

EXHIBIT A
SCOPE OF SERVICES AGREEMENT 2024-02
Dynamic Consultants Group LLC

THIS SCOPE OF SERVICES AGREEMENT (“SOSA”) is made and entered into is made and entered into this _____ day of _____ 2024, by and between the **BOARD OF COUNTY COMMISSIONERS OF THE COUNTY OF DOUGLAS, STATE OF COLORADO** (the “County”), and Dynamic Consultants Group LLC, authorized to do business in Colorado (the “Consultant”). The County and Consultant are sometimes collectively referred to herein as the “Parties”.

WHEREAS, the County has an active Master Services Agreement, (the “MSA”) with the Consultant to perform services for the County governed and executed through Scope of Services Agreements (SOSA); and

WHEREAS, the County would like to engage Consultant to provide information technology training,

WHEREAS, the County has budgeted and appropriated the necessary funds to satisfy the financial obligations set forth in this SOSA.

NOW, THEREFORE, for and in consideration of the premises and other good and valuable consideration, the parties agree as follows:

1. **MASTER SERVICES AGREEMENT:** This SOSA is subject and subordinate to the terms and conditions specified in the MSA, executed between the County and Consultant on March 12, 2024.
2. **SCOPE OF WORK:** All services described in Exhibit 1, attached hereto and incorporated herein, shall be performed by Consultant.
3. **MAXIMUM CONTRACT LIABILITY:** Any other provisions of this SOSA notwithstanding, in no event shall the County be liable for payment under this for any amount in excess of One Hundred Forty-Nine thousand dollars (\$149,000.00). The County is not under obligation to make any future apportionment or allocation to this SOSA. Any potential expenditure for this SOSA outside the current fiscal year is subject to future annual appropriation of funds for any such proposed expenditure.
4. **TERM:** It is mutually agreed by the parties that the term of this SOSA shall commence as of 12:01 a.m. on the 1st day of April 2024 and terminate at 11:59 p.m. on the 30th day of April 2024. This SOSA and/or any extension of its original term shall be contingent upon annual funding being appropriated, budgeted and otherwise made available for such purposes and subject to the County’s satisfaction with all products and services received during the preceding term.

5. **COUNTY EXECUTION OF AGREEMENT:** This SOSA is expressly subject to and shall not be or become effective or binding on the County, until execution by all signatories of the County.

EXHIBIT 1



DCG TRAINING SERVICES FOR DOUGLAS COUNTY

Estimated Engagement Letter

Prepared for: Douglas County

Proposal Date: 2/28/2024



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Presented To:

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Confidentiality Notice:

This document contains trade secrets and other proprietary information, which are the confidential property of Dynamic Consultants Group, LLC. Neither this document nor the information contained within is to be distributed in whole or part outside Dynamic Consultants Group, LLC by any means without prior authorization, including but not limited to printed, magnetic, electronic or verbal forms.



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About Dynamic Consultants Group

Dynamic Consultants Group was established in 2013 with three employees and has rapidly grown to become a market leader for business application implementations and cloud services deployment and support for the global market, with offices around the United States and across the world.

Dynamic Consultants Group & Microsoft have partnered to provide partners and customers with full-service consulting for cloud business applications. We are a full-stack development, implementation, and support team for the entire Microsoft 365, Dynamics 365, and Azure stack. We are specialists in CRM and ERP implementations and support, with experience in Power Apps development, Power BI (Business Intelligence), and business process consulting. We bring years of experience to the table from SMB to enterprise deployments. When it comes to choosing Microsoft or helping you decide the best solutions to get to your team – we are your expert team.

Our vision is to see businesses transformed through technology and innovation to become market disruptors and better serve their customers by being on the bleeding edge of technology and innovation.

Our team of talented, skilled professionals brings a wealth of experience working with Dynamics 365 since version 1.0. Our vertical expertise includes Banking and Wealth Management, NGO/Non-Profit, Educational and Association Management, Healthcare & Pharmaceuticals, Manufacturing, Distribution, Sports/Entertainment & Hospitality, Professional Services, Real Estate, and Retail.

We have led hundreds of deployments for Dynamics 365, Azure Cloud Storage, and Microsoft 365 for global market leaders such as Microsoft, Costco, Wells Fargo, Barclays Wealth, US Department of Veterans Affairs, and sports teams such as the Kansas City Royals & Chiefs, Seattle Seahawks, and Arizona Coyotes, as well as NASCAR. In addition, we have supported over 150+ companies and 1,000,000 users worldwide. We work with your clients to meet the needs of their customers – around the world, on time and budget.

Our skills range from ideation to implementation, solution road mapping, application lifecycle planning, data migration, HTML and JavaScript development, ASP.Net Development, SQL development, SSRS, Salesforce migrations, Tableau conversions, software training, mobile application development, accounting system integrations, and data reporting and analysis – all in the scope of the Microsoft stack.

Here are just a few of the proud partnerships and customers we've supported over the years:



Thank you for your consideration and the opportunity to work with your team during the pre-sales process. I am personally looking forward to working with your team and being a small part of the team powering your digital transformation project.

Joshua L. Santiago | VP, Sales & Managing Partner

Engagement Charter

Dynamic Consultants Group ("DCG") is pleased to submit this Estimated Engagement Letter ("EEL") to support Douglas County ("Client") to provide a comprehensive solution ("Services"). We have assisted many Clients with similar projects, and our team of experienced consultants is dedicated to providing you a successful implementation.

Charter Name:

Power Platform Functional Consulting Training for Douglas County

Vision:

Provide a 11 month-long engagement that includes a training program centered around Power Platform.

Goal:

DCG has the goal of providing a custom iterative training program to increase proficiency of Douglas County resources on M365 and Power Platform technologies.

Training will be for a period of 11 months. The term for this contract will begin May 1, 2024 and continue through April 1, 2025. Training schedule will be determined during phase one of the engagement and will be agreed upon by both parties.

The monthly breakdown of topics will be as follows:

Month 1: SQL Data Structures & C# .NET 101

Dive into the fundamentals of SQL data structures and get an introduction to C# .NET programming.

Month 2: Power Model Apps

Learn to build model-driven Power Apps for efficient data modeling and application development.

Month 3: Dynamics 365 CE Applications

Explore the core applications within Dynamics 365 Customer Engagement for comprehensive customer relationship management.

Month 4: Power Automate

Understand the capabilities of Power Automate for automating workflows and integrating applications.

Month 5: SSRS and Power BI

Master the skills of SQL Server Reporting Services (SSRS) and Power BI for effective data visualization.

Month 6: Plug-ins

Learn the intricacies of creating plug-ins to extend and customize Dynamics 365 CE functionalities.

Month 7: Simulation

Explore simulation techniques for testing and optimizing applications in a controlled environment.

Month 8: Canvas Apps & Portals

Develop canvas apps and portals for user-friendly and customized application interfaces.

Month 9: BOTS & Data Migration

Explore the implementation of bots for improved user interactions and strategies for data migration.

Month 10: Azure Cloud Services

Gain expertise in leveraging Azure Cloud Services for scalable and flexible solutions.

Month 11: SharePoint

Understand the functionalities of SharePoint for collaborative content management and application integration.

Training services will include all necessary supporting resources needed to successfully complete training. This will include, but is not limited to:

- Course materials
- Access to training environments
- Access to onsite instructors
- PL-200 exam preparation

DCG will also provide an additional number of hours per month for support. The details regarding support process are listed below.

Risks:

Risks include range of skill level among resources involved in training. Classes will consist of junior, mid-level, and senior level resources in a combined class setting. Instructors will be mindful of the range of resource skill level and adjust accordingly.

Success & Completion Criteria:

Improved resource proficiency in foundational training and established calendar for subsequent classes.

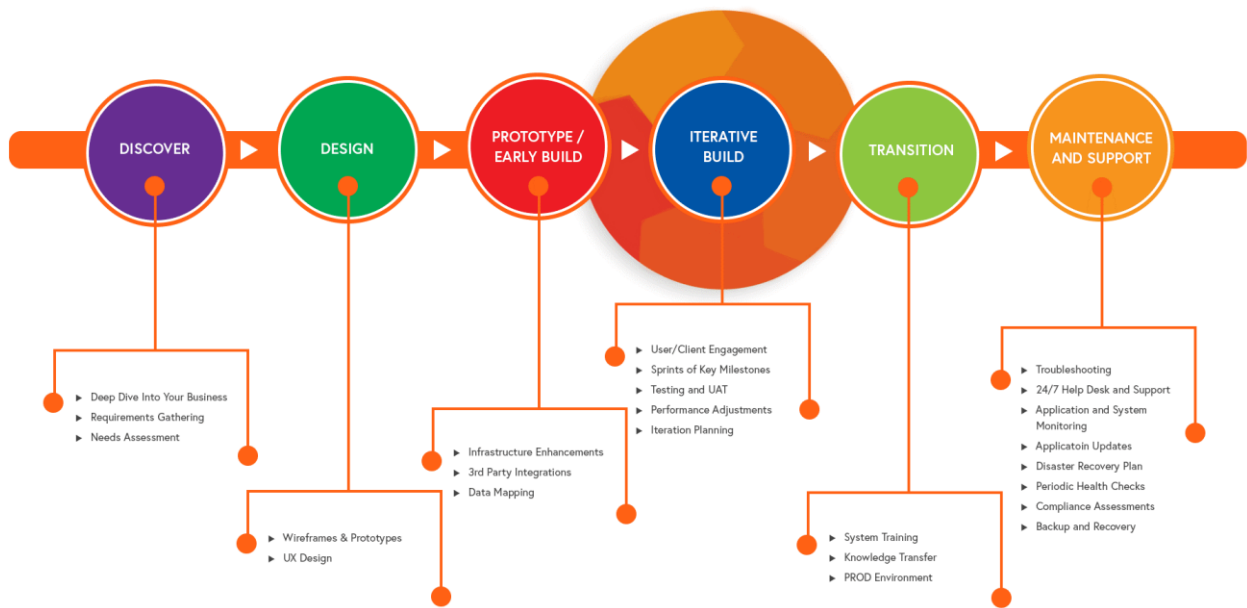
Deliverables will include:

- Completion of training material listed in outline
- PL-200 exam preparation class

Allotted support hours

Project Management Methodology

DCG's approach to assisting Client with this engagement is to use a proven method based on previous projects of similar size and scope. Our approach will be to manage requirements in team-based workstreams with multiple project phases to deploy baseline functionality tailored to meet the unique requirements and timelines provided by Client. This Project will be managed using the *DCG Project Management Methodology*, which is based on the Project Management Institute's Framework, as follows:



Engagement Duration

DCG will work with Client to provide the required resources to meet a schedule that will be agreeable to all parties. In addition, the schedule assumes reasonable access to project resources and does not allow for holidays, vacations, and unforeseen delays in deliveries.

1. Engagement includes an estimated timeline of: 11 months
2. Ongoing Support will be assessed, and additional agreement will be executed prior to Engagement Go-Live

Engagement Team

DCG may provide the following roles for this engagement.

Resource	Role
Project Success Managers	Responsible for managing technical and operational deliverables and communicates with the Client
Training Resources	Responsible for Training Client users
Solution Architects	Responsible for executing strategy and design during implementation
Functional Consultants	Responsible for executing strategy and design during implementation
Developers/Engineers	Responsible for executing strategy and design during implementation

Resource	Role
Support Staff	Responsible for the ongoing support and management defined in Phase 2

Services Pricing & Payment Schedule

Summary	Fee
Power Platform Training & Consulting Services	\$126,500

DCG proposes the following schedule comprised of estimated Non-Recurring Charges (NRC) for the Engagement and estimated Monthly-Recurring Charges (MRC) for the licensing, and successful support of the Client environment. Solution summary below:

NRC – Implementation Engagement

Dynamic Consultants Group bills on a time and materials basis based on the following rate schedule:

Service Details	Hourly Rate	Estimated Hours	Subtotal
Power Platform and Microsoft Training		440	\$99,000
Dynamics and Power Platform Support		110	\$27,500
	SUBTOTAL	550	\$126,500

Total Number of Engagement Hours: 550

Estimated Total Cost: \$126,500.00

Initial Deposit (25%): \$31,625.00

Estimated Travel Expenses: \$16,500

*Actual travel expenses will be billed as incurred. Estimated cost of travel related expenses is \$1,500 per month. Invoices for travel related expenses will be sent in the week following onsite training.

Support:

DCG will provide additional hours aside from training hours. These hours will include access to DCG's support process and may be utilized for general support, application support, additional training, and general consulting services. Hours will be tracked as utilized and hours may roll over to subsequent months if there are any remaining.

SLA (Service Level Agreement)

Support SLA's are considered critical for the services described below. Microsoft SLA's are provided as Severity A, B and C. DCG standard SLA's are provided to the client and align with Microsoft Severity A, across all service categories.

The following table represents the services included within the standard and add-on service offerings:

Service	Standard
24 X 7 Reactive and Proactive Coverage	Included with SLA
24 X 7 Vendor Add-on Support	Included with SLA
24 X 7 Advanced Azure Coverage	Included with SLA (optional)
Onsite Support, training, workshops	Scheduled
Development Support Assistance	Scheduled (optional)

*SLA's are based on service type. All support contracts include reactive and proactive support SLAs. All other SLA's are based on the add-on service.

Initial response time is the period from when Client submits a support request until a Support Engineer contacts you and starts working to support your request. Your team is responsible for setting the initial severity level. You can request a change in the severity level at any time. The incident severity will determine the response levels and estimated response times for the incident presented. DCG reserves the right to de-escalate the severity based on the incident details and the progression of resolution. Here is our incident by severity and client impact with SLAs for each:

Severity B Moderate Business Impact	SLA
Phone	< 4 Hours
Portal, Email, Chat	< 4 Hours
Updates	8 hours
Microsoft Escalation	Microsoft SLA's communicated

Severity C Minimal Business Impact	SLA
Phone	< 8 Hours
Portal, Email, Chat	< 8 Hours
Updates	8 hours
Microsoft Escalation	Microsoft SLA's communicated

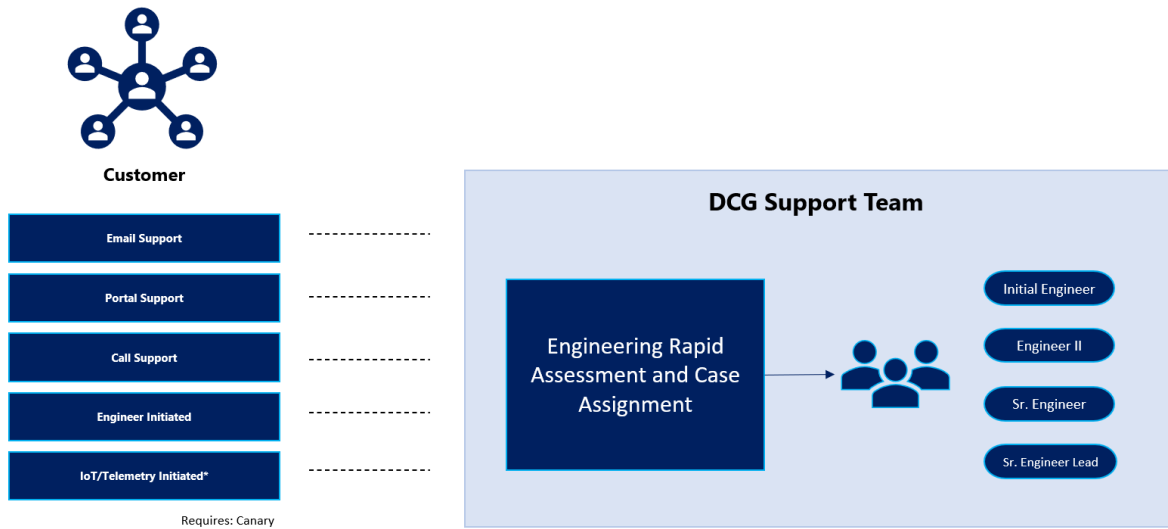
SLA Severity Definition:

Severity B:

Client's business has degraded to the point that services cannot be rendered at a pace that business is sustainable. This is due to a moderate loss of services but can still work with limited capacity.

Severity C:

Client's business is functioning with minor limitations or impediments of services.



Contact Information

Engagement Point of Contact (Client Contact):	
Name, Title:	Mike Wise, Sr. Manager Application Services
Email Address:	mwise@douglas.co.us
Phone Number:	303-663-6267
Send Invoices To:	
Name, Title/Department:	IT Business Services
Street Address:	100 Third Street
City, State, Zip:	Castle Rock, CO 80104
Email Address:	ITBusinessServices@douglas.co.us
Phone Number:	303-660-4178

Estimated Engagement Letter Acceptance

The Engagement scope, terms, and conditions are as estimated in this document. Once fully signed, this Agreement will become the Estimated Engagement Letter for the Engagement. The Client's signature below authorizes DCG to begin services described above and indicates the Client's Agreement to process and pay the invoices associated with these services.

Douglas County	Dynamic Consultants Group, LLC
Authorized Signor: Mike Wise	Authorized Signor: Dustin Domerese
Signature	Signature
Signor Title: Sr. Manager Application Services	Signor Title: Managing Partner
Signature Date:	Signature Date: