



All Covered 
IT SERVICES FROM KONICA MINOLTA

City of Camas

Statement of Work Exchange to O365 Migration

Monday, June 26, 2023

Proposal Ref: 11717706

Prepared by:
Sherman Gong, Area Sales Manager
Kent Moen, Systems Architect

All Covered, IT Services from Konica Minolta

Pricing is valid for 15 days from date of this document
Confidential. Not to be distributed to third parties

Overview

The purpose of this Statement of Work is to outline the path that will enable All Covered, a division of Konica Minolta Business Solutions U.S.A., Inc., to deliver a professional services engagement for City of Camas ("Client").

This Statement of Work is based on an initial scope of work but is not a detailed project plan. A project plan will be created and managed by the technical resources assigned to the project once the Statement of Work has been approved.

Background

All Covered is working with the City of Camas to migrate the on-premise Exchange environment email to O365.

Assumptions

Standard project deployment assumptions:

- The Project will include, but not be limited to the following:
 - Definition of project/estimated costs
 - Project prerequisites, should they apply
 - Project implementation
 - Project management/documentation
 - Procurement of required materials
- During the procurement process, All Covered can assist by expediting the delivery of equipment and standardizing billing for all costs associated with this project. All procurement pricing included in this Statement of Work is estimated. Once the Statement of Work is signed a final quote will be generated with the most current procurement pricing.
- Client understands that service interruptions may occur throughout the course of the project. All Covered will make reasonable efforts to forewarn personnel so they may prepare.
- Access to the physical space, server and services will be made available during normal business hours.
- Access to all employees and their equipment affected by the Project will be made available during normal business hours.
- After Hours work will be performed both on-site as well as via Remote Access depending upon the advantage and/or necessity of being on-site versus remote. The specifics of which item(s) should be done on-site versus remotely will be finalized prior to the project kickoff.
- All Covered is not responsible for the following:
 - Removing boxes or shipping materials
 - Disposing of or transporting IT equipment
- Any items not specifically addressed by this Statement of Work will be addressed by a mutually agreed change order.

Assumptions Specific to this Project

- Services are quoted using All Covered approved designs, and assumes that customer is utilizing recommended hardware, software and configuration best practices to support new and existing systems. Unknown, unapproved or unsupported hardware and software will be serviced with a best-effort approach, and any additional time and/or materials needed to provide a complete solution will be quoted in project Change Order.
- All systems within the scope of this engagement must be in proper working order. Steps taken to remediate systems not in a 'healthy' state will be considered outside the scope of the engagement.
- Any system(s) being affected by the project have adequate backup and restoration capabilities and the appropriate precautions have been taken.
- All necessary security clearance, access, parking, passwords, and technical resources are provided without delay during the Engagement.
- Access to power and physical facilities, wiring, cable space, cabinet, and shelf or rack space are available for all equipment within the scope of this project.
- Client is responsible for providing a single point of contact for project coordination with All Covered.
- Client is responsible for providing timely clarification and resolution regarding the integrity of data/information supplied to All Covered.
- If the information presented to All Covered is found to be inaccurate, we reserve the right to initiate a change order to account for the extra services not incorporated into the proposal.
- Client is responsible for obtaining technical support, media, and licensing from all 3rd-party application vendors.
- While All Covered will make a best effort attempt to coordinate with 3rd party vendors, Client is responsible to ensure cooperation of other parties that will participate in this initiative.
- Costs related to delays by the Client or 3rd party vendors, that occur after a mutually agreed upon schedule by all parties, are not included in this quote. Work that has been scheduled and is missed, by either the client or a third-party, with less than one-hour notice will be billed in full if Time & Materials or may be included in a change order if Fixed Price.
- All Covered is not responsible for 3rd party application functionality. Industry leading tools will be used but the success of such tools is dependent on many variables outside All Covered's control.
- Scope of this project is to do a hybrid migration from on premises Exchange 2016 server to Office 365.
- City of Camas already has existing Office 365 tenant and domain setup.
- Per City of Camas and Office 365 questionnaire, there is no requirement to migrate local PST files to Office 365.
- Per City of Camas and Office 365 questionnaire, there is no requirement to upgrade users Office suite applications. If necessary this will be handled by the client.
- Per customer at this time there is not any requirements for compliance needs.
- Per customer there is no requirement to migrate any documents to OneDrive.
- Customer is responsible for acquiring the O365 licensing.

- O365 AD sync needs a Windows Server 2016 or 2019 to operate.
- MFP devices require TLS 1.2 to directly communicate with Microsoft 365 Exchange Online. Older devices may not be compatible and may require a firmware update from the vendor. The upgrade is out-of-scope for this project.
- According to the O365 questionnaire the City of Camas is not using RDS or Citrix.
- If the number of users to be migrated is different than 445 users then a change order must be done.

Project Deliverables

The desired goals of this project are:

- Procurement of items listed within Cost estimate section enabling successful completion of scope provided by this Statement of Work.
- All Covered will:
 - Configure the current O365 tenant.
 - Configure the AD sync.
 - Setup the Exchange server for a hybrid migration.
 - Migrate the 445 mailboxes.
 - Migrate the Distribution lists.
 - Modify the DNS records.
 - Install and configure Easy365Manager.
 - Work with the city to reconfigure Fusemail for the new email.
 - Work with the city to reconfigure the lpro (if possible) for the new email.
 - Re-configure the voicemail system for new email server.
 - Re-configure internal systems for new email server.
 - Decommission the Exchange Server.
 - Provide documentation for mobile devices connecting to O365.
 - Perform User-Acceptance testing.
 - Have an engineer available to assist users as needed (up to 16 hours).

Pre-Project Tasks

Project Planning, Procurement, Ensure equipment arrival, Initial project kick-off

Project Tasks

Planning

City of Camas to work with All Covered to determine What to Migrate and What Licensing

Set Logging on SMTP Connector to Determine Which Internal Devices Send Mail (MFP, Voicemail,...)

Initial Setup

Make sure or Apply necessary UR updates/patches to on premises Exchange server

Instal and configure Easy365Manager

Make sure Exchange server have a valid, public SSL certificate

Office 365 account setup/ Remediation

Create a standard Corporate disclaimer
 Configure Azure AD Connect
 Test Small Batch Users
 Complete sync of users and groups in AD to O365
 Setup and Configure Exchange - Office 365 Hybrid Environment
 Office 365 Mailbox Migration - Initial Sync
 Configure Public Folders to be Available to On-Prem and O365 Mailbox Users
 City of Camas is responsible for installing O365 suite on workstations
 Cutover
 Modify Public DNS Zone entries (e.g. "A" Records, MX, SPF)
 Work with City to reconfigure Fusemail to O365 mail
 Finalize Move
 Post Move Cleanup
 Provide written instructions for mobile device setup
 Create SMTP Server for Relay to O365
 Reconfigure MFP Device to Utilize Internal Relay Server or Direct to O365
 Work with Phone Vendor to Reconfigure Voicemail to Connect to O365
 Work with City to reconfigure monitoring systems for O365 email
 Properly Decommission Exchange 2016 environment from old On-premises server
 UAT (User Acceptance Testing)
 City of Camas will select a handful of users to test with
 Engineer available to Assist Users As Needed
 Other Project Hours
 Post Project Support
 Project Management

Cost Breakdown

Service	Price
Project Services	\$28,325
Fixed Fee Project	
Hardware / Software	\$1,090
See Appendix A for Hardware / Software quotes	
Total Project Cost	\$29,415

All prices are exclusive of any applicable sales or use taxes, and shipping costs.

All Fixed-Fee Projects with labor fees exceeding \$10,000: These require a 50% deposit for the labor portion. Project work will not commence until the deposit is received. Also, a progress billing of 25% of the labor amount will be due when the project moves into the testing phase. The remaining 25% of the labor amount will be billed on project completion. Any Procurement items will be billed on shipment.

Financing Options		
36 Months: \$1100	48 Months: \$868	60 Months: \$727

*This is an estimated monthly payment for financing project services and all related hardware/software.
 Not all customers will qualify and in some cases projects with greater than 50% labor or
 hardware/software may not qualify for full financing. Please contact your sales representative for
 additional information.*

Order Summary & Acceptance

Effective Date: The date on which the services described in this Statement of Work are set up and first delivered to you.

Your signature below constitutes your acceptance of this Statement of Work, including our standard terms and conditions available online at the URL link(s) provided below or in hard copy upon request, which you have reviewed and accepted and which are incorporated into this Statement of Work.

All Covered Professional Services Terms:

https://services.allcovered.com/EhHPja_PS_Terms_v1.0.3

This Statement of Work is not binding upon us until signed by a Konica Minolta branch manager, vice president, or executive officer.

Pricing valid for 15 days from the date of this document, pending credit approval. Confidential - not to be distributed to third parties.

Client: City of Camas

Signature:

Name:

Title:

Date Signed:

All Covered, a division of Konica Minolta Business Solutions U.S.A., Inc.

Signature:

Name:

Title:

Date Signed:

Appendix A

Quote # / SKU	Details	Unit Price	Quantity	Total
Quote # 382878	Easy365 Manager - Manager Admin License - per tenant - annual license	\$1,090	1	\$1,090

Total Hardware / Software Cost	\$1,090
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City of Camas

Statement of Work

Microsoft Endpoint Manager

Thursday, June 22, 2023

Proposal Ref: 11716562

Prepared by:
Sherman Gong, IT Services Manager
Kent Moen, Systems Architect

All Covered, IT Services from Konica Minolta

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Background

The City of Camas would like to implement Intune to manage of their Windows and iOS devices.

Assumptions

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- Client is responsible for providing timely clarification and resolution regarding the integrity of data/information supplied to All Covered.
- If the information presented to All Covered is found to be inaccurate, we reserve the right to initiate a change order to account for the extra services not incorporated into the proposal.
- Client is responsible for obtaining technical support, media, and licensing from all 3rd-party application vendors.
- Client is responsible for supplying a company logo.
- Client is responsible for any customized language for tenant setup, including Terms of Usage.
- Client is responsible for supplying devices for project testing and user acceptance testing.
- Client is responsible for supplying licenses for any application to be installed that requires them.
- All Covered will make every attempt to create a custom installer for non-Microsoft applications to be deployed via Endpoint Manager. However, All Covered is not responsible for ensuring the applications are Intune-Deployment ready.
- Azure AD Connect is already configured.
- Intune only supports MDM-enrolled devices.
- Client will remove the current devices from the existing MDM before the project starts.

Project Deliverables

The desired goals of this project are:

- Procurement of items listed within Cost estimate section enabling successful completion of scope provided by this Statement of Work.
- All Covered has been engaged to provide a quote and Statement of Work to configure Microsoft Endpoint Manager for the City of Camas.. To accomplish All Covered will do the following:
 - [General Microsoft Endpoint Configuration]
 - -Apply Azure Active Directory licensing (if necessary)
 - -Setup Hybrid Azure AD Connect

- -Setup company Branding and Terms of Usage
- -Apply tenant customizations
- -Upgrade group policy for Windows 10
- -Create MDM Policy
- -Create security groups
- -Create compliance policy
- [Windows 10]
 - -Configure Windows 10 configuration policy and Update Rings
 - -Configure Windows to block users from installing software, force windows updates to run, configure start menu, printers, power and sleep settings, default file associations, task bar, VPN configuration.
 - -Create installations for Office 365, Chrome and config for browsers/shortcuts, Adobe Reader, VLC Player, TightVNC, Dell Command Update, Zoom and Sophos Intercept X.
 - -Create Antivirus & firewall configurations
 - -Create conditional access policies (enforce MFA, compliant computer, domain joined check, exists in US and specific countries).
- [iOS and iPadOS]
 - -Configure Apple Push Certificate
 - -Configure Apple Business Manager
 - -Create compliance and configuration policies (Minimum level OS and passcode required).
 - -Create conditional access policies.
 - -Create installation for Microsoft 365 Applications, Teams, Zoom, Current CRM system, Freshservice App, Duo, Google Maps, Acrobat and Sophos Intercept X.
- Once configured All Covered will conduct a Proof of Concept for a select number of users. All issues arising from this Proof of Concept will be remediated. Appropriate documentation will be created for self enrollment of non-Windows 10 devices.
- Training will be provided in managing Intune (up to 8 hours)/

Pre-Project Tasks

Project Planning, Procurement, Ensure equipment arrival, Initial project kick-off

Project Tasks

Review the client's current environment and configurations for all locations (12 Locations)

Gather details on users and workstations to be configured and joined to Azure AD and Intune

Apply Licensing that Includes Azure Active Directory Premium and Endpoint Management

Setup Intune Company Branding

Apply Endpoint Management Terms of Usage

Configure Hybrid Azure AD Connect

Upgrade Group Policy Templates to Latest Win10 Build

Create MDM Group Policy

Setup Security Group in AD for MDM (for AD Joined Computers)

Compliance Policies - Create Baseline Policy (Windows 10 - Checks for Antivirus, Anti-Malware & OS Version)

Configuration Policy Creation (Windows 10 - Per Template)

Configure Windows 10 Update Ring
 Windows 10 Application Installation - Microsoft Store App
 Windows 10 Application Installation - Microsoft 365 Apps
 Windows 10 Application Installation - Web Link
 Windows 10 Application Installation - Win32 (intunewin) Custom Installation
 Conditional Access Policies Creation or Modification (Per Policy) (MFA, Compliance and Email Security)
 Enrollment - Configure Apple Push Certificate
 Configure Apple Business Manager
 Compliance Policies - Create Baseline Policy
 Minimum level OS/updates, passcode required
 iOS/iPadOS Update Policies
 iOS Application Installation - iOS Store App (Office Apps)
 iOS Application Installation
 Application Protection Policy Creation and Configuration (iOS/iPadOS)
 Proof of Concept (for Six [6] users)
 Enrollment Troubleshooting
 Intune Admin training
 Other Project Hours
 Post Project Support
 Project Management

Cost Breakdown

Service	Price
Project Services	\$38,570
Estimated Hours to Complete: 203 Estimated Business Hours: 203 Estimated After Hours: 0 Business Hours Rate: \$190 After Hours Rate: \$250	
Hardware / Software	\$0
See Appendix A for Hardware / Software quotes	
Total Project Cost	\$38,570

All prices are exclusive of any applicable sales or use taxes, and shipping costs.

Any fee estimates provided for work to be billed on an hourly or daily basis are for informational purposes only. Client agrees to pay for the actual services provided by All Covered at the rates specified in each Statement of Work.

Financing Options		
36 Months: \$1443	48 Months: \$1138	60 Months: \$953

This is an estimated monthly payment for financing project services and all related hardware/software. Not all customers will qualify and in some cases projects with greater than 50% labor or hardware/software may not qualify for full financing. Please contact your sales representative for additional information.

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Signature:

Name:

Title:

Date Signed:
