the Banner Local Government Finance / HR suite, not to exceed 240 service hours, over a twelve-month fiscal year period.

   RDBA services will be available from Monday through Friday, 8:00 AM to 5:00 PM (PST).