**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*