




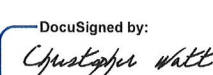
Statement of Work

Netrix SOW Number: 208956

Upon execution by both parties, this SOW is effective and is covered by the Terms in the applicable master agreement between the parties, and if no master agreement exists the terms of the Netrix Master Services Agreement shall apply, a copy of which may be found at www.netrixglobal.com/contracts (in either case, the "Agreement"). In the event of a conflict between the Agreement and this SOW, the order of precedence shall be this SOW, the Additional Terms Exhibit, and then the Agreement. By signing, the signatories each represent that they have the authority to bind their respective organizations listed below to this SOW and the Agreement. Upon the date last set forth below (the Effective Date), the Parties agree as follows:

Pricing is valid through 10-10-2024.

Agreed to between:

Netrix, LLC		City of Ocala, Florida	
Signature	<div>DocuSigned by:  64AB567E0487491...</div>	Signature	<div>DocuSigned by:  8C80B9F07988123...</div>
Name	Adam Bolt	Name	Christopher Watt
Title	Vice President, Professional Services	Title	Chief of Staff
Date	9/20/2024	Date	9/18/2024
		PO #	

A. Client Name and Location:

Approved as to form and legality

DocuSigned by:

B07DCFC4E86E429...

Client Name	City of Ocala, Florida ("Client")
Service Location	City of Ocala, Florida 110 SE Watula Ave Ocala, FL 34471
Start Date	10-01-2024
Opportunity Number	208956
Client Billing Address	City of Ocala, Florida 110 SE Watula Ave Ocala, FL 34471

B. Initial Client Contacts Information:

Name	Title	Email
Joe Noel	IT Team lead	jnoel@ocalafl.gov



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C. Description of Project:

Project Name: Microsoft Purview Pilot

Project Description: Client would like to pilot and deploy multiple components of Microsoft Purview to 25 production users. Microsoft Defender for Cloud Apps (MDCA) integrations with Purview will also be configured and piloted. The following high-level components will be included:

- Microsoft Purview Information Protection
- Microsoft Purview Data Lifecycle and Records Management
- Microsoft Purview Insider Risk Management
- MDCA Purview Integrations
- Validation Testing
- Pilot Microsoft Purview solutions for up to 25 users

D. Pricing:

The following table provides pricing for products and services included in this statement of work.

Item Description	Fixed Cost
Invoiced at contract execution.	\$6,250.00
Invoiced at completion of Phase 1.	\$6,250.00
Invoiced at completion of Phase 2.	\$6,250.00
Invoiced at completion of Phase 3 and Closeout.	\$6,250.00
Total to Client prior to Funding	\$25,000.00
Microsoft Funding**	(\$25,000.00)
Total fixed cost*	\$0.00

*Pricing does not include any applicable Federal, State, and local Taxes, surcharges, and Fees.

** If Microsoft Funding is obtained. See Additional Terms.

Start Date: 10-01-2024

Start Date is the date Netrix plans to begin the onboarding process.

E. Items to be Provided by Client:

1. Client will designate a Project Coordinator for this project. The Coordinator will be the main point of contact between Netrix and Client.
2. Client shall ensure a designated site contact is always reachable during the Services for the entire duration of the project.
3. Client will provide Netrix with workspace and network connections for on-site efforts.
4. Client will work with Netrix to develop an outage schedule, if applicable. Client will be responsible for notifying users of the outage schedules.



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5. Client has and will maintain valid licenses for all systems relevant to this project and will maintain manufacturer software and hardware support contracts for all related hardware and software.
6. Client will provide adequate power and network connectivity.
7. Client will ensure decisions are made in a timely fashion as needed for agreed project schedule milestones.
8. Client will provide Netrix engineers with remote access to its network and servers upon Netrix request. This could be in the form of VPN access or SSH to the applicable network segments and devices.
9. Client will provide appropriate technical resource(s) (up to Global Administrator) and/or access to systems to enable Netrix resources to access all components, environments, and systems as needed in a timely manner.
10. Where possible, portions of the Services will be provided remotely to reduce travel costs.
11. Client will provide appropriate credentials to the network devices and servers with administrator level access to Netrix engineers where necessary, including domain administrator privileges in the domain.
12. Client will provide administrative access to the servers and systems required for the implementation of the described technologies.
13. Client will provide adequate space and climate control capable of supporting the new equipment.
14. Client will have a current backup of all necessary data in the event a data recovery is necessary.
15. If applicable, Client agrees to execute a Proof of Execution (POE) document based on the Netrix-provided template.

F. Assumptions:

1. Where possible, portions of the Services will be provided remotely to reduce travel costs.
2. Client will reimburse Netrix for expenses.
3. Any delays that are not a direct result of Netrix activity may result in delays to the overall project timeline and may incur a change order.
4. Resource reservations, including scheduled status meetings and requests for resources to remain on standby status, will be billed for the full time of the reservation.
5. In the event of a Client initiated pause in the project of greater than two (2) calendar weeks, Netrix will invoice Client for the current relevant milestone.
6. Microsoft Purview:
 - a. Purview DLP is out of scope.
 - b. Communications Compliance is out of scope.
 - c. Insider Risk Forensic Evidence is out of scope.
 - d. Creation of custom Trainable Classifiers is out of scope.
 - e. Exact Data Match Classifiers is out of scope.
 - f. Customer will provide any regex patterns or keyword lists to create custom sensitive info types.
 - g. Windows Information Protection (WIP) is out of scope.
 - h. Customer Key is out of scope.
 - i. Double Key Encryption is out of scope.
 - j. Purview Message Encryption is out of scope.
 - k. Privacy Risk Management is out of scope.
 - l. Setup and review of Compliance Manager is out of scope.
 - m. Information Barriers is out of scope.
 - n. eDiscovery is out of scope.
 - o. Unified Data Governance (Azure Purview) is out of scope.
 - p. Advanced Message Encryption is out of scope.
 - q. Intune integration or mobile app deployment is out of scope.
7. Microsoft Defender for Cloud Apps
 - a. Configuration will be focused on Microsoft Purview integrations only.
 - b. Log Collector configuration is out of scope.



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8. Step by step technical documentation is out of scope.
9. All of Microsoft Purview features not explicitly listed in the scope are out of scope.
10. All other Microsoft 365 features not explicitly listed in the scope are out of scope.
11. Phase 4 – Deploy is out of scope.

G. Project Requirements:

Access Requirements: Client will provide designated Netrix engineer(s) with named account(s) in the relevant system with the identified roles, estimated counts, and scopes listed below.

1. Security Admin role (1)
2. Compliance Admin role (1)
3. Global Reader role (1)

H. Additional Terms:

1. **SOW Expiration:** Unless otherwise approved by Netrix in writing or by executing this SOW, this SOW, including pricing, shall be invalid if not fully executed by Client on or before the date for pricing validity set forth at the top of this SOW.
2. **Microsoft Funds or Vouchers** – If Microsoft vouchers have been approved for this project, such vouchers will be assigned to Netrix upon project commencement and amounts paid by Microsoft shall be credited against the amount owed by Client. If funding other than vouchers have been approved, Client will execute such approval documents as requested by Netrix and funds will be credited upon receipt. Client shall return the signed approval documents within three days of completion of the Services. While Netrix will use all reasonable efforts to secure payment of such vouchers or other funding on Client's behalf, Client acknowledges that provision of vouchers or other funding by Microsoft is in Microsoft's sole discretion. Client shall pay for all Services for which Microsoft does not provide payment.
3. **Claiming Partner of Record (CPOR)** - For eligible Microsoft 365 projects, Netrix will associate Client and the workload under this SOW with Microsoft for purposes of Claiming Partner of Record ("CPOR"). CPOR is an incentive program that enables Netrix to help Client optimize the use of Microsoft services for desired business outcomes by providing Netrix with access to usage and consumption data. For purposes of CPOR, Client authorizes Netrix to associate the workload under this SOW with Microsoft and provide Microsoft with this SOW, Client's Domain Name and Directory ID (or Tenant ID), and Client's business and/or technical contact name, title and email address. Client agrees to reasonably assist Netrix to obtain the foregoing information to the extent such assistance is needed. Microsoft will notify Client of the association request and Client will have the opportunity to opt out or cancel the association request at any time.
4. **Microsoft PAL** - Client agrees that Netrix may associate such subscriptions using Microsoft's Partner Admin Link (PAL). PAL enables Microsoft to confirm and track which Partner is providing Services in connection with your Microsoft Azure environment. This tracking allows Microsoft to properly associate its partners with customers to continually improve the customer experience. The PAL program was developed by Microsoft using industry-leading security and privacy principles and is used for reporting purposes only.

I. Detailed Project Description:

Phase 1 – Plan & Envision

The purpose of this phase is to design the Microsoft Purview solution.

Netrix Responsibilities



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1. Review existing M365 tenant settings
2. Microsoft Purview
 - a. Microsoft Purview Art of the Possible Session
 - b. Review Data Lifecycle and Records Management
 - c. Review Data Classifications
 - d. Review Sensitivity Labels
 - e. Review Labeling Clients
 - f. Review Information Protection Scanner
 - g. Review Microsoft 365 Integrations for Microsoft Defender for Cloud Apps
 - h. Review Insider Risk Management
 - i. Review logging capabilities
 - j. Review Roles and Responsibilities

Client Responsibilities

1. Provide stakeholders for respective technologies
2. Defining Testing and Pilot Group members

Completion Criteria/Deliverables

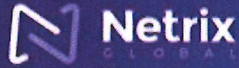
1. Completed design for respective technologies
2. Microsoft Purview Design Documentation
 - a. Current State
 - b. Design Decisions
 - c. Technical References
 - d. Draft Implementation Plan

Phase 2 – Build

The purpose of this phase is to configure and test Microsoft Purview based on approved design.

Netrix Responsibilities

1. Configure Groups and Sites for Microsoft Purview Usage
2. Configure Integration with Microsoft Defender for Cloud Apps
3. Configure Integration with Power BI
4. Data Lifecycle and Records Management
 - a. Configure tenant settings
 - b. Configure up to two (2) Retention Label Policy in Audit Mode
 - c. Create up to ten (10) retention labels
 - d. Create Records Folder and up to five (5) Record Labels
5. Sensitivity Labels
 - e. Configure up to (5) Sensitivity Labels
 - f. Configure up to (2) auto-labeling policies in simulation mode



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6. Purview Information Protection Scanner
 - a. Install Information Protection Scanner up to (2) Servers that meet prerequisites
 - b. Configure up to (1) Clusters
 - c. Configure up to (1) Content Scan Jobs for (3) on-premises repositories in simulation mode
 - d. Enable Enforcement up to (3) Content Scan Jobs
7. Insider Risk Management
 - a. Configure tenant settings
 - b. Configure Insider Risk Management Policies
 - c. Configure Forensic Evidence (Optional)
8. Purview Validation Testing
 - a. Discuss and provide an initial test plan based on design
 - b. Run through Netrix provided test cases on all configured Purview solutions with two (2) test users
 - c. Work with client to develop up to three (3) Knowledge Base articles for Pilot support
 - d. Discuss lessons learned from validation testing
9. Up to one (1) 2-hour admin training session

Client Responsibilities

1. Provide member server and service accounts for Purview Information Protection Scanner and backend SQL database
2. Provide SQL SME to configure backend SQL database or SQL Express and corresponding requirements
3. Deploy Information Protection plugin or required M365 Apps for Enterprise version to all test and pilot users
4. Define data classification policies
5. Defining Testing and Pilot Group members
6. File shares for testing

Completion Criteria/Deliverables

1. Microsoft Purview solutions configured based on approved design
2. Preparation of User Adoption Services deliverables, adjusted based on validation testing (if needed)

Phase 3 – Prepare

The purpose of this phase is to pilot the Microsoft Purview Solutions.

Netrix Responsibilities

1. Microsoft Purview Pilot (Purview Information Protection)
2. Pilot prep
3. Configure Pilot for up to 25 users by targeting labels and policies
4. Provide Up to one (1) calendar week technical support for pilot
5. Provide support for the review of auto-labeling policies

Client Responsibilities

1. T1/T2 Pilot support



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2. Deploy Information Protection plugin or required M365 Apps for Enterprise version to all test and pilot users
3. Review of auto-labeling policy simulation results
4. Review of Activity Explorer and Content Explorer

Completion Criteria/Deliverables

1. Completed Pilot
2. Up to one (1) calendar week each of Level 3 Pilot support for Pilot
3. As-Built documentation of the configuration solution

Phase 4 – Deploy – Out of Scope

Phase 5 – Close

The purpose of this phase is to close the engagement.

Netrix Responsibilities

1. Conduct project close-out meeting

Client Responsibilities

1. Attend project close-out meeting

Completion Criteria

1. Send project close-out form

Deliverables

1. Executed project close-out form



Certificate Of Completion

Envelope Id: 8A8E54D3E4D4429EA36E3504410C838F
Subject: SIGNATURE - Microsoft Purview Pilot (ITS/241080)
Source Envelope:
Document Pages: 7
Certificate Pages: 5
AutoNav: Enabled
EnvelopeId Stamping: Enabled
Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Status: Completed

Envelope Originator:
Patricia Lewis
110 SE Watula Avenue
City Hall, Third Floor
Ocala, FL 34471
plewis@ocalafl.org
IP Address: 216.255.240.104

Record Tracking

Status: Original
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Security Appliance Status: Connected
Storage Appliance Status: Connected

Holder: Patricia Lewis
plewis@ocalafl.org
Pool: StateLocal
Pool: City of Ocala - Procurement & Contracting


Location: DocuSign

Location: DocuSign

Signer Events

Christopher Watt
cwatt@ocalafl.org
Chief of Staff
Security Level: Email, Account Authentication (None)

Signature

DocuSigned by:

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Signature Adoption: Pre-selected Style
Using IP Address: 216.255.240.104

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William E. Sexton
wsexton@ocalafl.org
City Attorney
City of Ocala
Security Level: Email, Account Authentication (None)

DocuSigned by:

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Signature Adoption: Pre-selected Style
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Electronic Record and Signature Disclosure:
Not Offered via DocuSign

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps

Envelope Summary Events	Status	Timestamps
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Certified Delivered	Security Checked	9/19/2024 8:50:36 AM
Signing Complete	Security Checked	9/19/2024 1:11:56 PM
Completed	Security Checked	9/19/2024 1:11:56 PM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

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If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

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If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

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Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact City of Ocala - Procurement & Contracting:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: contracts@ocalafl.org

To advise City of Ocala - Procurement & Contracting of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at contracts@ocalafl.org and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from City of Ocala - Procurement & Contracting

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to contracts@ocalafl.org and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with City of Ocala - Procurement & Contracting

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to contracts@ocalafl.org and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

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The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

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To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

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- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify City of Ocala - Procurement & Contracting as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by City of Ocala - Procurement & Contracting during the course of your relationship with City of Ocala - Procurement & Contracting.