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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.

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 host Power BI and current/existing Power Apps environment on Azure. The solution will be delivered in phases, as further detailed below (collectively, the "**Services**").

2.1 approach

Randstad will leverage its discovery, design, deployment & implementation and manage 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 configured to scale and also aligned to industry best practices. This phase will focus on gathering comprehensive information about the PowerBI and Power Apps current state environment, 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 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
- Understand technical specifications of existing Power BI dashboards and current/existing Power Apps, multiple data sources and its integrations aspects
 - Gather data source details, including types, locations, and access methods
 - Determine data refresh frequency and performance expectations
 - Define data storage requirements and integration points for Power Apps (if any)
 - Specify user interface and user experience (UI/UX) requirements
- Define security and access control requirements for Power BI reports and dashboards
- Determine security requirements and user permissions for Power Apps
- Change management activities/communications review
- Licensing requirements
- Tenant(s) configuration requirements for Power BI and Power Apps
- Hygiene, privacy and security requirements
- Identification of known critical workloads and their dependencies.
- Identify connectivity requirements
- Identification of risks related to the build and migration phases.
- Building risk mitigation strategies and contingency plans.
- 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 Azure environment to host Power BI and Power Apps workloads.

This phase will also include a plan to deploy and migrate PowerBI environment in Azure cloud.



- high level and low level design blueprint for Power BI and PowerApps workloads to be hosted in Azure cloud
- define approach for migrating Power BI, current/existing Power Apps environment to Azure tenant
 - integrating data sources
 - defining user defined access protocols, data security needs
 - connectivity requirements

2.2.3 deliverables

- Non Functional Requirements (NFR) (Microsoft Word document)
- High-level build design blueprint(Microsoft Word document)
- Power BI and Power Apps deployment plan

2.3 deploy

During the Deployment phase, Randstad will support the deployment to the approved PowerBI and Power Apps environment, with Client's ongoing timely approvals and guidance as to all processes and procedures pertaining to their environment as required.

Randstad will perform the following:

- setup and configure base infrastructure/platform services in Azure tenant which are required to host PowerBI and Power Apps environment
 - Provision Azure resources required for Power BI (e.g., Azure Analysis Services, Azure SQL Database, if applicable)
 - Provision or configure any necessary Azure services for Power Apps (e.g., Common Data Service, Azure SQL Database)
 - Implement security settings and access controls for Power BI workspaces and apps
 - Configure connections, gateways, and data sources for Power Apps
- configure Power BI workspaces, apps, and sharing settings according to the design
- set up user roles, permissions, and sharing
- integrate third party data sources which have API led integration
- In collaboration with Client, execute the deployment, including PowerBI and current/existing Power Apps data migration, while minimizing disruptions for users
- Monitor the deployment progress and address any encountered issues.
- Validate the successful deployment of the environment
- Acceptance of Power BI and Power Apps environment functional readiness from the Client
- validate Power BI report functionality, performance, and data accuracy in the Azure environment

2.3.1 deliverables

- Client acceptance of PowerBI environment in Azure cloud tenant
- Revised design specification(s) (as required)

- Updates to NFR (as required)
- Finalized “as-built” and operate documentation

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 environment. Additionally, Randstad will also provide 2 weeks of hypercare support to ensure systems stability and seamless transition to the Client engineering team.

Randstad will perform the following:

- Conduct a post-deployment evaluation and identify lessons learned
- Finalize all project documentation and conduct a lessons learned session
- Provide training to Client teams on general administration guidelines and basic troubleshooting measures
- Discuss planning and requirements of future scope requirements

2.4.2 *deliverables*

- Project summation report
 - Final ‘As built’
 - Lessons learned summary
 - Recommendations for future scope and provide GRC framework for day 0 and operational governance of the cloud tenant

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. Azure cloud foundation is built, tested and available, to host Power BI and Power Apps workloads, as a prerequisite for this engagement
2. Client to provide valid licensing for target state environment
3. Client to provide required network connectivity (VPN, ExpressRoute) required to support environment
4. Enhancements of PowerBI dashboards and reports and Power Apps is out of scope
5. Decommissioning of existing on-premises/ existing PowerBI and Power Apps hosted environment is considered to be out of scope for the engagement
6. Any configuration, troubleshooting, or integration of third party systems (if any) will be performed by the client
7. 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 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
Deploy	5
Transition & Close	2
Total:	13

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 all required data regarding PowerBI and Power Apps related technical and business environments and business processes will be readily available for Randstad's consultant.
6. Provide access to the appropriate Subject Matter Experts ("SMEs"), systems, tools, and processes.
7. Support the scheduling of project progress review meetings as required to monitor the progress of the project.
8. Acquire, at Client expense, platform, end user, or third party tools (e.g., Microsoft licensing/subscriptions, etc.)
9. 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.
10. 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.
11. 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.
12. 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.
13. 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	\$10,069
Plan, Design & Recommendations	\$24,649
Deploy	\$56,367
Transition & Close	\$13,313
Optional: Contingency/Additional scope	\$40,000
Total:	\$144,398

- 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 budgetary proposal, 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.