

STATEMENT OF WORK

SOW# 403242

Governing Terms

This Statement of Work (“SOW”) between City of Fort Bragg, CA (“Client”) located at 416 North Franklin Street Fort Bragg CA 95437 and GovConnection, Inc. d/b/a Connection (“Service Provider”) is in effect as of the date of last signature (“Effective Date”) and is governed by Connection’s Terms of Service located at <https://www.connection.com/IPA/Content/About/Legal/TermsConditionsServices.htm>.

Engagement Name	Tenant Migration to GCC		
Statement of Work	SOW # 403242	Revision# 1.0	Date: 12/9/2024
Client	City of Fort Bragg, CA Deb Smith		
Account Executive	Erik Adams		
SOW Author	James Chase		
Anticipated Duration	3 Weeks		
Total Fees	\$15,480.00		
Remote/Onsite	Remote		

Summary / Overview

The Client is looking to adopt more M365 services beyond Exchange Online email. Additionally they are planning to update their organization to utilize a .gov suffix and GCC tenant. In order to simplify the transfer to GCC, the Client has prioritized this migration of Exchange Online email. The Service Provider was engaged to assist with configuring a target greenfield tenant and migrating users and mailboxes to the target environment.

The following are the goals and objectives of this engagement:

- Prepare the target tenant for users and services to be migrated.
- Configure migration toolsets and migrate users, groups, and mailboxes to the target tenant.

The following are requirements to be completed at or prior to project commencement:

- Target tenant is active and licensed for users to be migrated (not needed immediately at project commencement but instead before migrations can begin).
- Licensed Global Admin accounts are created in the source and target environments for Service Provider Engineer.

The Service Provider understands the following are in use by the Client:

- Client is currently in the commercial cloud and uses a .com domain suffix.
 - Would like to move to the GCC gov cloud and utilize a .gov suffix.
- Currently use Exchange Online Email only within this tenant.
- ~110 mailboxes with a total of 560GB.
- Users are cloud only in the source tenant.
- There are two users in Teams, but this usage can be orphaned.
- 9 OneDrive Accounts with less than 3GB.
- Email security provided by Checkpoint Harmony, which will be retained.
- Users Outlook 2016 today

Tasks and Deliverables

Tenant Discovery

The Service Provider will conduct discovery of the source tenant to validate usage and settings in place and gain a complete understanding of the current tenant structure that needs to be recreated/migrated in the target.

Users Population

Users are currently cloud only in the source tenant and will remain cloud only in the target. The Client will export a user and group list and import into the target tenant to populate these accounts. Group membership and permissions will be repopulated collaboratively in the target tenant and validated by the Client.

Exchange Online Services

Exchange Online settings, mail flow rules and access methods will be configured in the target tenant as they are configured in the source tenant today for users being migrated. This will allow carry over functionality. Any additional security settings/updates recommended for best practice applications would be configured at this time. Existing services in use with Exchange Online will be updated at that service by the Client (as needed) to function with the new tenant.

OneDrive for Business Services

After users are created in the target tenant, the OneDrive for Business service will be pre-provisioned via scripting for users. OneDrive for Business files/content will be reviewed in preparation for migration along with mailboxes.

M365 Apps

The Client's existing Office applications are not supported for use with M365 services by Microsoft. Updated M365 based applications will need to be deployed to end users as they are migrated to ensure no loss in functionality. The Service Provider will assist the Client with the preparation of the configuration file to be used to deploy the Office applications to end users. The Client is ultimately responsible for the deployment of Office to end users. This step should occur prior to the cutover of users from Exchange to Exchange Online.

Tenant Migration Tools

The Service Provider will configure three toolsets as part of this migration to accomplish the following requirements. The costs of these tools are listed as part of the pricing table and will be acquired by the Service Provider as part of this project and invoiced to the Client.

- Migration of Exchange Online mailboxes.
- Migration of OneDrive for Business files.

The Client is responsible for any local touches, interaction, or support during these profile migrations/changes. The configured Tools will be used to migrate data to the target tenant in preparation of the cutovers by the Service Provider. Agents deployed to local systems will be used to copy the Outlook profiles in use and prepare them to be used with the target tenant.

Cutover

After the pre-stage migration of users is completed, the Service Provider will plan for and execute the cutover. The custom domain will be removed from the source tenant and the domain cutover process initiated. The Client and Service Provider will engage Microsoft to disassociate and remove the source tenant's custom domain from use in M365. Once the domain has been removed by Microsoft, it will be added and verified to the target tenant by the Client. The required DNS records for communications, mail flow and authentication will be configured in the target tenant and final delta migrations of OneDrive files, and Exchange Online email will occur. Users local Outlook clients and mobile email profiles (where in use) will be cutover at this time.

Note: Domain removal is subject to Microsoft's SLA of a minimum of 12 hours. Mail flow and Teams communications with this domain will be affected at this time.

Note: Any existing sharing links and externally granted permissions in OneDrive for Business, need to be re-created by the Client's end users following the cutover. Support of this is not in scope of this SOW.

Note: Users may need to clear out locally cached login credentials in Office applications following the cutover. When migrating to a GCC tenant, user outlook profiles will need to be recreated or updated locally by the Client's IT staff. The Service Provider will provide steps outlining the necessary steps to the Client to be included in their communications plan. The OWA can be used temporarily by all users to alleviate demands following the cutover.

The following activities are associated with this engagement:

- Conduct discovery into the source tenant to confirm services in use.
- Validate migration readiness.
 - Identify Client responsibilities prior to the migration.
- Determine the proper migration strategy for services in use.
- Discuss and prepare for downtime (where applicable).
- Develop a tenant migration project plan.
- ***Client*** Populate target tenant with users and groups.
- Copy any mail flow rules, settings and services in use where needed.
- Configure user/device access methods as needed.
- Configure the deployment .xml file
- Configure the migration tools and connect to the source/target tenant.
- Test tenant access and services.
- Validate the migration tools.
- **Client Task:** Test M365 apps deployment
- **Client Task:** Deploy M365 apps

- Complete the pre-stage migration of mailboxes and files.
- Prepare users for the cutover.
 - ***Client*** Distribute change notifications.
- Execute the Cutover.
 - Remove the custom domain from the source tenant.
 - ***Client*** Once available add domain to the target tenant.
 - ***Client*** Verify DNS as needed (MX, SRV, etc.).
 - ***Client*** Set as send/receive address
- Complete the post cutover delta migrations.
- Complete final tasks and remediation where needed.

The following deliverables are associated with this engagement:

- **Design Documentation/Project Plan**
 - High level migration plan.
 - Source Tenant analysis.
- **End User Change Communications**
 - High level steps to be completed by end users for Client to include in the communication plan.
- **Recorded Working Sessions**
 - For review and knowledge transfer where/when requested.
- **Scope Delivered as described in this SOW**
 - Active usage as documented in the design is migrated to the target tenant and users have been cutover to work within the new environment.

Project Management

A Service Provider resource will work with Client to oversee the project to completion. This resource will be the primary contact during the project. These Project Management tasks include but are not limited to:

- Conduct the kickoff meeting and ensure project scope, deliverables, communications, objectives aligned, and project expectations are set.
- Establish and manage service schedule and status reporting.
- Identify, monitor, and manage project risk, issues, and escalations.
- Facilitate change management as needed.
- Confirm the Services delivered are in accordance with the SOW.
- Coordinate deliverable and project completion acceptance from the Client.
- Monitor the project budget.

Completion Criteria

The Completion Criteria are as follows:

- The deployment of services is completed and reviewed with the Client.
- The Service Provider presents final project deliverables.
- The Client agrees in writing that tasks and deliverables have been satisfied.
- The Client signs the Project Close form.
- Hours are exhausted and the project is not extended.

Claimed Partner of Record (CPOR)

CPOR is how Microsoft will recognize and associate partners (Service Provider) for the engagement and the impact they drive with Microsoft 365 (includes Office 365 and EM+S). As part of this project, Service Provider will submit the claim for association to Microsoft soon after project commencement. Microsoft will verify the association request with Client after Service Provider submits the claim by notifying them by email. Microsoft's CPOR program states that Client can have multiple partners associated but only one partner per workload at any given time. The Client acknowledges that the Service Provider may receive monetary fees, commissions, or compensation from Microsoft for the services provided herein as outlined in the Statement of Work. The Client can also opt out at any time. The following technologies are applicable:

- **Exchange Online**

No intellectual property ("IP") is created as a result of this engagement. To the extent that the Deliverable(s) includes Service Provider's pre-existing IP, Service Provider grants to Client a perpetual, royalty-free, worldwide right to use the technology imbedded in the Deliverable(s).

Protected Health Information (PHI)

The Service is not one that requires processing or storage of individual PHI by Service Provider. Access, if any, to PHI is incidental.

Client Responsibilities

1. The Client will ensure the timely backup, removal, protection, and restoration, as applicable, of any programs, data and removable storage media contained in the computer products, hardware or software, before rendering same for service and the restoration of all data after the completion of service.
2. Any workstation "touches" that need to take place will be the responsibility of the Client unless otherwise agreed to by the Service Provider.

3. The Client IT staff will respond to requests for information or assistance in a timely manner (e.g. that same day of the request is made) in order to keep the project on track.
4. At least one member of the Client's IT or Project Management staff will be dedicated to the project at least 50% of the time.
5. The Client is responsible for making changes or additions to the current load balancing solutions, firewalls, or routers to support proper communication routing.
6. The Client is responsible for meeting the minimum requirements for all services included in this Statement of Work. This includes updates or patches to systems in use.
7. The purchasing of any/all required 3rd Party SSL Certificates is the responsibility of the Client
8. The Client is responsible for organizing and coordinating all Client resources/users for any steps of this SOW where their interaction is required. This includes Design Sessions, migration validation and any applicable UAT.
9. The Client is responsible for any end user support where needed (cutovers, migrations, troubleshooting, etc.).
10. The Client is responsible for providing lists of users, groups and mailboxes to be migrated in the format requested.
11. The Client is responsible for direct interaction with DNS hosting and making of final changes with direction provided by the Service Provider.
12. The Client will provide fully licensed Microsoft 365 global admin role credentials to all assigned Service Provider engineers.
13. The Client will ensure any/all required firewall ports are opened per specifications outlined.

Engagement Specific Assumptions

1. The Service Provider assumes no liability for the loss or recovery of data or programs.
2. The Service Provider assumes that the existing environment is stable, properly configured and free of critical errors in the event logs.
3. All required hardware, software and licensing will be on-site prior to project commencement.
4. All required hardware will be racked, configured and boot tested prior to the Service Provider's project commencement unless otherwise agreed to by the Service Provider.
5. The Service Provider assumes all service tasks included in this SOW will be performed contiguously unless otherwise stated.
6. All whitelisting mandated by Microsoft must be followed exactly as described. The Client must provide documentation that these changes have been completed.
7. All work will be performed remotely unless otherwise noted.
8. Final Project Commencement lead-times are determined at signature and will be based off the availability of resources to be assigned.

9. The Client understands that Microsoft's SLAs surrounding the domain removal and disassociation cannot be altered by Service Provider and must be accounted for in the timeline of the project. Disassociation of a domain from the Source Tenant (once dependencies are completely removed) is a minimum of 12 hours.
10. The Service Provider assumes that all Microsoft Office applications (where in use) are compatible with current Microsoft 365 services.
11. Public Folder mailboxes are not in use to be migrated.
12. There are no active legal holds on any user accounts to be migrated.

Out of Scope

1. Installation/configuration of software not specifically listed.
2. Setup, cabling, or configuring of any LAN/WAN hardware.
3. Development or debugging of any scripts.
4. Formal technical or classroom training.
5. Remediation of certificate mismatch warnings.
6. Remediation of any Active Directory issues.
7. Third-party integration of any kind unless specifically indicated in this SOW.
8. Any aspects of User Adoption or Change Management.
9. Re-configuration of Mail Apps.
10. Support of end users or troubleshooting during the Migration/Cutover steps included in this SOW.
11. Direct interaction with any third-party services in use or planned for use with either tenant.
12. Export or archival of any inactive users/mailboxes.
13. Migration of local .pst files or journaled mail into Office 365.
14. Deployment of applications to end users.

Pricing

Name	Price	QTY	Subtotal
Senior Engineer	\$255.00	50	\$12,750.00
Project Manager	\$108.00	10	\$1,080.00
BitTitan User Migration Bundle	\$15.00	110	\$1,650.00
		Subtotal	\$15,480.00
		Total	\$15,480.00

Unless otherwise noted in this SOW, pricing is based on the following assumptions:

1. This quote for Services is valid for 60 days from the date delivered to the Client.
2. Pricing included within this SOW does not include any applicable taxes.
3. All project tasks will be performed contiguously.
4. Services will be provided during local service hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

Pricing Terms

The pricing listed is estimated and the actual number of units (hours, etc.) required to complete the project will be reflected on the invoice.

Expense Terms

There are no anticipated expenses for the project included in the price.

Invoicing Terms

The Client will receive an invoice at project completion.

For applicable time and materials engagements, Client agrees to be invoiced for actual time and materials up to 20% beyond the original estimate.

Signature

By signing this Statement of Work, client agrees to all sections of this Statement of Work and to provide full and timely payment for completion of Services per the terms and conditions of this Agreement.

1. Service delivery will be scheduled following Service Provider’s receipt of this signed Statement of Work and, if applicable, the accompanying purchase orders (PO), unless otherwise agreed upon by Client and Service Provider.
2. The estimated dates for beginning and conducting the project will be mutually agreed upon by Client and Service Provider.
3. Client delays to the project schedule may incur additional costs.
4. Upon execution of this Agreement, please deliver signed Agreement to Account Manager and or SOW Author listed on page 1 of this document.

ACCEPTED BY: GovConnection, Inc. d/b/a Connection	ACCEPTED BY: City of Fort Bragg, CA
Name:	Name:
Title:	Title:
Signature:	Signature:
Date:	Date:

Purchase Order