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1. our understanding.

This Statement of Work No. 01 (the "**SOW**") is executed and made a part of the Contract No. 80101507-23-STC-ITSA (as amended, the "**Contract**") between Randstad North America, Inc. dba Randstad Technologies, LLC ("**Randstad**" or "**Contractor**") and the State of Florida, Department of Management Services (the "**State**"). The parties acknowledge and agree that this SOW is entered into by and between Randstad and Polk County ("**Client**"), in accordance with the Piggyback Agreement between Randstad and Client, effective July 25, 2025 (together with the Contract, the "**Agreement**"). Capitalized terms not defined in this SOW shall have the meaning set forth in the Agreement. Transactions performed under this SOW will be conducted in accordance with and be subject to the terms and conditions of the Agreement and this SOW; provided that, in the event of a conflict between the Agreement and this SOW, the terms of the SOW shall prevail.

Client is looking to set up their tenant in Azure public cloud. They are looking to migrate their existing Power BI dashboard and existing/current Power Apps platform to Azure to start, but have future plans to migrate other applications workloads also to Azure.

As of now, Client has only internal staff as the users of this cloud environment. There would be sharing of data across multiple divisions within the Client.

Client is seeking a partner to provide them recommendations on best practices and help them to set up an Azure tenant cloud foundation.

Randstad Digital, LLC (to be included in the defined term, "**Randstad**" and "**Contractor**") is a Microsoft Solutions Partner, part of the Microsoft Cloud Partner Program and part of one of the largest Information Technology ("**IT**") services and staffing companies in the nation. Randstad has achieved this status by demonstrating to Microsoft that it has the resources and proven experience needed to address the complexities inherent with these types of projects.

Randstad will deliver this project end to end leveraging its professional services and project management competencies.

2. solution overview and scope.

Randstad has reviewed and understands Client's requirements.

Randstad proposes a project based engagement directly supported and led through its Cloud Services practice specialty, a sub practice within Randstad's Technology Solutions: Infrastructure Services Practice. Randstad will assign and direct practice resources (including delivery leadership, project management, and technical roles) in support of Client's engagement.

This solution addresses Client's immediate requirement to build a cloud foundation environment on Azure which can host Power BI and Power Apps workloads to start with, but also ensures that the cloud foundation design and build is done to make it scalable to host future workloads as well. The solution will be delivered in phases, as further detailed below (collectively, the "**Services**").



2.1 approach

Randstad will leverage its cloud discovery, design, implementation and management methodologies and frameworks which are designed to ensure a high degree of collaboration and transparency throughout the project and that the efforts between Randstad and Client yield high-value and meaningful outcomes.

2.2 discovery, design and recommendations.

The discovery and design phase is a crucial step to ensure the Azure tenant is built to scale and also aligned to industry best practices. This phase will focus on gathering comprehensive information about the current state environment/requirements, identify project objectives, assess requirements and scope, and develop a high level design blueprint for the future state environment. Understanding of the current (state) environment/requirements and services ensures that the future (state) provides the same or enhanced functionality to the end users.

2.2.1 *discovery*

Review current and future state business and IT needs, validate assumptions and requirements. Adjust planning as required based on mutually agreed upon requirements. Facilitate review sessions, document current and future goals and objectives, and capture desired intent and requirements for the following areas:

- Scope of Project - Expectations, deliverables, defining KPIs, metrics, and terms for success
- Conduct functional & non-functional requirements (NFR) sessions
- Change management activities/communications review
- Existing Entra ID configuration
- Licensing requirements
- Tenant(s) configuration requirements
- Hygiene, privacy and security requirements
- Evaluation of security controls, IAM and MFA policies, network configurations, data encryption and compliance requirements (also in compliance with NIST).
- Consideration of business continuity and failover scenarios (DR/HA).

2.2.2 *plan, design and recommendations*

This phase includes the development of high-level and low-level designs (HLD and LLD) for networking, security, compute, and storage components. The outcome will be a comprehensive, client-approved architectural blueprint, including validated network diagrams, security controls, and cloud infrastructure landing zones.

This phase will also include a plan to build the Azure cloud foundation.

Additionally, Randstad will also provide recommendations to build and manage the Azure cloud tenant. These recommendations would be aligned to industry best practice, well architected frameworks and NIST compliances to ensure the Azure tenant is built to scale and manage:

- high level and low level design blueprint for cloud foundation
- recommendations on GCC vs Commercial tenant (pros and cons)
- identify resource provisioning approach



- best practices for cost allocation, resource tagging, policies, designing subscription hierarchies under a tenant.
- define approach for boot strapping cloud resources
- address high availability and DR scenarios for business critical workloads

2.2.3 deliverables

- Landing zone non Functional Requirements (NFR) (Microsoft Word document)
- High-level build landing zone design blueprint(Microsoft Word document)
- Cloud foundation build plan
- Microsoft engineering review and approval (if required)
- Recommendations on Azure cloud build and manage best practices (Microsoft Word document)
- Conduct workshop on cloud security best practices

2.3 build.

Randstad will implement the build design, as defined in the NFR, and perform the required cloud foundation implementation and configurations in preparation to support the PowerBI and Power Apps environment migration process.

2.3.1 build

During the build phase of the engagement Randstad will perform the required implementation and configurations, as defined in the NFR.

Randstad will perform the following:

- build Cloud foundation aligned to NIST and Azure Well Architected Framework guidelines
 - setup tenant and subscription
 - deploy IAM services
 - integrate with any existing EntraID for IAM
 - Azure AD
 - Conditional Access Policies
 - MFA / PIM
 - Configure RBAC services
 - configure relevant virtual networks across Azure regions with necessary network and firewall configurations
 - implement required security solutions and governance frameworks
- configure connectivity to access Azure cloud tenant
- configure recommended and approved Azure policies, blueprints, cost management alerts, etc
- perform test scenarios to ensure the foundation build meets the NFR requirement
- Create build documentation

2.3.2 deliverables

- Client acceptance documentation
 - Production ready cloud foundation environment

- Revised design specification(s) (as required)
- Updates to NFR (as required)

2.4 transition & close.

At the conclusion of the project a final knowledge transfer session will occur, and a final project deliverable will be provided for authorization.

2.4.1 *knowledge transfer and hypercare*

A knowledge transfer session will occur with the Client's staff responsible for the ongoing administration of the azure landing zone environment. Randstad will perform the following:

- Finalize all project documentation and conduct a lessons learned session
- Provide training to Client teams on general administration guidelines and basic troubleshooting measures

2.4.2 *deliverables*

- Project summation report
 - Final 'As built'
 - Lessons learned summary

2.5 Optional: Contingency/Additional Scope.

Additional funding may be utilized for additional hours as requested to execute any additional scope for the project. Additional scope authorization will be facilitated as outlined in Section 10 - change order process below.

- Any unused portion of this fund will not be invoiced
- Services delivered under this Optional phase will only be delivered and or invoiced with an approved change order from the Client and Randstad

3. deliverable acceptance criteria.

Acceptance criteria for deliverables will be defined at the commencement of specific deliverable development activities, and agreed upon by Client and Randstad, prior to Randstad starting the development of the specific deliverable.

At the completion of each deliverable, Client will evaluate the deliverable according to the agreed upon acceptance criteria and provide Randstad with formal acceptance or reasons for non-acceptance.

Review of and provision of feedback on deliverables will be serviced in a timely manner, and in any event within five (5) business days. In the event this timescale is exceeded, Randstad will assume that such deliverable has been accepted by Client and proceed accordingly.

4. scope assumptions and exclusions.

The following assumptions or clarifications have been taken into consideration in developing this SOW:

1. Client to provide valid licensing for target state environment
2. Client to provide required network connectivity (VPN, ExpressRoute) required to support environment
3. Existing EntraID will be used to integrate with Azure tenant
4. Any configuration, troubleshooting, or integration of third party systems (if any) will be performed by the client
5. Client will be responsible for alignment with Microsoft account representation to coordinate for engineering reviews (if required).

5. engagement management.

Randstad will utilize the formal Project Management (PM) structure established in earlier phases of the engagement. All deployment activities will be supported by a Randstad PM to manage the Randstad staff and services activities of this engagement.

5.1 project management responsibilities.

The Randstad PM will coordinate for all aspects of engagement management. Overall Randstad PM responsibilities include the following:

- Provide the necessary management, coordination, scheduling, and administrative assistance to the Client stakeholders in order to provide the services defined in this budgetary proposal.
- Hold virtual meetings with Client stakeholders on a regular basis to help ensure effective communications and to help ensure the identification and resolution of issues.
- Work closely with the Client stakeholders to determine the impact and cause of schedule changes, and to support the communication of these changes to Client stakeholders in a timely manner.
- Capture all open issues and coordinating and scheduling resources required to resolve any issues from the installations.
- Bear responsibility for the primary communication with the Client stakeholders and overall project performance.
- Manage and communicate project / resource schedule.
- Participate in all requisite calls, coordinate resources, coordinate on-site activities.
- Manage and mitigate risk identified in the delivery of defined services.

5.2 engagement oversight.

A Randstad Delivery Director will oversee the engagement. The Delivery Director has a primary responsibility of assuring that the engagement meets Customer's requirements, including satisfaction with Randstad as a vendor. The Delivery Director will achieve this goal through regular discussion with the project team, review of deliverables, and communications with Client at the commencement, throughout, and at the conclusion of the engagement. The purpose of this is to discuss the status of the engagement, acceptance of the final deliverable, changes in scope, plans, the level of satisfaction, and any other key issues.



6. services locations.

Services will be provided from work from home resources and/or onsite at a Randstad delivery center, from within the United States.

7. project schedule.

The term of this SOW shall commence as of the date of receipt of the applicable PO as set forth in the "acceptance" Section below (the "**Effective Date**"), and shall continue for a period of twelve (12) months unless sooner terminated in accordance with the SOW or the Agreement (the "**Term**"). Either party may terminate this SOW for any reason with at least thirty (30) days' prior written notice. In the event that Client terminates the Services, Randstad will generate an invoice and Client will compensate Randstad for the work performed to date, and not yet invoiced, plus any reasonable work effort required to package and deliver any deliverables or property due to Client.

Services are expected to begin within two (2) weeks from execution of this SOW and will run coterminous with the Term. The estimated project schedule is noted in the table below:

Phase	Estimated Calendar Weeks
Assess	2
Plan, Design & Recommendations	4
Build and Test	3
Transition & Close	2
Total:	11

8. technology.

Randstad shall provide each Randstad personnel with a laptop. Client shall provide Randstad and Randstad personnel with all necessary access to deliver the Services including a means for allowing secure remote access. Client shall maintain and implement current security protocols to ensure Randstad's personnel are appropriately accessing Client's network and systems and ensure Randstad is provided updated documentation as it relates to any changes regarding aforementioned security protocols as deemed appropriate.

9. client responsibilities.

Client hereby agrees to undertake the following, and understands that failure to do so may impact the engagement's timeline and estimated effort and fee cost:



1. Maintain a proactive data backup procedure and will perform necessary data backups of the environment prior to any changes within the environment occurring. Randstad is not responsible for any data loss or consequences of lost data due to any factors, including but not limited to, server outages, software failures, hard drive bad sector areas, network outages or backup failures.
2. Provide Randstad personnel with the necessary access to Client offices, computing facilities and applications, with security clearance, in order for them to complete the engagement. Such access will be available at the commencement of the engagement.
3. Provide a means for allowing secure remote access to required systems for assigned Randstad resource(s) to carry out the above tasks.
4. Designate a Project Sponsor.
5. Provide access to the appropriate Subject Matter Experts ("SMEs"), systems, tools, and processes.
6. Support the scheduling of project progress review meetings as required to monitor the progress of the project.
7. Acquire, at Client expense, platform, end user, or third party tools (e.g., Microsoft licensing/subscriptions, etc.)
8. Shall maintain and implement current security protocols to ensure Randstad's personnel are appropriately accessing Client's network and systems to deliver the Services and ensure Randstad is provided updated documentation as it relates to any changes regarding aforementioned security protocols as deemed appropriate.
9. Ensure Randstad's resources will not have access to and will not be required to handle Protected Health Information (PHI), financial information and/or Personally Identifiable Information (PII) [in the course of performing day to day tasks.
10. Ensure that the scope of work of the Statement of Work will not be communicated, shared, or used to for the purpose of benefiting any entity either directly or indirectly that is subject to global sanctions; and in the event it is, shall provide Randstad with prompt notice thereof.
11. Confirms/represents that the provision of services by, and payment by Client to, Randstad shall not result in any breach of any trade, economic or financial sanctions laws or regulations.
12. Comply with all federal, state, and local laws, rules, regulations, ordinances, orders and directions applicable to it and its use of Randstad Personnel.

10. change order process.

Randstad recognizes that the dynamic nature of project circumstances may require material changes in the scope of the work or service delivery parameters described herein. Requests for such changes may be initiated by either Randstad or Client.

A Change Request document will be completed by the requesting Party, describing the nature of the change, the reason for the change, and the anticipated effect the change will have on the scope of work, Randstad resources and delivery schedule.

The designated project manager of the requesting Party will review the proposed change with his/her counterpart. Both Parties will evaluate and negotiate in good faith the changes to be made and the additional charges or billing arrangements, if any, to implement them. The Change Request as negotiated will be signed by authorized representatives of Randstad and Client, fully executing the resulting approved Change Order. Client will have the final determination as to which scope changes should be completed by Randstad and which should be postponed to a later date or altogether dismissed. Until such time as the Parties execute the Change Order, Randstad shall be under no obligation to perform the change(s) described in the Change Order. Upon execution, the approved Change Order will be incorporated into, and made a part of, this scope of work and previously approved pertinent Change Orders.

11. solution pricing.

Randstad estimates the costs and resource requirements to be provided on a fixed fee and milestone basis using the invoicing schedule detailed below:

Phase	Estimated Fees
Assess	\$10,013
Plan, Design & Recommendations	\$13,199
Build and Test	\$11,588
Transition & Close	\$2,337
Optional: Contingency/Additional scope	\$10,000
Total:	\$47,137

- Travel and expenses are not expected and are therefore excluded. Any travel requested by Client will be agreed to by both Parties.

11.1 pricing assumptions.

The following assumptions have been made in developing this SOW, including the estimates provided herein. If any of the assumptions prove to be invalid, or further assumptions are required, Randstad reserves the right to revise the content of this document and the associated estimates.

1. A project kick-off meeting will occur prior to the project start date. Additional responsibilities from Client may be identified at that meeting (e.g., site plans, areas of investigation, requirements changes, etc.), and may affect project timeline or pricing.
2. Adjustments in effort and associated fee costs may be required due to refinement of requirements, an increase or decrease in expected installation times, changes (increases or decreases) that Client may authorize in connection with the scope of work, delays resulting from unanticipated causes, or for other reasons.
3. Randstad is not a license reseller. Randstad's pricing does not include subscription or licensing fees of any kind nor does it include the fees associated with third party tools.
4. The general daily working schedule will follow the local region's standard business practices, Mondays through Fridays. No overtime, weekend or holiday work is anticipated at this time. Any other deviation must be mutually agreed between Client and Randstad.
5. Randstad will convene a Project Closure Meeting (via conference call), at the conclusion of services delivery, to ensure both parties are in agreement that the Services have been completed, that issues have been addressed, and that any follow-on activities by either party are understood.
6. Taxes are not included in the above fee costs. Client is responsible for any and all invoice withholding, VAT, excise, sales taxes, as applicable.
7. The terms of the Agreement shall take precedence and supersede any and all terms and conditions associated with a Purchase Order ("PO") associated with this scope of work.



acceptance.

In lieu of signatures, this SOW shall become effective upon receipt of a valid and fully funded PO referencing this scope of work.