



Proposal for Microsoft Office 365 Licensing and Professional Services

**RFP 2425-32**

**Submitted by:** Yes NOVO, LLC (NOVO)

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## Executive Summary

NOVO, LLC, a trusted provider of IT and cybersecurity solutions, is pleased to submit our proposal for the Microsoft Office 365 Licensing and Professional Services (RFP 2425-32) requested by the City of Norman, Oklahoma ("The City").

NOVO proudly stands as a Microsoft Direct Partner, a distinction that underscores our unwavering commitment to excellence, compliance, and innovation in delivering technology solutions. Meeting Microsoft's stringent requirements demonstrates our expertise in providing customers with industry-leading tools and services, ensuring they receive the highest standard of technology support and strategic guidance.

As a Microsoft Direct Partner, NOVO enjoys access to cutting-edge resources, advanced training, and direct communication with Microsoft experts. This enables us to stay ahead of industry trends and provide our customers with tailored solutions that align with their unique needs. Our partnership ensures seamless integration of Microsoft technologies, enhanced cybersecurity measures, and scalable solutions designed to optimize performance and drive business growth.

For our customers, this partnership translates to confidence in working with a trusted advisor who not only meets but exceeds industry standards. NOVO's alignment with Microsoft empowers us to deliver secure, compliant, and innovative solutions, fostering long-term success and resilience in an ever-evolving digital landscape.

## Microsoft Office 365 License

### Microsoft 365 Licensing

**Exhibit A** provides a detailed breakdown of licenses, including the discount and pricing for each SKU. The GCC Office 365 and Microsoft 365 Office Suite all include a 10% discount off ERP. Add-on licenses are also included, with a total of 214 SKUs available, of which 206 feature a discount of 10%.

If the total Office license purchased within a calendar year exceeds \$500K then an additional discount of 2.5% will be applied to all SKU's that have a 10% discount for a total of 12.5%.

### Microsoft Entra Subscriptions

Several of the office license and add-ons can utilize Microsoft Entra (Azure) services. Any Entra services that are utilized under NOVO's Entra subscriptions that are assigned to Clients GCC tenant will receive a 2% discount off ERP.

### License Training Services

If 250K or more in Office 365 license and add-ons are purchased in the first calendar year, then NOVO will provide a onetime one-day hands on workshop with Client's IT staff that will cover each of the solutions that is included with the Office 365 license. The workshop will take place at the Client's office and will include an overview of each of the solution and hands on configuration of each solution.

NOVO will also make available the NOVO university for Client's end user employees. The university includes lessons on how to use SharePoint, Teams and other common Office 365 applications.



## Ongoing Support

### License Advanced Support

NOVO being Microsoft Direct partner equipped with Microsoft Advanced Support ensures you receive world-class service and expert guidance to maximize the value of your Microsoft investments. The license outlined in this RFP includes this benefit at no additional cost to the City of Norman. Here's how our partnership with Advanced Support benefits you:

- Support from NOVO: Instead of support tickets going to a Microsoft's outsourced help desk, support tickets will be submitted to NOVO's 100% U.S. based, FBI background-checked Engineers. If NOVO determines that it is technical issue with a Microsoft platform then NOVO will work directly with Microsoft to resolve.
- Expert Guidance and Best Practices: Gain access to advanced knowledge and resources directly from NOVO and Microsoft to ensure your solutions are implemented and optimized for success.
- Support case severity/initial response times: Around-the-clock availability ensures that critical issues are addressed promptly, giving you peace of mind that your systems are always in good hands.
  - Minimal business impact (Priority 3): <4 business hours
  - Moderate business impact (Priority 2): <2 hours
  - Critical business impact (Priority 1): <1 hour
- Support System: Client will have access to NOVO's support system that contains a knowledge base and ability to enter and track support tickets.
- Support your way: Tickets can be submitted by email, ZOHO support portal or support phone line.
- Strategic Resources: Leverage technical expertise, access to solution architects, and dedicated support for your projects, all designed to help you achieve your business goals.

Partnering with NOVO, you gain not only our expertise but also the full backing of Microsoft's advanced support framework, ensuring your business stays efficient, innovative, and secure.

## Professional Services

NOVO will offer professional services to deploy Microsoft Office 365 Government Community Cloud (GCC) tenant and perform a hybrid Exchange migration. Our team has extensive experience in cloud implementations, secure migrations, and enterprise IT solutions, ensuring a seamless transition with minimal disruption to city operations.

NOVO estimates the project to take 38 service hours to complete at a rate of \$220 per hour for a total cost of \$8,360.

As part of this engagement, NOVO will provide the following services:

### GCC 365 Tenant, GCC Entra and License Assignment

NOVO will facilitate the approval of the GCC tenant with Microsoft. Once approved, NOVO will setup the GCC 365 Tenant for use along with creating GCC Entra subscriptions. Requested number of Office 365 GCC license will be assigned to the tenant at this time. One Global Administrator account will be created that will be provided to the Client.

### Hybrid Exchange Migration to Office 365 GCC

- A comprehensive analysis of the City's existing Exchange environment will be conducted to identify potential migration challenges.
- A detailed migration plan and timeline will be developed that aligns with operational needs while minimizing downtime.

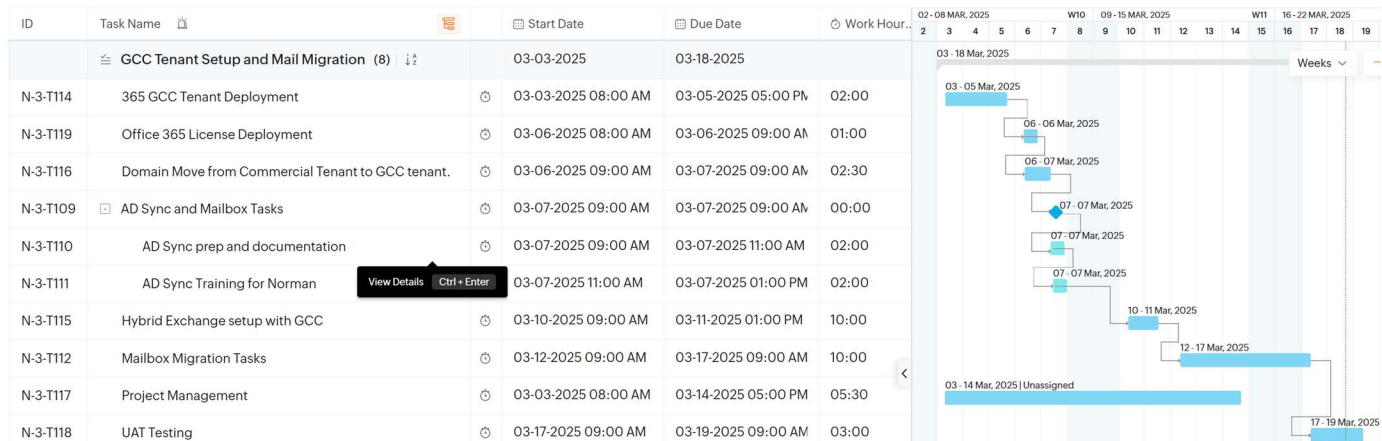


- Migration of the **normanok.gov** domain to the new 365 GCC tenant.
- Setup Azure AD Sync to the new 365 GCC Tenant.
- Execution of a seamless hybrid Exchange migration, ensuring continuity between the on-premises Exchange environment and Office 365.
- A preliminary pilot group migration including a subset of City of Norman users provided by Client for testing, migration plan verification and risk analysis.
- Conduct rigorous testing and validation post-migration to confirm data integrity, email functionality, and system performance.

## Project Timeline

\* Estimated timeline based on assumed March 3<sup>rd</sup>, 2025 start date. Timeline may vary depending on actual start date.

Task Name	Start Date	Due Date	Work hours
365 GCC Tenant Deployment	03-03-2025 08:00 AM	03-05-2025 05:00 PM	02:00
Office 365 License Deployment	03-06-2025 08:00 AM	03-06-2025 09:00 AM	01:00
Domain Move from Commercial Tenant to GCC tenant.	03-06-2025 09:00 AM	03-07-2025 09:00 AM	02:30
AD Sync and Mailbox Tasks	03-07-2025 09:00 AM	03-07-2025 09:00 AM	00:00
AD Sync prep and documentation	03-07-2025 09:00 AM	03-07-2025 11:00 AM	02:00
AD Sync Training for Norman	03-07-2025 11:00 AM	03-07-2025 01:00 PM	02:00
Hybrid Exchange setup with GCC	03-10-2025 09:00 AM	03-11-2025 01:00 PM	10:00
Mailbox Migration Tasks	03-12-2025 09:00 AM	03-17-2025 09:00 AM	10:00
Project Management	03-03-2025 08:00 AM	03-14-2025 05:00 PM	05:30
UAT Testing	03-17-2025 09:00 AM	03-19-2025 09:00 AM	03:00
Total Hours:			38:00



## Conclusion

NOVO appreciates the opportunity to submit this proposal to the City of Norman for the services. As a certified Microsoft Partner with extensive experience in cloud migrations, including Microsoft GCC, we are confident in our ability to deliver a secure, seamless, and compliant transition while minimizing operational disruptions.



Our proposed approach ensures adherence to GCC security requirements while optimizing licensing costs and long-term management efficiency. With our expertise, proven methodologies, and commitment to excellence, we look forward to partnering with the City of Norman to enhance your email infrastructure in alignment with your IT and security objectives as well as providing exceptional Microsoft support when the need arises.

We welcome the opportunity to further discuss our proposal and answer any questions you may have. Please do not hesitate to contact us for any clarifications. We look forward to the possibility of working together to support your mission with a modern, secure, and resilient technology environment.

Sincerely,

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