**EXHIBIT A: STATEMENT OF WORK**

1. Bidder will provide an Application Performance/Infrastructure Monitoring Tool that includes, but is not limited to, the following minimum requirements:
	1. **Application Performance Monitoring**
		1. End-to-End Performance Visibility
		2. Application Code-Level Visibility
		3. User Experience Monitoring
		4. Configuration Change Tracking
		5. Right Sizing to assist in Infrastructure Optimization
		6. Reporting for Auditing and Analysis
		7. Single Pane of Glass
	2. **Infrastructure Monitoring**
		1. Real Time Analysis
		2. Integration and Extensibility
		3. Reporting for Auditing and Analysis
		4. Monitoring of all Infrastructure Layers
	3. **AIOps**
		1. Dependency Detection
		2. Topology Mapping
		3. Root Cause Analysis
		4. Business Impact Analysis
		5. Anomaly Detection
		6. Predictive Response to Potential Issues
	4. **Integration**
		1. Ability to Integrate with Existing Tools (preferred, not required):
			1. Service Now
			2. Microsoft Power BI
			3. Microsoft Teams
			4. SharePoint
			5. OneDrive
			6. Office365
			7. Third-party integrations or API
			8. Others as needed

*End of Exhibit A*