

Description

LOCATIONS IN SCOPE

Main Site: 27400 Southfield Road, Lathrup Village MI 48076

EXECUTIVE SUMMARY

For the City of Lathrup Village, MI, this project focuses on enhancing IT security and modernizing identity management infrastructure. The client's primary needs revolve around implementing robust multi-factor authentication (MFA) across their systems and migrating to a .gov domain to align with government standards and improve credibility. These initiatives are crucial for protecting sensitive data and ensuring regulatory compliance, especially given the CJIS requirement.

Our recommended services include a phased implementation of Microsoft Entra ID MFA and DUO MFA for various access points, including Microsoft 365, RDP/workstation logins, and VPN. This will involve configuring Conditional Access policies in Entra ID, setting up AD Connect for synchronization, and integrating DUO for comprehensive MFA enforcement. Concurrently, we will manage the migration to a .gov domain, which includes configuring the new UPN in Active Directory, updating DNS records, and applying the new domain as the primary email address for all users. Key technical aspects involve leveraging Microsoft Entra ID P1 for advanced identity management features, and deploying YubiKey FIPS for enhanced security for appropriate personnel. By undertaking these services, the City of Lathrup Village, MI will significantly improve its cybersecurity posture, meet essential compliance requirements, and establish a more professional and secure online presence through the .gov domain, ultimately safeguarding their operations and constituent data.

SOLUTION DESCRIPTION

VC3 will modernize identity management and enforce multi-factor authentication across the City of Lathrup Village's City Hall and Police Department environments.

We will deploy Microsoft Entra Connect to synchronize both on-premises Active Directory domains to the Entra ID tenant, verify the client's .gov domain, and configure it as the primary UPN and email domain for all users. MFA will be enforced through a combination of Entra ID Conditional Access policies for Microsoft 365 and cloud resources, and DUO MFA for workstation logins, RDP, SSL VPN, and the City Hall firewall. VPN authentication will be migrated from Active Directory to SAML 2.0 using Entra ID as the identity provider.

Work will be completed in three phases: staging, core configuration and cutover, and post-cutover stabilization. End user communication materials and project closure documentation will be delivered upon completion.

VC3 RESPONSIBILITIES

- Plan and coordinate VC3 resources for the execution of project activities.
- Purchase and configure all required hardware/licensing.
- Provide post-deployment support to the client users as required.
- Work with the primary contact to identify test users and, if applicable, test cases prior/post deployment.
- Develop communication and/or guide and documentation material for end users as required.

CLIENT RESPONSIBILITIES

- Designate a business leader who will act as the primary contact for this project.

Description

- Assist with scheduling and communicating project activities to staff.
- Coordinate with third party vendors.
- Client will be required to submit a survey in response to the project.

OUT OF SCOPE

The Company is responsible to perform only the Services described in this Statement of Work Agreement. Any additional services discussed or implied that are not defined explicitly by this SOW will be considered out of scope. All services requested outside of this SOW as detailed above will require a "Change Order" before any services are performed. "Change Order" must be agreed upon by all parties and signed.

CHANGE REQUESTS

Any task not explicitly listed in "In-Scope Deliverables" will be handled via written Change Request, with impact to project plan, budget and schedule documented prior to execution.

CHANGE APPROVALS

Change Requests are presented by VC3 PM to client stakeholders for approval; upon signature, the project plan, budget and schedule will be updated.

COMMUNICATION MANAGEMENT

- The Project Manager will provide regular status updates to the client team to review progress and track deliverables.
- Updates will be provided to all stakeholders through various communication methods to ensure continuous alignment.

Scope of Work

IN-SCOPE SERVICES

Project Management

VC3 will assign a project manager for the duration of the project to work closely with an assigned Client representative to ensure proper project coordination and planning.

These activities will include:

- Project kickoff meeting to define project resources and timeline
- Documentation of scheduled project activities
- Weekly Project Status meetings and documented updates as needed
- Coordination of VC3 and City of Lathrup Village, MI schedules to ensure successful implementation
- Project closure documentation to formalize end of project

Implementation Phase

Description

- Client Meetings/Communications
- Microsoft 365: Entra ID MFA - 1 - Staging
- Preparation of the existing Entra tenant for MFA configuration.
- Microsoft 365: Entra ID MFA Configuration- 2 - Core
- Configuration of Entra for Sync with on-prem Active Directory domain (including both City and PD).
- Add .gov domain and set as Primary Address - 2 - Core
- Configure a .gov domain as primary identity domain for email and services tied to Entra.
- DUO: Tenant & Base Configuration - 1 - Staging
- Creation of DUO tenancy for MFA.
- DUO: Tenant & Base Configuration - 2 - Core
- Configuration of DUO tenant.
- DUO: Tenant & Base Configuration - 3 - Post Cutover
- Support following enforcement of MFA policies.
- DUO: DUO MFA x Microsoft Entra ID (Conditional Access) - 2 - Core
- Configuration of DUO to protect resources tied to Entra ID (email, MS cloud services, etc).
- DUO: MFA for RDP/workstation Logon - 2 - Core
- Deployment of DUO for WIndows Logon (to protect desktop login sessions).
- SSL VPN with SAML2.0 - 2 - Core
- To convert the ID provider to Entra for login.
- SSL VPN with SAML2.0 - 3 - Post Cutover
- Follow-up support following cutover to Entra ID for login on VPN instead of Active Directory Domain (LDAP).
- DUO: DUO MFA for VPN on Firewall (Requires NPS configured) - 2 - Core
- Configuration of City Hall firewall to use DUO for MFA (PD Firewall not managed by VC3).
- Project Follow-up - 3 - Post Support

Out of Scope

Specific examples from this project may be listed below.

- Migration of email data or mailbox content
- Third-party application SSO integration beyond Microsoft 365 and VPN
- Acquisition of the .gov domain name (client responsibility per key assumptions)
- Changes to DNS records beyond those required to support the .gov domain and Entra ID verification
- End user device management, MDM enrollment, or Intune configuration
- Configuration of any devices or systems not joined to the City or PD Active Directory domains
- Any firewall changes beyond DUO MFA integration for VPN
- PD Firewall is not managed by VC3 and is not included in this scope of work; SSL VPN access only applies to City users.

Key Assumptions

The key assumptions for this project are:

- Client has already acquired the .gov address to be used and will provide access to VC3 for DNS management purposes.

Description

Key Risks

Key risks for this project are:

- Conditional Access policy misconfiguration could unintentionally block admin accounts, requiring break-glass account preparation prior to enforcement
- Entra Connect sync conflicts may arise if user accounts across the City and PD domains have inconsistent UPN suffixes or duplicate attributes
- Client has not yet obtained or verified control of the .gov domain, which would block DNS configuration and UPN migration steps
- DUO enforcement cutover could lock out users if test group validation is incomplete before broad rollout
- End users who are unfamiliar with MFA enrollment may generate high support volume immediately post-cutover if communication and training are insufficient
- Third-party VPN/firewall (SSL VPN + firewall MFA) configurations may require vendor coordination outside VC3's control, introducing scheduling risk

Deliverables

The Company will have completed its responsibilities to this Statement of Work when the following deliverables are complete:

- Entra Connect deployed and syncing both City and PD Active Directory domains to the Entra tenant
- Entra ID tenant configured for MFA with Conditional Access policies enforced for M365 and cloud services
- .gov domain verified, set as primary UPN, and applied as primary email address for all in-scope users
- DUO tenant created, configured, and integrated with Entra ID via Conditional Access
- End user communication and/or guide documentation delivered
- DUO Windows Logon deployed to in-scope workstations for RDP/desktop login protection
- SSL VPN converted to SAML 2.0 authentication via Entra ID
- Firewall configured to use DUO MFA for VPN authentication via NPS
- Project closure documentation completed

- Hardware/Software

Thumbnail	Product Description	Comment	Price	Qty	Extended Price
	Yubico YubiKey 5 NFC BP YK Two Factor Authentication Key		\$75.00	10	\$750.00

Subtotal: **\$750.00**

- Recurring Services

Thumbnail	Product Description	Comment	Recurring Option	Recurring	Qty	Ext. Recurring
	DUO 2FA - MFA Package - Per User		Monthly	\$3.00	52	\$156.00
	Microsoft Entra ID P1 (Governmental Community Cloud Pricing) - Annual Commitment-Annual Billing		Annual	\$72.00	52	\$3,744.00

Subtotal: **\$3,900.00**

Subtotal: **\$0.00**

- Labor

Thumbnail	Product Description	Comment	Price	Qty	Extended Price
	Labor - Fixed Fee - Setup, Installation, Configuration & Project Management		\$21,053.03	1	\$21,053.03

Subtotal: **\$21,053.03**

- Shipping

Thumbnail	Product Description	Comment	Price	Qty	Extended Price
	Shipping and Handling		\$25.00	1	\$25.00

Subtotal: **\$25.00**

Service Ticket #5083904 - 2026.04 - PFF - MFA and gov migration for SLCGP



Prepared by:

VC3

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Prepared for:

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Quote Information:

Quote #: KG018470

Version: 1
Delivery Date: 06/20/2026
Expiration Date: 07/18/2026

Quote Summary

Description	Amount
- Hardware/Software	\$750.00
- Recurring Services	\$0.00
- Labor	\$21,053.03
- Shipping	\$25.00
Total: \$21,828.03	

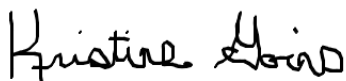
Recurring Summary

Description	Amount
- Recurring Services	\$3,900.00
Total: \$3,900.00	

- Applicable taxes & Environmental Surcharges will be added.
- All product transfer of ownership and invoicing occurs upon VC3's receipt of the product.
- Pricing & Availability is subject to change without notice.
- Shipping and handling costs may not be included in this quote, as these costs are variable. Adjusted shipping and handling costs may be applied to the final invoice.
- VC3 makes NO WARRANTY either expressed or implied, regarding performance or suitability for any purpose of the above products. The customer assumes responsibility for understanding the warranty, if any, of the manufacturer or VC3.
- If not included in agreement, travel will be billed separately.
- In the case hardware/software total exceed \$100k, VC3 will require a 50% deposit of the hardware/software total to secure the order. Deposit is payable immediately to VC3.
- Returns:
 - No returns will be accepted unless first approved by VC3 Inc.
 - Approved returns are subject to a 20% restocking fee.
 - Approved return of in-stock items will be accepted within 10 business days of purchase, if merchandise is unopened and packaging is undamaged.
 - Open box items are not returnable
 - Approved defective returns must be shipped to VC3 within 10 business days of said approval

VC3

City of Lathrup Village, MI



Name: Krissy Goins

Title: Senior Client Solutions Specialist

Date: 06/20/2026

Name: Michael Greene

Date: _____