

# Los Angeles Unified School District

## Master Services Agreement



To: Master Services Agreement (MSA) Contractors

Subject: Master Services Agreement (MSA) Solicitation No. 202222  
**Managed Services for COVID Response Applications and Future Applications Development**

This **MSA Work Order Solicitation** is issued to interested proposers under the assumptions that (1) Any resulting contract will not exceed the hourly rates set forth under the Master Services Agreement; and (2) The final contractual terms and conditions will have no additions, changes, or deletions from the Master Services Agreement. Proposals are due, via email, to [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net), no later than 9:00 AM (PDT), May 16, 2021. NO TIME EXTENSIONS WILL BE GIVEN AFTER 9:00 AM (PDT).

**Period of Performance:** June 1, 2022 – June 30, 2023  
(Upon full execution of work order. The District will Follow up with a formal work order and purchase order indicating the firm project start date.)

**Location:** Offshore/Remote

Key dates with respect to this MSA Solicitation are as follows. All times below are in Pacific Time:

| Activity                 | Dates                  |
|--------------------------|------------------------|
| MSA Solicitation Release | April 28, 2022         |
| Pre-Proposal Conference  | May 2, 2022 (2:30 PM)  |
| Written Questions Due    | May 3, 2022 (5:00 PM)  |
| Proposals Due            | May 16, 2022 (9:00 AM) |
| Proposer Demonstrations  | May 19 - 20, 2022      |
| Services Begin           | June 1, 2022           |

### **Pre-Proposal Conference:**

Please join representatives from the Information Technology Division at this virtual pre-proposal conference, on May 2, 2022, at 2:30 PM (Pacific Time) to learn more about the statement of work and requirements of the procurement.

Attendance at this virtual pre-proposal conference is not a prerequisite to submitting a proposal.

Registration Link: <https://lausd.zoom.us/meeting/register/tZIlf-igrTgiGNXurj1Zbm-f8TZib-kd3FK->

The District reserves the right to revise these dates for its convenience.

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|                                  |                           |
|----------------------------------|---------------------------|
| Evaluation Criteria:             | Refer to Attachment No. 1 |
| Proposer Submittal Requirements: | Refer to Attachment No. 2 |
| Statement of Work:               | Refer to Attachment No. 3 |
| Proposer Pricing Form            | Refer to Attachment No. 4 |

Furthermore, the District reserves the right to reject a firm if there is a failure to negotiate the rates, terms, and conditions. The District reserves the right to make an award to other than the lowest cost Proposer.

Proposals omitting any of the required submittal items may be deemed non-responsive and may be removed from any further consideration.

The District reserves the right to reject a firm, as non-responsive, regardless of the stage of the procurement process, if there is a failure to successfully negotiate price/fees, statement of work, or a failure of the firm to satisfy any of the final requirements necessary to do business with the District.

All communications regarding this MSA Solicitation between potential Proposers and DISTRICT staff and consultants engaged by the DISTRICT shall be addressed only to the undersigned. All proposer questions shall be in writing and submitted via email at [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net) with the subject heading of "**MSA Solicitation No. 202222 for Managed Services for COVID Response Applications and Future Applications Development**". The deadline to submit questions is by 5PM PDT, **May 3, 2022**.

At no time "PRIOR" to the DISTRICT'S Notice of Award shall Proposer(s) contact other DISTRICT officials or personnel regarding this MSA Solicitation or any contract(s) to be awarded in response hereto. To do so may subject the Proposer to disqualification.

All requests for information related to this procurement shall be directed to:

E-mail Address [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net)

- Attachments: 1. Evaluation Criteria  
2. Pricing Proposal Form  
3. Statement of Work (SOW)  
4. Proposer Pricing Form

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### ATTACHMENT NO. 1 -EVALUATION CRITERIA

#### **EVALUATION AND SELECTION**

Proposals shall be evaluated for responsiveness to the requirements of the MSA Solicitation and on the responsibility of the Proposer. A Proposal shall be considered responsive if it complies in all material respects to the requirements of the MSA Solicitation document. A Proposal not meeting the requirements may be rejected as being non-responsive and/or non-responsible.

#### **EVALUATION**

Any work order resulting from this MSA Solicitation shall be awarded to that responsible and responsive firm who offers a justifiably fair and reasonable price. Proposals shall be evaluated in the following order:

#### **PHASE I EVALUATION - MINIMUM QUALIFICATIONS:**

The District shall perform an initial responsiveness review to determine compliance with the MSA Solicitation administrative requirements and the minimum qualification requirements as defined herein.

Proposers that are deficient in meeting the minimum qualifications at the time of proposal submittal shall be deemed non-responsive to this MSA Solicitation and no further consideration shall be granted.

#### **PHASE II EVALUATION - TECHNICAL QUALIFICATIONS:**

Proposals that meet the Phase I Minimum Qualification Requirements shall be evaluated based on the Phase II evaluation criteria herein. At the District's discretion, clarification interviews may be done as part Phase II activities. This process allows the District to more thoroughly evaluate expertise, qualifications, operations, and services deemed by the District to be in its best interests. Non-availability of the proposed resource for oral interviews may be cause for the District to rule their submission as "non-responsive." A "competitive range" (short list) shall be established. The established short list will be the basis for negotiation and possible contract award.

#### **BASIS OF AWARD**

Any Contract(s) resulting from this MSA Solicitation shall be awarded to the responsible and responsive firm whose proposal meets the requirements of the MSA Solicitation. Award shall be based on the highest scored proposer(s).

Furthermore, the District reserves the right to reject a firm if there is a failure to negotiate the rates, terms, and conditions. The District reserves the right to make an award to other than the lowest cost Proposer.

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### PHASE I - MINIMUM QUALIFICATIONS REVIEW



Proposers shall meet each of the minimum qualification requirements at the time of proposal submittal.

- The Proposer's and/or its resource has a minimum of three (3) years of experience providing Managed Services for Power Apps, Dynamics 365, and Power BI of similar District's size clients and complexity.
- The Proposer's and/or its resource has a client base of a minimum of three (3) clients, whereby the Proposer's resource successfully completed one (1) Managed Services for Power Apps, Dynamics 365, and Power BI per client within the past five (5) years. Please include the history of meeting objectives, successful Managed Services experience and results for your customers.

### PHASE II - TECHNICAL EVALUATION

Proposer shall be evaluated on the following criteria:

|  |                   |
|--|-------------------|
| A. Services Approach.....                                | 40 points         |
| B. Experience, Past Performance, and Qualifications..... | 30 points         |
| C. Pricing Proposal.....                                 | 30 points         |
| <b>Total:</b>  | <b>100 points</b> |

#### A. Services Approach (50 points maximum)

Proposers shall be evaluated on the following criteria considering the quality of proposed solution and the vendor's capabilities.

- i. Governance and relationship (10 points)
  1. Account team organization / Relationships
  2. Key Personnel – Experience & Qualifications
  3. Processes / Communications / Reporting
  4. Service Level Management
- ii. Transition Services (10 points)
  1. Transition Approach and Methodology
  2. Transition Deliverables, Milestones, Plan, and Timeframes
  3. Transition Roles & Responsibilities
  4. Transition Staffing and Resource Plan
  5. Transition Risk Management Plan
- iii. Managed Services (approach and process, resources and tools, service responsibilities, ability to execute) (15 points)
  1. Approach and Process – including timeframes
  2. Resources and Tools (availability, quality, continuity)
  3. Staffing Model
  4. Service Management
  5. Service Responsibilities
    - a. Application Maintenance & Support

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### b. Application Development

- iv. Transformation Service Approach (15 points): The Proposer shall submit a proposed approach, timing, resources, and related pricing for the transformation of the COVID-19 Solution Applications. Based on the available due diligence materials, the Proposer shall recommend a viable approach to migration or replacement of the existing solution functionality with an alternative platform and/or solution architecture. The Proposer shall include the estimated financial impact of the proposed transformation on the ongoing Managed Services necessary for the operation and support of the solution. The Contractor shall propose a complete solution inclusive of planning, development, testing, and deployment activities as well as identification of anticipated risks and related mitigation plans.

### B. Experience, Past Performance & Qualifications (20 points maximum)

The proposer's qualifications and experience shall be evaluated according to the following sub-criteria listed below.

1. Overall length of time in providing Managed Services for Power Apps, Dynamics 365, and Power BI
2. Size and scope of the work of references similar size and complexity to the District.

### C. Pricing Evaluation (30 points maximum)

1. Qualitative (fair and reasonable, competitive, realistic, efficient transparent, manageable)
2. Quantitative
  - ii. Transition Charges
  - iii. Service Delivery Charges
  - iv. Staffing Rate Card
  - v. Incremental LAUSD Costs (Estimated Impact)

**END OF EVALUATION CRITERIA**

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### ATTACHMENT NO. 2 - PROPOSAL SUBMITTAL REQUIREMENTS



## CONTENTS OF PROPOSAL

### 1.0 PROPOSAL CONTENT

The Proposal shall submit the following components and shall be laid out in the format exactly as shown here. The information provided in these sections will be used as the basis to score the overall proposal. The submittal shall be signed by an authorized representative of the proposing firm.

**A. MINIMUM QUALIFICATIONS:** The Proposer and its resource shall submit documentation that shows the following information:

- a. The Proposer's and/or its resource has a minimum of three (3) years of experience providing Managed Services for Power Apps, Dynamics 365, and Power BI of similar District's size clients and complexity.
- b. The Proposer's and/or its resource has a client base of a minimum of three (3) clients, whereby the Proposer's resource successfully completed one (1) Managed Services for Power Apps, Dynamics 365, and Power BI per client within the past five (5) years. Please include the history of meeting objectives, successful Managed Services experience, and results for your customers.

**B. SERVICES APPROACH:** The Proposer and its resource shall submit a project approach document and work plan on the following criteria considering the quality of proposed solution and the vendor's capabilities:

- i. Governance and relationship
  1. Account team organization / Relationships
  2. Key Personnel - Experience & Qualifications
  3. Processes / Communications / Reporting
  4. Service Level Management
- ii. Transition Services
  1. Transition Approach and Methodology
  2. Transition Deliverables, Milestones, Plan, and Timeframes
  3. Transition Roles & Responsibilities
  4. Transition Staffing and Resource Plan
  5. Transition Risk Management Plan
- iii. Managed Services (approach and process, resources and tools, service responsibilities, ability to execute)
  1. Approach and Process - including timeframes
  2. Resources and Tools (availability, quality, continuity)
  3. Staffing Model
  4. Service Management
  5. Service Responsibilities

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- a. Application Maintenance & Support
- b. Application Development
- iv. Transformation Service Approach: The Proposer shall submit a proposed approach, timing, resources, and related pricing for the transformation of the COVID-19 Solution Applications. Based on the available due diligence materials, the Proposer shall recommend a viable approach to migration or replacement of the existing solution functionality with an alternative platform and/or solution architecture. The Proposer shall include the estimated financial impact of the proposed transformation on the ongoing Managed Services necessary for the operation and support of the solution. The Contractor shall propose a complete solution inclusive of planning, development, testing, and deployment activities as well as identification of anticipated risks and related mitigation plans.

- C. EXPERIENCE, PAST PERFORMANCE & QUALIFICATIONS:** The Proposer and its resource shall submit a qualification statement by addressing the following:
- a. Detailed summary of experience performing Managed Services using PowerApps to firms of similar size and complexity as the District.
  - b. A minimum of three (3) references
    - (a) Size and scope
    - (b) Project duration,
    - (c) Contact information such as Name and Title, Telephone & Email address
  - c. White papers, research materials, analysis, recommendations from past projects.
  - d. Relevant technical skills, experience, certification, and education background.

**PRICE PROPOSAL:** The proposer shall use the Pricing Sheet to submit a Fully burdened, Firm-fixed price to perform all services related to Managed Services and T&M hourly rate for related services on an as requested outside of the scope of the Statement of Work. The proposer shall complete the pricing form in its entirety and include it with the proposer's submittals. The proposer shall provide detail breakdown of cost including:

- a. Transition Charges
- b. Service Delivery Charges
- c. Staffing Rate Card (provide detail breakdown including labor category, resource quantity, fully burden rate, number of hours, and extended cost)
- d. Incremental LAUSD Costs (Estimated Impact)

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Incomplete price proposals may cause the proposal to be deemed non-responsive. All price proposals must be clearly labeled "Price Proposal."

**END OF PROPOSAL SUBMITTAL REQUIREMENTS**



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### ATTACHMENT 3 - STATEMENT OF WORK

## 1 General

### 1.1 Introduction

Second largest in the nation, the Los Angeles Unified School District (LAUSD) serves over 600,000 students in kindergarten through twelfth grade at over 1,000 schools. The District also has over 200 independently operated public charter schools, authorized by the Los Angeles Unified School District Board of Education.

Los Angeles Unified's boundaries stretch across 720 square miles and include the City of Los Angeles as well as all or parts of 31 municipalities and several unincorporated regions of Southern California.

Additional information pertaining to the District may be found at [www.lausd.net](http://www.lausd.net).

In response to COVID-19, LAUSD has implemented two applications built on Dynamics 365 Platform and PowerApps – the Vaccine Registration Administration Support (VRAS) and a Return to School (RTS) solutions. This RFP is being issued with the ultimate objective of securing the services of an Applications Managed Services Provider. This Statement of Work (SOW) describes the Managed Services requested to provide ongoing management and support of these COVID-19 Response applications.

You are invited to submit a proposal to furnish all the costs, labor, materials, and other related items required for the performance of a contract resulting from this procurement on a Firm-Fixed-Price (FFP) basis for COVID Response Managed Services and Time and Materials (T&M) pricing for as-needed project-related services. The resulting work order is for a period of thirteen (13) months. Purchase order will be issued, and funding will be allocated based on LAUSD's fiscal year term of July 1 through June 30. Renewal is contingent on fiscal year funding availability.

### 1.2 Program Background

#### 1.2.1 ITD Background/ Operating Model

The Information Technology Division's (ITD) mission is to enable student achievement and operational efficiency through deployment of appropriate

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technical solutions for our students and their families, our employees, and the community. Included in this deployment are the following bond programs:

- Classroom Technology Modernization
- Applications Modernization
- School Network Technology Infrastructure Modernization
- Safety, Communications, and Security
- Disaster Recovery and Business Continuity (DR/BC)

Vision - ITD will be customer-focused, proactive, and innovative in providing appropriate and effective technological solutions to facilitate each student's path to college and career readiness.

Guiding Principles - ITD aligns its efforts to the priorities set forth by the Board of Education and Superintendent. LAUSD, industry, state, and national standards are the foundation of the division's four guiding principles: 1) improving governance and transparency, 2) improving communication and training to help simplify technology, 3) aligning initiatives within the comprehensive enterprise architecture, and 4) supporting and developing staff.

These guiding principles support the following key goals:

- Optimize the information, applications, and communication infrastructure supporting the high-performance 21st century learning environment
- Increase efficiencies and effectiveness thus freeing up resources for the classroom

ITD is responsible for supporting the District's instructional mission and operations through deployment of robust, user-friendly, and cost-effective technology solutions.

ITD's five major branches are:

- 1) The Office of the CIO is comprised of IT Security and IT Communications. IT Security is responsible for identifying IT security risks, developing policies, and implementing solutions to help protect the District's information systems and data. IT Communications provides direct support to the chief information officer in articulating strategies to manage and update the technology infrastructure that supports a rapidly evolving teaching and learning environment. It facilitates delivery of clear and consistent messages in real time to all audiences; including students, families, employees, executive leadership, school board members, the media, and the communities it serves.
- 2) Office of Enterprise Planning & Customer Experience plans and manages the District's and schools' network capacity and strategy as well as the process seeking additional funding for Internet access through the E-rate

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- program. The Branch also manages the disaster recovery, business continuity, and radio systems upgrade programs
- 3) IT Infrastructure is responsible for all aspects of the District's IT infrastructure – from conception and architecture (alignment with District goals), through designing, engineering, testing, selecting, implementing, and maintaining. Staff operate and support the technology infrastructure necessary for instruction, learning, and daily District business.
  - 4) Software Applications is responsible for maintaining and supporting the applications necessary for daily instruction and learning. Examples of student achievement and student support applications are Student Information, Cafeteria Management and Library Management. Instructional support applications to improve business efficiencies include an enterprise resource planning system responsible for budget, payroll, procurement tracking, and other business functions.
  - 5) IT Support Services provides IT asset management for the District and supports all areas of the Division in finance, purchasing, human resources, audit and software compliance, and other administrative areas.

### 1.2.2 Program Overview, Goals & Objectives, Desired Outcomes

LAUSD has implemented a Vaccine Registration & Administration Support (VRAS) and Return to School (RTS) solution built on Dynamics 365 Platform and PowerApps Portal. RTS includes Dashboard/Reporting applications. Covid-19 Reporting Scope includes dashboards built in PowerBI to meet the varied needs of specific user groups. The solution is mobile enabled and supports students, parents, and staff.

The primary goal of this program is to provide LAUSD with managed services necessary to operate, maintain, and support the COVID-19 Response solutions, including application enhancements and reporting services. Additionally, Contractor will be expected to review and provide recommendations for continual improvement of the overall solution, including the optional transformation of the solution.

### 1.2.3 Development Approach & Methodology

The current development methodology is based on an agile DevOps approach to iterative and continuous planning, prioritization, and development of application enhancements to deliver incremental scope in planned releases utilizing fixed capacity. Enhancements are requested by LAUSD for inclusion in the project backlog. For each approved request, Contractor will provide a functional specification to the Customer for approval. Once approved, Contractor will schedule and complete the effort, using a sprint-driven process

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of planned releases. Contractor manages the delivery of enhancements, as prioritized by LAUSD, to efficiently utilize a fixed agile delivery capacity.

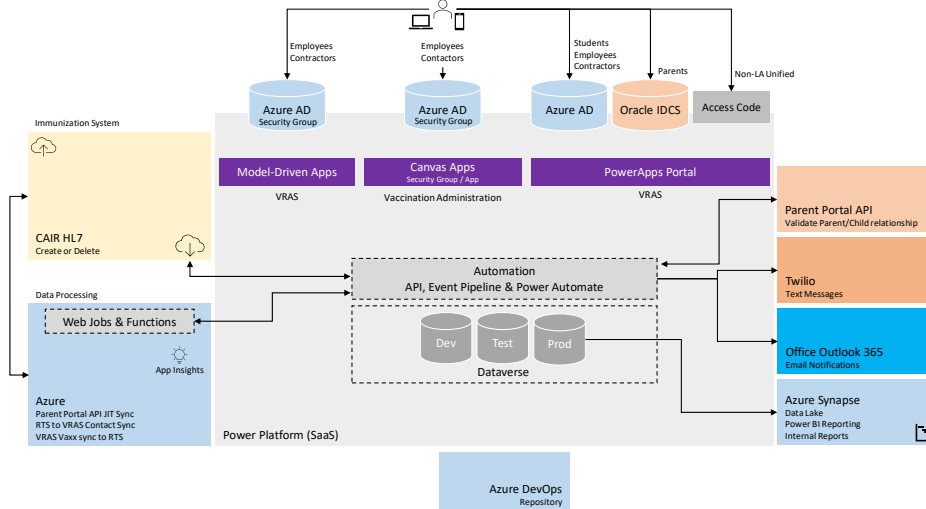
## 1.3 Systems Overview

### 1.3.1 Application Overview and Architecture

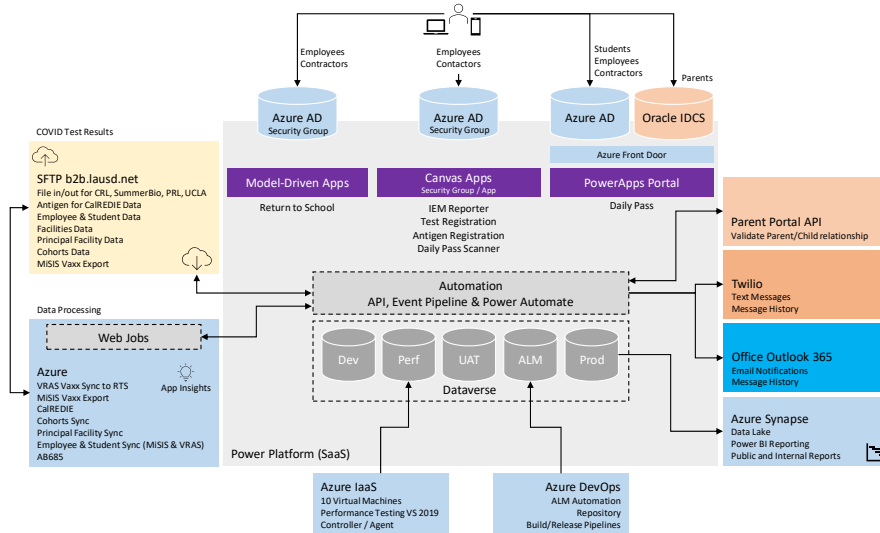
The COVID-19 Solution applications, components, and functionality is outlined in the “Solution Overview” document available in the due diligence materials.

The following graphics illustrate the high-level architecture of the COVID-19 Response solutions.

Vaccination Registration and Administration Solution (VRAS)



Return to School (RTS)



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### 1.3.2 Systems Roadmap / Technology Plan

The plan for the evolution of the COVID-19 Response applications is dependent on the impact of future local, state, and federal guidance and related requirements driven by ensuring the ongoing health and safety of LAUSD students, faculty, and staff, and the surrounding communities.

The optional application/solution transformation will consider alternative cloud-based platforms, technologies, and architectures capable of delivering the existing functionality and improving the capability of the solution to deliver additional functionality.

### 1.3.3 Tools

Azure DevOps tool is used for software development change management and incident management. It is also used for work planning/tracking, source code management, package management, quality management, cross-platform build, continuous deployment, release management, feedback management, and application telemetry.

## 1.4 Scope of Services

The COVID-19 Response Solutions include the following applications:

- Vaccine Registration & Administration Support (VRAS)
- Return to School (RTS)
- COVID-19 Response Reports and Dashboards

The scope of Managed Services to be provided by the Managed Services Provider for this Work Order includes application customization and enhancement, application maintenance, production support, including related real-time application support services and application service management for the COVID-19 Response Solutions, as well as related technical activities and related Transition Services. The Managed Services may also include optional application development services delivered on a project basis.

Contractor shall provide Services, as described in this SOW, as follows:

- Provide all necessary effort and activities to successfully transition Services from the incumbent to the Contractor and to transition to a successor at the conclusion of the contract.
- Utilize a collaborative governance framework to assist in the daily management of the Services
- Provide contract management and administration to ensure efficient management of the engagement.
- Provide industry best practices and processes in delivering the Services.

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- Provide all services in a manner to meet or exceed prescribed service levels.

### 1.4.1 Functional Scope

Application maintenance and support services includes both non-discretionary and discretionary application maintenance and support services.

- Non-discretionary services are those application maintenance and support activities necessary for the ongoing performance and stability of the application, such as error correction, break-fix, bug-fix, and routine production support.
- Discretionary services are elective services, such as minor enhancements to existing functionality and resolution of low-priority incidents/problems, or fulfillment of low priority service requests.

### 1.4.2 LAUSD Retained Responsibilities

LAUSD retains responsibility (either internally or through third party) for training, organizational change management, help desk services, and IT infrastructure services.

| Area                            | Description  |
|---------------------------------|--|
| Infrastructure                  | LAUSD will provide, through third-party, Microsoft Azure Cloud Services, Azure Application Services, and Premier Support. LAUSD is responsible for configuring secure extranet infrastructure if required. |
| Requirements                    | LAUSD will retain responsibility for initial scoping and requirements definition for application modifications.  |
| Documentation                   | LAUSD retains responsibility for documentation of existing processes, standards, policies, or guidelines.  |
| Business Processes              | LAUSD retains responsibility for the design of business processes and procedures, including process engineering or reengineering activities.   |
| LAUSD Organization and Staffing | LAUSD retains responsibility for design or redesign of LAUSD organization and staffing models.   |
| Training                        | Preparing and delivering training materials.   |

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| Area                                | Description  |
|-------------------------------------|--|
| Help Desk Support/ End User Support | LAUSD will provide Level 1 Help Desk support and End User Support. LAUSD Help Desk is responsible for resolving problems that can be addressed without modifying the Applications configuration or code. These include issues that, for example, can be resolved by providing how-to guidance. |
| User Acceptance Testing             | LAUSD will retain responsibility for User Acceptance Testing.  |

### 1.5 Transition

Contractor is responsible for planning and executing an orderly and timely transition to acquire the practical skill, knowledge, and expertise necessary to deliver the Services from the incumbent Contractor(s) and transfer responsibility for the delivery of the Services described in this SOW from the incumbent Contractor(s) and provide all Services as described in this SOW.

## 2 Governance

### 2.1 Organization

This section describes the overall project organization structure, reporting relationships, and key project roles. LAUSD engages other vendors and independent contractors to provide business analysis, software development, testing, and related services, which requires interaction in a multi-vendor services environment. LAUSD expects the current vendor to cooperate with and provide reasonable support and assistance to LAUSD and other suppliers as may be necessary.

#### 2.1.1 Executive Steering Committee

The Executive Steering Committee will consist of LAUSD Sponsors, LAUSD Program Manager, Contractor Program Manager, and Contractor delivery leader.

#### 2.1.2 Project Managers

The project will be managed by a Contractor Project Manager who will work with LAUSD's project manager. The Contractor Project Manager will be responsible for the overall delivery of Services.

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LAUSD Project Manager or a single point of contact will be available throughout the project for assignment of issues related to the in-scope applications to Contractor.

### **2.1.3 LAUSD Technical Lead or Technical Manager**

Serve as the primary technical point of contact for the team. Take responsibility for technical architecture and code deliverables.

### **2.1.4 LAUSD Lead Process Lead or Lead Business Analyst**

The Lead Process Lead or Business analyst will:

- Serve as the primary functional point of contact for the team responsible for functional business analysis.
- Make decisions regarding Solution processes, customizations, and workarounds.
- Liaise with the broader team and take responsibility for streamlining and standardizing processes.
- Develop test scripts and scenarios and perform tests.

### **2.1.5 LAUSD Subject Matter Experts**

Subject Matter Experts (SMEs) will advise the project team on business processes, workflows, and requirements and develop test scripts and scenarios and perform testing.

## **2.2 Scope Management**

Any changes to the scope described in this SOW will follow the change management process described in the SOW.

## **2.3 Issue Management / Escalation**

Throughout the project, Contractor will submit requests for decisions that LAUSD must make. Decisions are assigned due dates, and LAUSD will provide the required feedback or make decisions.

## **2.4 Performance Review / LAUSD Satisfaction**

The District will conduct a performance review to ensure services are performed satisfactorily by the Contractor and its resource. The District will notify the Contractor of their performance. If the review is unsatisfactory, the Contractor will be required to submit a corrective action plan to address the deficiencies. If the performance is not improved, the contract will not be renewed, and the option years will not be exercised.



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### 3 Requirements

#### 3.1 Technology Environment

##### 3.1.1 Software Products and Technologies

The products, technology, and access listed in the following table are required for the project. LAUSD is responsible for obtaining all identified licenses and products.

| Item                                    | Description  |
|---|--|
| Azure Role: Azure Global Admin          | Global Admin access to view and update (if needed) the software components.  |
| Azure Role: Dynamics Service Admin      | Dynamics Admin access in Dynamics Portal and each organization/instance.   |
| Azure Role: Power Platform Admin        | Power Platform Admin access in Dynamics Portal and each organization/instance.   |
| Office 365 Admin                        | O365 Admin access in the Admin Portal at the tenant level.   |
| Azure Subscription                      | LAUSD will provide an Azure Subscription for integrations. Items typically include Virtual Machines, PaaS services, Logic Apps, Azure Functions, Azure Service Bus (namespace), and Azure Key Vault. |
| Azure DevOps (ADO)                      | Azure DevOps is used for tracking project support tasks, enhancements, support incidents, and source/code repository & control.  |
| CDS Environments                        | 1 Dev, 1 Test/UAT  |
| PowerApps Portals                       | 1 Dev, 1 Test/UAT  |
| Power Automate / PowerApps Subscription | LAUSD will provide licenses to Contractor and LAUSD resources.   |
| Dynamics Subscription                   | LAUSD will provide licenses to Contractor and LAUSD resources.   |
| Service Accounts / Service Principals   | LAUSD will provide service accounts automating deployment to environments and integrations as needed.  |
| Power BI                                | LAUSD will provide licenses to Contractor and LAUSD resources.   |

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### 3.1.2 Environments

LAUSD will provide and support the environments listed in the following table as necessary to support the application/ solution. LAUSD will provide 24-hour-a-day, 7-day-a-week access to its development and testing environments to both onsite and offshore consultants to carry out work on the project.

Contractor must give 2-week notice to LAUSD for any infrastructure requests for each environment.

| Environment | Location | Environment purpose                       |
|-------------|----------|---|
| Development | Cloud    | Development and Break-fix                 |
| Test/QA/UAT | Cloud    | System Testing                            |
| Production  | Cloud    | Production Deployment Assistance/Guidance |

### 3.1.3 Standards

Contractor will deliver the Services consistent with established LAUSD ITD standards and requirements. Contractor shall be responsible for all activities necessary to ensure Services are performed consistent with all LAUSD standards and processes.

Contractor will review and recommend improvements to LAUSD standards consistent with industry practices and continual improvement.

### 3.1.4 Information Security

Contractor must ensure compliance with LAUSD Security Policy.

- Bulletin 1077.2 (Information Protection Policy)  
[https://achieve.lausd.net/cms/lib/CA01000043/Centricity/domain/386/admin%20cert%202017-2018/BUL-1077.2%20INFORMATION%20PROTECTION%20POLICY\\_2.pdf](https://achieve.lausd.net/cms/lib/CA01000043/Centricity/domain/386/admin%20cert%202017-2018/BUL-1077.2%20INFORMATION%20PROTECTION%20POLICY_2.pdf)
- Reference Guide No. 3757.0 (Description of Security Standards for Networked Computer Systems Housing Confidential Information)  
[\[available in due diligence\]](#)
- Bulletin 1553 (Security Standards for Networked Computer Systems)  
<http://publicdata.usac.org/SL/Prd/Form470/350259/160001961/Attachment%203%20-%20LAUSD%20Policy%20Bulletin%201553.pdf>

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### 3.2 Approach & Methodology

LAUSD expects the Contractor to accept full responsibility for all non-discretionary application services. Discretionary services are expected to be performed by the Contractor with a pool of resources primarily dedicated to that function (who may also serve to handle unexpected spikes in demand for non-discretionary services). Resources providing non-discretionary services may also be leveraged to provide discretionary services when workload permits.

The proposed approach must be separated into two phases. Both phases will be implemented based on agreed project plans and schedules. The specific timeframes for each phase will be determined by the selected provider's proposed approach. The character of each phase is more fully delineated in the following paragraphs.

Phase 1 will begin immediately and include Transition Services, as well as Non-Discretionary Services, including maintenance and support of the COVID-19 Response platform and applications to ensure continued availability and reliability of the Applications. During the Transition, Contractor will work with LAUSD to complete knowledge transfer and assumption of responsibility for ongoing service management, and monitoring and support of the Applications including resolution of open incidents (break-fix, administration, etc.).

Phase 2 will include ramp-up of Contractor's responsibility for Application Enhancements workload. During Transition, LAUSD will work with Contractor to review and prioritize request backlogs and pending enhancements. There are other related projects and assignments to be performed such as performance enhancement, tuning, preparation of technical documentation, and the like. Assignments will be prioritized and scheduled with input from the District and feedback from the Contractor during meetings with the District's Change Control Board (CCB), which includes oversight of bug fixes, maintenance, and development activities.

The District's goal is to be able to hold the Contractor accountable for quality, productivity, and keeping the system stable so that is available to the users. The District is seeking a solution that provides a predictable cost, while providing the option to ramp-up team size for special assignments. The District will expect to meet periodically with the Contractor to review and adjust team size as needed. Also, there will be a continuing level of special assignments beyond simple maintenance and development, as will be discussed as part of due diligence activities.

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### 3.3 Resource Management

Contractor will provide an agile delivery capacity and an iterative development approach based on delivering incremental scope in planned releases utilizing fixed capacity.

LAUSD expects proposed solutions to include sufficient skilled capacity to manage a reasonable backlog while providing accountability for productivity of the allocated resources. Requests for discretionary services beyond the agreed capacity will be added to a backlog of requests which will be rolled forward month-to-month.

Backlog requests will be completed in priority as assigned by LAUSD. LAUSD further requests the ability to adjust the discretionary services as necessary to increase capacity or reduce costs.

### 3.4 Assumptions & Constraints

#### 3.4.1 Workload

Currently, LAUSD has approximately 89 open enhancements requests and 19 open bug-fixes.

#### 3.4.2 Technical

- The Application will be accessible over the corporate intranet of LAUSD, exposing data on LAUSD's secure network.
- The Application environments will have a version control mechanism that uses the Azure DevOps (ADO) to maintain code history and facilitate application rollback for Contractor-developed code.

### 3.5 Performance Management

#### 3.5.1 Service Level Agreement

Contractor will provide assurance of mutually defined acceptable performance and delivery of the Services through a Service Level Agreement (SLA) defining the performance (service level) management methodology, relevant service levels, and related performance thresholds consistent with industry practices. The SLA will provide for routine monitoring, measurement, and reporting of all Service Levels and define the format, layout, and content of such reports. The SLA will also define the meaning and consequences of failure to attain performance thresholds. Additionally, the SLA will define the processes for modification of service levels, as appropriate to reflect continuous improvement.

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### 3.5.2 Business Impact / Response Timelines

Application issues that are not resolved by the LAUSD Help Desk (Level 1 Support) will be routed to the Contractor and subject to the expected response timeframes show below.

| Business Impact | Description   | Expected Contractor Response  |
|-----------------|---|---|
| Critical        | Significant loss or degradation of services.<br>Needs attention within 1 hour.  | First call response in 1 hour or less.<br>Continuous effort during clock hours.<br>Management notification. |
| Moderate        | Moderate loss or degradation of services, but work can reasonably continue in an impaired manner.<br>Needs attention within 2 coverage hours. | First call response in 2 hours or less.<br>Effort during coverage hours only                                |
| Minimal         | Operations are substantially functioning with minor or no service impediments.<br>Needs attention within 4 coverage hours.                    | First call response in 4 hours or less<br>Effort during coverage hours only                                 |

### 3.5.3 Service Levels

Contractor will be responsible for ensuring the attainment of agreed Service Levels for the following types:

| Service Level Type                    | Target                        |
|---------------------------------------|-------------------------------|
| <b>Critical Service Levels</b>        |                               |
| Application Availability (Work Hours) | Expected 99.9%<br>Minimum 96% |
| Application Availability (Off Hours)  | Expected 97%<br>Minimum 95%   |
| Incident Response Time (by Severity)  | Sev 1 & 2: 20 minutes         |
| Incident Response Time (by Severity)  | Non-Sev 1 & 2: 120 minutes    |
| Bug Fix Delivery to UAT per Plan      | Expected: 98%<br>Minimum: 90% |
| Bug Fix Quality (UAT Acceptance)      | Expected: 98%                 |

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| Service Level Type   | Target                       |
|--|------------------------------|
|  | Minimum 90%                  |
| Bug Fix Production Backout Ratio   | Expected: 1%<br>Minimum 2%   |
| Root Cause Analysis Completion/Reporting<br>(Sev 1 & 2 Incidents)                  | Expected: 95%<br>Minimum 90% |
| Service Request Fulfillment  | Expected: 98%<br>Minimum 90% |
| Application Enhancement<br>Milestone Completion                                    | Expected: 98%<br>Minimum 90% |
| Application Enhancement<br>Delivery to UAT per Plan                                | Expected: 90%<br>Minimum 85% |
| Application Enhancement Delivery to Production<br>per Plan                         | Expected: 96%<br>Minimum 91% |
| Application Enhancement Quality<br>(UAT Defects Leaked into UAT / Severity 1 & 2)) | Expected: 1.5%<br>Minimum 2% |
| Enhancement & Bug Fix Quality - Production<br>(Severity 1&2)                       | Expected: 98%<br>Minimum 90% |
| <b>Key Performance Indicators</b>  |                              |
| Report Delivery  | Expected: 95%<br>Minimum 90% |
| Customer Satisfaction (7-point scale)  | Expected: 5.5<br>Minimum 5   |
| Root Cause Analysis Completion/Reporting<br>(Sev 3 & 4 Incidents)                  | Expected: 90%<br>Minimum 85% |

Work Hours: 6a-6p Weekdays

Off Hours: 6p-6a, + Holidays and Weekends

### 3.5.4 Corrective Action/RCA

For any recurrent issues with critical or moderate business impact, Contractor will provide to LAUSD a corrective action report that includes a root cause analysis and remediation plan to mitigate the risk of recurrence.

Contractor will provide a written plan for improving its performance to satisfy any critical service level it fails to meet. Contractor will provide a written plan for improving its performance to satisfy any key service level it fails to meet for three months in any rolling six-month period.

### 3.5.5 Escalation

Any issues not resolved within the relevant service level threshold will be escalated to Contractor and LAUSD management immediately.

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### 3.6 Work Schedule / Coverage Hours

| Application Support Coverage  | Services   |
|---|--|
| 7:00 AM to 7:00 PM PST/PDT, Monday through Saturday - excluding US holidays | Incident Management/Defect fixes (Severity A, B, and Severity C) |
| On-call 24-hour coverage  | Incident Management/Defect fixes (Severity A only)               |

Contractor will re-prioritize activities to respond to Issue requests during regular work hours.

Contractor will perform all application maintenance activities within agreed upon maintenance windows. Emergency maintenance may occur outside maintenance windows as needed. Contractor may request additional or extended maintenance periods no less than one week in advance.

### 3.7 Deliverables

| Name                     | Description   |
|--------------------------|---|
| Weekly Status Report     | A Weekly Status Report will be provided to LAUSD.   |
| Sprint Completion Report | This report lists the in-scope items that have been completed during the sprint, any planned work that was not completed, and any project risks or problems. This report is produced as an output of each sprint.   |
| Monthly Status Report    | A Monthly Status Report will be provided to LAUSD that contains the details of the Defects/incidents and any enhancements completed.<br>A monthly status report will be provided to LAUSD that contains the details of the issues/incidents and any enhancements completed. |

### 3.8 Project Management

Contractor will deliver any Project-based Services consistent with LAUSD Project Management standards and practices.

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### 4 Transition Service Responsibilities



#### 4.1 Transition Approach & Plan

Transition Services includes planning and implementation of comprehensive transition to enable the transfer of responsibility for COVID-19 Response applications services to the selected Contractor.

Contractor will be provided with knowledge transfer artifacts and opportunities, which involve a detailed functional and technical overview of the Application, code walk-through, environmental configurations, version control, and other key artifacts prepared by the project team.

During the Transition, the Contractor will work with LAUSD to review and suggest improvements in process and procedures to optimize delivery of the Services.

#### 4.2 In-Flight Projects

Contractor will assume responsibility for in-flight projects during Transition, subject to agreed changes to timeframes, effort estimates, or prioritization based on due diligence during the Transition period.

### 5 Application Support Services (COVID-19 Response Solutions)

Contractor responsibilities will include scheduled tasks execution and management related to monitoring, maintenance, configuration, and operations of the Application and any integrations that are essential to the operation of the supported applications.

Application operations include performing limited administrative tasks to maintain the LAUSD non-production environments.

#### 5.1 Architecture / Platform Management

##### 5.1.1 Azure Environment Configuration Management

Contractor responsibilities will include:

- Work collaboratively with LAUSD to review the default capabilities inherent to the underlying Azure-based platform relative to security, routine maintenance, backups, recovery, or other operational capabilities.
- Provide recommendations and assistance with environment setup and assist with Azure environment configuration changes.



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- Assist LAUSD in enabling best practices using Azure Dev Ops and assist in solution deployment strategy planning for the proposed releases.
- Review the approach used by LAUSD and recommend development, technical release management, and patching practices.

### 5.1.2 Dynamics 365 CE Online Monitoring

| Contractor Responsibilities   | Frequency                       |
|---|---------------------------------|
| Deploy Dynamics 365 CE solutions and configurations to UAT and Production with the help of deployment documents and the Dev/Test Team.  | As Required                     |
| Provide any configuration-related information from UAT/ Production to Dev/ Test Team.   | As Required                     |
| View details about the organization's use of storage, custom entities, workflows, and dialogs   | Weekly                          |
| View important system messages such as scheduled outage notifications and storage limits.   | Weekly                          |
| Use Bulk Delete jobs on a one-time or recurring basis to delete old and successful jobs, outdated email attachments, and notes based on LAUSD approval.   | Weekly and As Required          |
| Automatically delete the completed jobs after successful completion.  | One Time                        |
| Go to Dynamics 365 CE Online Administration Center to find out what instances are ready to update and the schedule.<br>Reschedule updates if needed.<br>Schedule update communications as required; approve the update. | Weekly                          |
| Monitor the status of workflows.  | Daily                           |
| Migrate the configuration data to the new instance (Test/UAT/Production).   | As Required                     |
| Copy data, users, customizations, and schema from the source instance to the destination instance as per LAUSD request.   | As Required                     |
| Add new users and edit information about users as per LAUSD request.  | As Required                     |
| Manage the teams and Security roles of the Users per LAUSD request.   | As Required                     |
| Deactivate User records as per LAUSD request.   | As Required                     |
| Delete duplicate records post LAUSD selection and approval of the list provided by the Contractor.  | As Required post LAUSD Approval |

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| Contractor Responsibilities  | Frequency   |
|--|-------------|
| Create new Security roles as per LAUSD request.  | As Required |
| Add new Teams and modify the Team description as per LAUSD request.  | As Required |
| Add and delete new members to existing teams as per LAUSD request.   | As Required |
| Assign security roles to teams as per LAUSD request.   | As Required |
| Manage user and team permissions to read, create, or write information in secured fields.  | As Required |
| Create a list of holidays and other times when the business is closed on the Service calendar  | As Required |
| Create and manage templates for email messages.  | As Required |
| Select audit settings for your organization.   | As Required |
| Enable audit tracking on selected entities and fields.   | As Required |
| Manage space by deleting old or unwanted audit logs.   | As Required |
| Set system-level email settings for your organization.   | As Required |
| Add facilities and equipment for service scheduling.<br>Change information about resources or delete existing resources.             | As Required |
| Add new services for service scheduling. Change service information and deactivate existing services                                 | As Required |
| Add new groups and new members to existing groups for service scheduling. Update group information and delete groups or group member | As Required |
| Create, modify, and publish duplicate detection rules.   | As Required |
| Create, import, and export data maps used during import.   | As Required |
| Enable entity for mobile.  | As Required |
| Configure views for entities in CRM.   | As Required |
| Disable autosave on all forms.   | As Required |
| Configure Report categories for the organization.  | As Required |
| Configure System Settings for the organization.  | As Required |

### 5.1.3 0365 and Power Apps Portal Admin

| Contractor Responsibilities   | Frequency   |
|---|-------------|
| Creation of a new user account in Azure AD directly as per LAUSD request. | As Required |
| Assignment of an Office 365 license to a user as per LAUSD request.       | As Required |
| Delete User from the Portal as per LAUSD request.                         | As Required |
| Removal of a User's administrative privilege per LAUSD request.           | As required |

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| Contractor Responsibilities  | Frequency    |
|--|--------------|
| Check the health of the service in the O365 Portal.  | Daily/Weekly |
| Check the planned maintenance schedule in the O365 Portal.   | Weekly       |
| Reset User password in Office 365 Portal per LAUSD request.  | As required  |
| Manage User Password Settings as per LAUSD request.  | As Required  |
| Import a CSV file to create bulk Users.  | As Required  |
| Change User's properties in the Office 365 portal per LAUSD request.   | As required  |
| Edit a security group through the Office 365 portal.   | As Required  |
| Delete a security group using the office 365 portal.   | As Required  |
| Activate users, assign them a license, and send an email with the username & password for the activated users. | As Required  |
| View Portal error logs.  | As Required  |
| Enable Maintenance mode.   | As Required  |
| Migrate Portal Configuration.  | As Required  |
| Configure Portal Search.   | As Required  |
| Run Portal Checker.  | As Required  |
| Renew Portal Authentication Key.   | As Required  |
| Restrict Portal by IP Address.   | As Required  |

### 5.1.4 Product Application / Platform Updates Assistance

Contractor Responsibilities will include:

- Perform impact analysis and assistance for installation of Microsoft released Product Updates (platform/application updates).
- Assist with deployment of any Microsoft released hotfixes or application/ platform updates by conducting impact analysis and applying Microsoft released platform and application updates for the Dynamics cloud solution in non-production environments for LAUSD testing.
- Provide support, analyses, and make suggestions to improve optimize performance.
- Provide technical support and maintenance for platform updates.
- Provide development assistance for Microsoft-released hotfixes to the Dynamics 365 application and platform updates by:
  - Conducting impact analysis.
  - Applying Microsoft-released hotfixes for the Dynamics 365 application and platform updates to non-production environments (development & test) environments for Contractor and LAUSD testing and acceptance.
  - Applying Microsoft-released hotfixes for the Dynamics 365 application and platform updates to non-production

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environments (UAT) for Contractor and LAUSD testing and acceptance.

- Following successful User Acceptance Testing, the Contractor team will deploy the updates into production.

### 5.1.5 Patch Management

Contractor Responsibilities include the activities needed for identifying, reviewing risk reports and outputs from security scans, acquiring, installing, and verifying patches for products to fix security vulnerabilities and other bugs.

## 5.2 Application Production Support

### 5.2.1 Application Monitoring (including interfaces)

Contractor Responsibilities will include the activities necessary for application monitoring including, but not limited to, the following:

- Monitoring in-scope Applications and Azure environments according to the performance and availability threshold agreed upon with LAUSD. Implementing required corrective actions based on monitoring alerts after obtaining necessary approvals.
- Scheduled tasks execution and management related to monitoring, maintenance, configuration, and operations of the Applications.
- Monitor and validate successful completion of production schedules and backups.
- Monitoring functionality is embedded in the Return to School (RTS) and Vaccine Registration and Administration Solution (VRAS) solution/application, including the dashboard and reporting components. Monitoring will include the following application components:
  - Power Automate Flow failures
  - Canvas App Update/Patch failures
  - Portal client-side failures
  - Business Processes, server-side failures (plug-ins)
  - Azure Web Jobs / Bulk Processes failures

Contractor will monitor these components/customizations daily and as needed using Azure Application Insights for RTS and VRAS failures. Monitoring will include daily health checks and metrics reporting. Monitoring functionality implementation will include try, catch, and on-failure event extensions in the monitored components.

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### 5.2.2 Application Operations

Contractor Responsibilities will include the activities necessary for operation of the applications including, but not limited to, the following:

- Provide patches and break/fix support
- Change inputs/outputs as requested
- Create new and make changes to existing reports, views, and queries
- Create, maintain, control, edit, update, delete, and add security configurations
- Monitor and support batch and online processing
- Manage application availability and performance
- Manage support for additional availability as requested by LAUSD to support peak operational periods.
- Support and maintain all interfaces.
- Create and maintain application documentation
- Support escalated production schedules.

### 5.2.3 Availability

Contractor is responsible for fine-tuning performance and availability thresholds over time to adjust for changes in the Applications and Azure environments. Contractor will plan and perform backup and recovery activities, as necessary.

Contractor will provide technical assistance and support as necessary to ensure and/or restore continuity of Application availability and performance.

### 5.2.4 Capacity

Contractor will be responsible for planning capacity to meet the demand for the Services, including all environments, and recovering excess capacity when available.

### 5.2.5 2<sup>nd</sup> Level Application Support

Application support includes support for issues that (i) can be remedied by modifying the configuration or security settings or Application metadata, and (ii) can be remedied by hotfixes. This assistance includes issues encountered while using the Applications when there is a reasonable expectation that the Applications caused the issues.

Issues that are not resolved by Level 1 Support will be routed to the Contractor for response and resolution as indicated by the Service Level Agreement.

The Contractor will:

- Provide Level 2 Support as the first level of escalation to resolve Incidents.

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- Triage and identify issues with the Applications or the Solution. Provide guidance and resolve the issues as necessary.
- Provide technical support and analysis.
- Isolate the problem and work through a hotfix or appropriate remediation.
- Provide remediation assistance for issues related to developed code and configuration of the supported applications.

Contractor will assist with issues that:

- Are encountered with Applications deployed successfully in production following LAUSD acceptance in UAT.
- Can be remedied by modifying the configuration or security settings, or Application metadata.
- Can be remedied by hotfixes that involve coding.

### 5.2.6 Job Scheduling and Workload Automation

Contractor will be responsible for production control and scheduling services for for the Applications. Contractor will:

- Develop and maintain scripts for workload automation and production control jobs.
- Respond to issues to assist in remediation of production control and scheduling services incidents and problems.
- Create and maintain run books that contain processes and step-by-step procedures to support day-to-day operations and to respond to emergency situations for all production jobs and schedules
- Coordinate expedited unscheduled batch requests received from LAUSD.

### 5.2.7 Report Administration

Contractor will:

- Maintain and enhance all existing and future Application dashboards and reports and queries.
- Develop or enhance dashboards and reports, as needs change.
- Troubleshoot reporting issues.
- Provide additional technical assistance and analysis, as necessary.

### 5.2.8 Data Administration

Contractor will be responsible for the following:

- Data Stores – relational and nonrelational data repositories (on-premises or Azure-based)

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- Data Ingestion – data movement (on-premises or Azure-based); identified and mapped source data in the Big Data Analytics Platform.
- Data Preparation – semantic model creation (on-premises or Azure-based)
- Data Visualization – report layouts and custom themes (Power BI)

Contractor will perform and provide all database administrative functions.

- Logical database support
- Installation, configuration, upgrade, administration, monitoring, maintenance, and performance tuning of databases
- Developing, maintaining, and communicating database start-up and shutdown procedures, database backup and recovery requirements, and database fail-over requirements
- Establish and maintain database backup schedules and validate executed backups.
- Provide database access controls and protection.
- Establish and maintain database management system security configuration parameters.
- Analyze database management system and database workload and performance data.
- Tune database parameters to optimize performance, such maintenance includes reorganizations and index rebuilds.
- Identify system performance trends and, where appropriate, make recommendations to LAUSD to implement corrective actions to the database management system and databases.

### 5.2.9 Corrective Maintenance (Break-Fix / Bug-Fix)

Contractor will:

- Provide break/fix changes, customizations, enhancements, and upgrades.
- Isolate the identified problem(s) and work through a hotfix or appropriate remediation.
- Test newly developed hotfixes in LAUSD's development and test environment(s).
- Package and deliver the hotfixes to LAUSD, along with any documentation needed for deployment to the test and quality assurance environment(s) and the production environment.
- Deploy the hotfixes to LAUSD's test and QA environments for UAT.
- Following successful UAT, Contractor will deploy the hotfixes into production.

All non-emergency application changes will be reviewed by LAUSD.

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### 5.3 Application Testing & Quality Assurance

Contractor responsibilities will include unit testing, automated regression testing, and production sanity testing. Contractor will perform unit (functional), system, and integration testing on any newly developed application enhancements in the development/testing environments provided by LAUSD. Contractor will also prepare and provide all documentation necessary for handover to UAT.

Deployment to development, UAT (Test/QA/Training), and production will be done by Contractor as needed with LAUSD approval.

Contractor will assist LAUSD with development of acceptance criteria and test data/cases, and test scripts.

| Testing                      | Environment | Primary Responsibility  |
|------------------------------|-------------|-------------------------|
| Unit Testing                 | Development | Contractor (Developers) |
| System/Functional Testing    | Development | Contractor              |
| Integration Testing          | Test        | Contractor              |
| Performance & Stress Testing | Test        | Contractor              |
| Security Testing             | Test        | LAUSD                   |
| ADA Section 508 Testing      | Test        | LAUSD                   |
| User Acceptance Testing      | Test        | LAUSD                   |

### 6 Application Development/Enhancement Services (COVID-19 Response Solutions)

Contractor will provide Services following continuous software development practices (DevOps) including continuous integration, testing, delivery, and deployment consistent with industry practices.

#### 6.1 Demand Management & Prioritization

Application Enhancements, limited to coding or configuration work with no change to underlying solution Architecture and Design, must be requested electronically or in writing by LAUSD for inclusion in the project backlog.

For each approved Application Enhancement request, Contractor will provide a functional specification to LAUSD for approval, and once approved, Contractor will schedule the Enhancement request. As prioritized by LAUSD, Contractor will work on such enhancements.



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Contractor will be responsible for resource planning, forecasting, and management.

### **6.1.1 Rapid Response Modifications / Regulatory Compliance Changes**

Contractor will escalate certain approved enhancements as requested by LAUSD to respond to identified urgent modifications made necessary by health and safety and/or regulatory changes.

### **6.2 Minor Enhancements**

Contractor Responsibilities will include:

- Triage and review application/solution enhancement requests.
- Provide a functional specification to LAUSD for approval, and once approved, Contractor will schedule the Enhancement request.
- Make the enhancements once the effort and timelines are agreed upon with LAUSD.
- Provide code/configuration enhancements to the Solution as part of lifecycle management if they do not alter its architecture.
- For each approved Application Enhancement request, Contractor will provide a functional specification to LAUSD for approval, and once approved, Contractor will schedule the Enhancement request. As prioritized by LAUSD, Contractor will work on such enhancements.
- Contractor will perform unit (functional), system, and integration testing on the newly developed Application Enhancements in the development/testing environments provided by LAUSD.
- Contractor will deploy the Enhancement into the production environment following successful UAT.

LAUSD will prioritize the enhancements based on the agile delivery capacity available.

### **6.3 Major Enhancements / Application Development**

Application development services includes the complete development lifecycle of assigned projects which may include major enhancements, new functionality, or other project-based workload of significant scale. LAUSD expects these services to be provided on a project basis. Contractor will respond to requests for additional application enhancements or functionality beyond the threshold for minor enhancements on a Project basis, subject to LAUSD approval throughout the Project lifecycle. Contractor will deliver approved major enhancement Projects with incremental resources subject to incremental budgetary approval and contract change requests. The project portfolio will be managed and prioritized by LAUSD and may rely on consultation with the Contractor.

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### 7 Application Service Management



#### 7.1 Event & Incident Management

##### Contractor Responsibilities

- Triage and identify issues with the Applications or the Solution.
- Notify and update LAUSD contacts according to the mutually agreed-upon communication plan.
- Provide guidance, and resolve the issues, as necessary, within the defined Service Levels.
- As necessary, provide guidance and, if necessary, fixes to remediate the issue for LAUSD to implement into the production environment through its release process.
- Conduct root-cause analysis as part of the Incident Management process when needed.

Issues that are not resolved by the LAUSD help desk (Level 1 Support) will be routed to the Contractor for response and resolution.

#### 7.2 Escalation Management

Contractor will assist with the Microsoft Premier Support escalation management process, as necessary.

#### 7.3 Problem Management

Contractor will:

- Review the Incident history for potential patterns of support-related issues that indicate root-cause analysis is warranted.
- Conduct root-cause analysis and recommend a suitable solution to remediate the root cause of the related Incident(s). Contractor may examine the functionality and usability of non-Contractor-developed application code in the LAUSD environment for root-cause identification.

As requested, LAUSD will provide incident data from Level 1 incidents to facilitate root cause analysis and remediation.

#### 7.4 Request Management & Fulfillment

##### Contractor Responsibilities

- Triage and review minor application/solution enhancement requests.
- Triage submitted requests to determine whether each is a Defect or an Enhancement, where Defects will be tracked as Incidents.

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(Following production release, any production issues will be considered new Defects.)

### 7.5 Change Management

As needed, Contractor will guide the LAUSD IT team through required remediation steps in line with the LAUSD Change Management process.

### 7.6 Release Management

Contractor Responsibilities:

- will utilize the formal LAUSD Release Management process.
- Assist LAUSD in enabling best practices using Azure Dev Ops and assist in solution deployment strategy planning for the proposed releases.
- Maintain the Release Plan correlating to the enhancements and fixes developed by Contractor as per the ongoing release schedule.
- Provide guidance and assistance to deploy solutions to the production environment at the end of each sprint or release.
- Provide guidance and assistance in solution backup and labeling.
- Provide guidance and assistance in Azure DevOps usage and updates.
- Maintain backlog of defects and features mapped to the release plan.
- Participate in meetings affecting the release schedule for:
  - Release Readiness Reviews.
  - Go/No Go Decisions affecting the schedule. Regular communication of Release Plan (Weekly).
- Understand changes in LAUSD scope that affect release timelines or scope.
- Maintain merging and branching strategy documentation.
- Provide continual improvements in the release process as Dynamics platform changes are released.
- Develop and maintain any updates in scripting for release automation.
- Knowledge transfer of build and release management practices to LAUSD.

### 7.7 Continual Service Improvement

Contractor Responsibilities

- Review and provide recommendations for continual improvement of the overall solution.
- Evaluate current products and provide suggestions for transitioning into a new platform, as appropriate.

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- Provide recommendations and assistance with environment setup and assist with Azure environment configuration changes.
- Identify system performance trends and, where appropriate, make recommendations to LAUSD to implement corrective actions to the database management system and databases.
- Contractor will review LAUSD standards and recommend improvements to LAUSD standards consistent with industry practices and continual improvement.

### 8 Application Transformation Services (Optional)

At LAUSD's option, the Contractor will be responsible for planning and delivering application transformation services in support of LAUSD's objectives of overall improvement of the performance, supportability, adaptability, and affordability of the COVID-19 Solution applications. The Contractor will be responsible for implementing the proposed (optional) transformation approach to complete the migration or replacement of the application functionality to/with an alternative platform and architecture. The Contractor will manage all Contractor activities and provide all tools and personnel with the requisite skills to accomplish the activities and deliverables necessary for the proposed transformation.

### 9 Others

#### 9.1 Equipment Responsibilities

Contractor personnel are expected to provide their laptop or desktop computer with appropriate project development tools (e.g., Visual Studio) and project collaboration tools (e.g., MS Teams, Microsoft Word, Excel, SharePoint, etc.).

### 10 Defined Terms

The following acronyms, abbreviations, and terms are used throughout this document:

| Term                   | Definition  |
|------------------------|---|
| SOW                    | Statement of Work (this document)                 |
| Microsoft Dynamics 365 | Microsoft Dynamics 365 for LAUSD Service - Online |
| DLA                    | Microsoft Dynamics Lifecycle Approach             |
| FRD                    | Functional Requirements Document                  |
| BRD                    | Business Requirements Document                    |

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| Term                                | Definition  |
|-------------------------------------|---|
| FDD                                 | Functional Design Document  |
| TDD                                 | Technical Design Document   |
| SDD                                 | Solution Design Document  |
| ISV                                 | Independent Software Vendor   |
| BI                                  | Business intelligence   |
| SLA                                 | Service-level agreement   |
| USD                                 | Unified Service Desk  |
| SSRS                                | Microsoft SQL Server Reporting Services   |
| Out-of-the-box                      | Functionality in Microsoft Dynamics 365 that is available as part of the base product and can be configured but requires no additional customization or development.  |
| KPI                                 | Key performance indicator   |
| Time-boxed                          | Time-boxing allocates a fixed <b>period to a specified activity, called a time box</b> . The <b>activity's number of hours or duration is set with time-boxing</b> , but the scope might be amended <b>for the action</b> to be completed within the allocated time. Any additional time and effort required to complete the activity will be subject to change management. |
| LOB                                 | Line of business  |
| Contractor Incident Management Tool | Azure DevOps (ADO) instance will be used as Incident Management Tool  |
| Defect                              | A Defect is defined as an error that causes the Application's existing functionality to stop functioning, stop working, or not meet the baseline functional requirements. Following the production release, any production issues will be considered new Defects.   |
| Incident                            | An Incident is an unplanned interruption to the Application or reduction in the quality of service provided by the Application in the production environment. It will be tracked through the Contractor Incident management tool.   |
| Enhancement                         | An Enhancement is defined as a feature that: (i) is not part of the Application's baseline functional requirements and (ii) does not require code or configuration work that results in a change of architecture or design  |

# Los Angeles Unified School District

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### WORK SCHEDULE

The Contractor will be available to begin work upon full execution of the agreement. Standard work hours will be Monday through Friday between 8:30 am to 5:00 pm PST, unless other arrangements are mutually agreed upon. The actual schedule may be adjusted based on project needs by the sponsor.

### OTHERS

A performance review will be conducted by the District to ensure services are performed satisfactorily by the Contractor and its resource. Contractor will be notified by the District of their performance. If the review is unsatisfactory, the contractor will be required to submit a corrective action plan to address the deficiencies. If the performance is not improved, the contract will not be renewed, and the option years will not be exercised.

**END OF STATEMENT OF WORK**



# Los Angeles Unified School District

## Master Services Agreement



### ATTACHMENT NO. 4 -PRICING PROPOSAL FORM

#### PROPOSER’S RATES

The proposer shall submit a Firm Fixed Price (FFP) Price Proposal for managed services and fully burdened hourly rates for related Time and Materials (T&M) services. The Proposer shall complete a pricing proposal and include it with the proposer’s submittals. The Proposer shall submit a proposed, priced milestone billing schedule and include it with the Proposer’s submittals. Price proposals will be evaluated on total cost/price. The District may consider alternate pricing models such as tiered discounts, monthly, or annual pricing.

The price proposal shall provide itemized cost component information for each element of service defined in the Statement of Work. Proposers shall provide the best competitive prices on initial submission. Pricing shall include ALL cost data and mark-up rates necessary to provide requested services.

Incomplete price proposals may cause the proposal to be deemed non-responsive. All price proposals must be clearly labeled “Price Proposal.” Failure to comply may result in a rejected proposal.

#### I. Managed Services - Fixed Fee Section

##### Year 1

| Phase                                      | Start           | End                | Pricing |
|--|-----------------|--------------------|---------|
| Transition Services                        | June 1, 2022    | June 30, 2022      | \$      |
| Managed Services - 1 <sup>st</sup> Quarter | July 1, 2022    | September 30, 2022 | \$      |
| Managed Services - 2 <sup>nd</sup> Quarter | October 1, 2022 | December 30, 2022  | \$      |
| Managed Services - 3 <sup>rd</sup> Quarter | January 1, 2023 | March 31, 2023     | \$      |
| Managed Services - 4 <sup>th</sup> Quarter | April 1, 2023   | June 30, 2023      | \$      |

##### Ongoing

| Phase                      | Start        | End           | Pricing |
|----------------------------|--------------|---------------|---------|
| Managed Services - Year 2* | July 1, 2023 | June 30, 2024 | \$      |
| Managed Services - Year 3* | July 1, 2024 | June 30, 2025 | \$      |

\*Pricing will be paid on a quarterly basis.

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### II. Managed Services - Time and Materials Service Section:

| Description | Role | Labor Category | Fully Burdened Onsite Hourly Rate |
|-------------|------|----------------|-----------------------------------|
|             |      |                |                                   |
|             |      |                |                                   |
|             |      |                |                                   |
|             |      |                |                                   |
|             |      |                |                                   |

### III. Transition Section - Fixed Fee

#### Year 1 Implementation Cost

| Description  | Fully Burdened Firm Fixed Rate | Estimated Hours | Firm Fixed Price |
|--|--------------------------------|-----------------|------------------|
| Project Plan   | \$                             | _____           | \$               |
| Training plan  | \$                             | _____           | \$               |
| Installation, configuration, and deployment of application | \$                             | _____           | \$               |
| Integrations with District systems                         | \$                             | _____           | \$               |
| User acceptance testing (UAT)                              | \$                             | _____           | \$               |
| Grand Total  |                                |                 | \$               |



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### Ongoing



| Description                           | Year 2<br>(7/1/22 - 6/30/23) | Year 3<br>(7/1/23 - 6/30/24) |
|---------------------------------------|------------------------------|------------------------------|
| Maintenance                           | \$                           | \$                           |
| Hosting                               | \$                           | \$                           |
| Other Ongoing Costs (Please describe) | \$                           | \$                           |
| Total Ongoing Annual Cost             | \$                           | \$                           |

#### IV. Transition Section - Time and Materials Service Section:

| Description | Role | Labor Category | Fully Burdened Onsite Hourly Rate |
|-------------|------|----------------|-----------------------------------|
|             |      |                |                                   |
|             |      |                |                                   |

#### V. Optional Services

Provide below your fully burdened firm fixed rates for any other optional services that may be required under this agreement. The fully burdened hourly labor rates shall be fixed for the duration of the contract.

| Labor Category | Fully Burdened Firm Fixed Rate |
|----------------|--------------------------------|
|                | \$                             |
|                | \$                             |
|                | \$                             |
|                | \$                             |

**END PRICING PROPOSAL FORM**