



OFFICE 365 EXCHANGE MIGRATION

Statement of Work

Prepared for City of Carson, CA



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Proposal Date: 1/28/2021

CITY OF CARSON, CA PROPOSAL FOR SERVICES

1. OVERVIEW

SHI International Corp. ("SHI") is pleased to submit this proposal for services to support City of Carson, CA ("Customer") in their Exchange 2010 On-Premise to Office 365 Exchange Online Migration ("Services"). We have assisted many customers with similar projects and our team of experienced consultants are dedicated to providing you a successful implementation.

City of Carson, CA has identified the following goals and objectives for this engagement:

- Migrate mailboxes from on-premises Exchange 2010 to Office 365 Exchange Online
- Replace Exchange 2010 server with Exchange Server 2016

2. IN-SCOPE ENVIRONMENT

The scope of work and pricing for this SOW are based on the following in-scope environment. Any change to the following in-scope environment details has the potential to affect the overall project scope and therefore the associated fees.

Current Environment

Location:	Exchange 2010 On-Premises
Users:	620 Users
Resource Mailboxes:	12 Resource Mailboxes
Shared Mailboxes:	4 Shared Mailboxes
Public Folders:	1 Public Folder
Average Mailbox Size:	2GB (Largest mailbox 30GB)

New Environment

Location:	Office 365 Exchange Online
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3. SCOPE OF SERVICES

The following services will be provided in this engagement:

Plan

- Discover and analyze existing Exchange 2010 environment
- Discover and analyze existing Active Directory environment
- Design Azure AD Connect and Exchange Hybrid
- Design, Plan and Schedule Exchange Hybrid Migration
- Create and deliver Design Document

Build

- Deploy and Configure Azure AD Connect Server & Synchronization
- Configure Exchange Online and Hybrid Exchange connectivity
- Build migration batches and synchronize mail for up to 620 total mailboxes
- Create and deliver Test Plan Document
- Execute Test Plan to validate new environments

Deploy

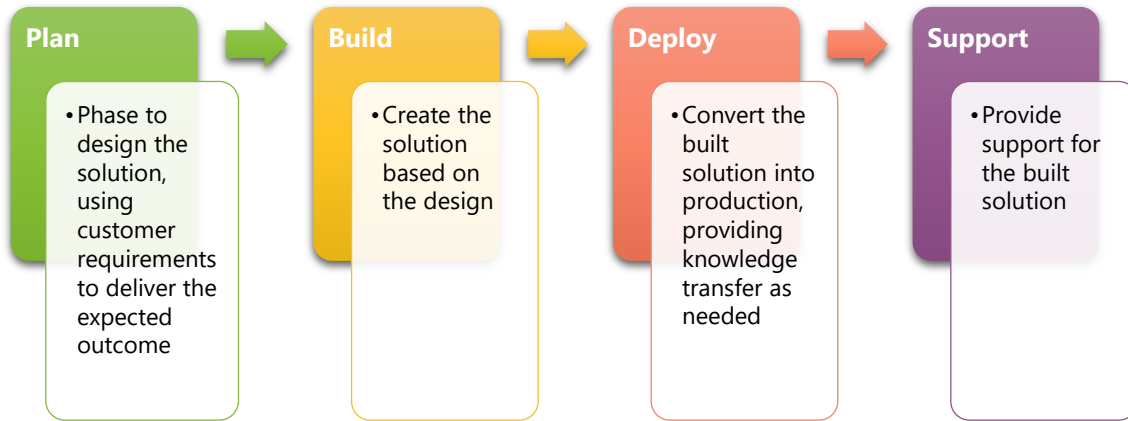
- Migrate/cutover mailboxes to Office 365
- Cutover Client Access and Mail Flow to Office 365
- Decommission Exchange 2010 and Hybrid Connectivity
- Build and deploy Exchange 2016 Management Server
- Conduct Knowledge Transfer to Administrator(s)
- Create and deliver As-Built Document
- Retention and Archive guidance and setup assistance if required
- Assistance with SMTP mail flow changes if required

Support

- Conduct Knowledge Transfer to Administrators, up to 4 hours

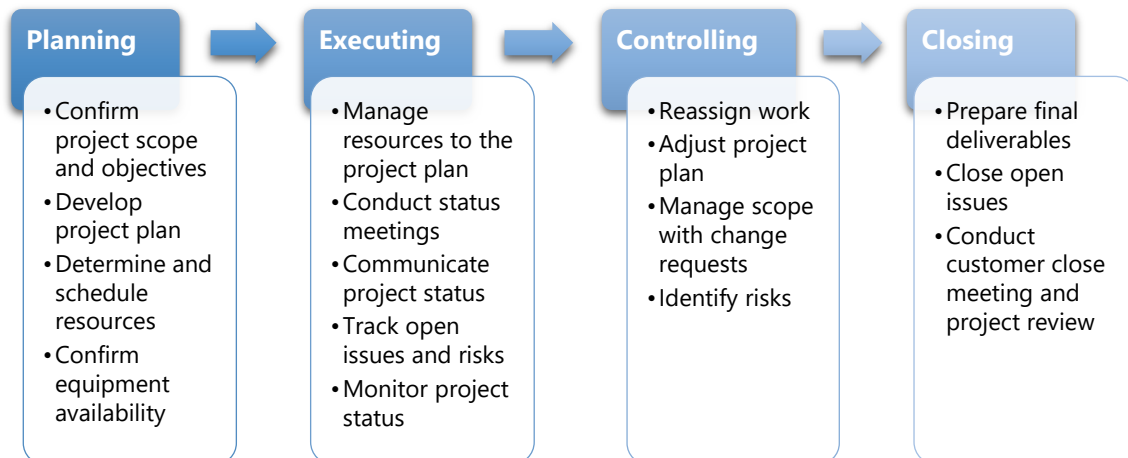
4. TECHNICAL DELIVERY METHODOLOGY

This engagement will be delivered using the Plan-Build-Deploy-Support methodology as described below:



5. PROJECT MANAGEMENT METHODOLOGY

This project will be managed using the *SHI Project Management Methodology*, which is based on the Project Management Institute's Framework, as follows:



6. PROJECT DELIVERABLES

The following table describes all physical documents that will be provided to the Customer in this engagement:

Deliverable Name	Project Phase	Description
Project Timeline	All	Project plan that lists the project tasks, due dates, and owners, and is maintained by the Project Manager.
Design Document	Plan	Defines the configuration of the Office 365 environment.
Test Plan	Build	Documents the tests that will be performed to validate the built environment.
As-Built Document	Deploy	Documents the process used to configure the Office 365 environment and any changes made during the build of the project that strays away from the original design.

7. PROJECT DURATION

The estimated project duration is two (2) weeks*. SHI will work with City of Carson, CA to provide the required resources to meet a schedule that would be agreeable to all parties. In addition, the schedule assumes reasonable access to City of Carson, CA resources and does not allow for holidays, vacations, and unforeseen delays in deliveries.

**Please be advised that the above timeframe is to provide a general timeline for delivery and is not a true reflection of the total man hours/effort involved for this engagement.*

8. PROJECT TEAM

SHI will provide the following resources for this engagement:

Resource	Role	Involvement
Project Manager	Responsible for overall execution of the project. Monitors progress against overall delivery. Primary interface between SHI and Customer.	Part Time
Solution Architect	Responsible for all aspects of technical delivery within the design, build, test, and deploy phases.	Part Time

9. SUCCESS CRITERIA

Following is the list of milestones and the success criteria for each milestone:

Milestone	Success Criteria
Design Complete	All design documents (see previous section, Project Deliverables) approved by Customer.
Build Complete	Customer is provided access to customer environment, validates that it is configured properly, provides written confirmation to SHI project manager.
Deployment Complete	Results of migrations are reviewed with customer; customer provides written approval.
Project Close	Customer agrees there are no outstanding action items or tasks.

10. ASSUMPTIONS

The services and associated price quoted within this Statement of Work are based on the following assumptions. Should any element(s) of these assumptions be lacking during execution of services, additional time and associated fees and expenses may be required to complete this Statement of Work.

1. SHI is not responsible for lost data. SHI recommends that City of Carson, CA perform a full working backup of their data prior to the commencement of services.
2. Please note that the time designated for knowledge transfer is throughout the engagement. City of Carson, CA is responsible for providing a resource dedicated to this engagement and the extent of the knowledge transfer is dependent upon the availability of this resource.
3. Minimum lead-time for scheduling is fourteen (14) business days from our receipt of the signed SOW and Purchase Order. Should you require more aggressive scheduling once these documents are received, please contact SHI to determine availability.
4. SHI will not develop applications as a part of this Statement of Work.
5. City of Carson, CA will provide the necessary hardware to complete the engagement.
6. SHI is not responsible for delays caused by failures, including but not exclusive to systems, personnel or environmental causes or in receiving data from City of Carson, CA.
7. Any restrictions or requirements regarding the SHI consultants' use of personal equipment must be stated in advance of the commencement of the engagement.
8. City of Carson, CA will provide, to the extent necessary, administrative usernames and passwords available to meet necessary obligations.
9. City of Carson, CA will provide necessary and accurate information regarding their current network environment. This information will include the technical configuration of the domain environment.

10. City of Carson, CA will provide the necessary workspace and network access to provide the above services.
11. City of Carson, CA will provide access to building(s) and room(s) as necessary to complete the services described above.
12. All hardware and/or software and licensing required to perform the above services will be provided by and is the responsibility of City of Carson, CA. All wiring, hardware, and software required to perform the above services are in working order.
13. City of Carson, CA will provide a technical point of contact during the time of this project.
14. No overtime services will be provided without a change order authorizing such charges. "Overtime" is defined as any work performed outside the hours of 8:00 AM to 5:00 PM local time.
15. All parties agree that personnel shall not be asked to perform, nor volunteer to perform, engineering and/or consulting tasks that lie outside the skill sets and experience of personnel. Personnel have the right to decline on a service request if the request falls outside the scope of their experience and expertise.

11. OUT OF SCOPE

Any services not listed in the Scope of Services section above are considered "out of scope", however, for purposes of clarity, these services are not in scope of this SOW:

- Migration of user archive mailboxes
- End-user workstation support
- Third-party applications
- PST and/or archive ingestion
- Phone System Integration
- On-Site Support
- Operational, unscheduled or emergency support
- Software/Hardware Purchase/Acquisition
- Licensing Purchase/Acquisition/Troubleshooting
- Certification Training
- Resolution of End User Desktop issues or installation/upgrade of desktop software
- Other deliverables, installation of hardware or software, or configuration of applications that are not specifically listed

12. CUSTOMER RESPONSIBILITIES

Both City of Carson, CA and SHI are responsible for the successful execution of this Project. City of Carson, CA agrees to the following assigned responsibilities:

- Prior to the start of this engagement, City of Carson, CA will indicate to SHI in writing a person to be the point of contact. All project communications will be addressed to such point of contact (the "Customer Contact").
- The Customer Contact will have the authority to act for City of Carson, CA in all aspects of the Project; however, any changes that affect the scope of this SOW, schedule or price will require that an amendment to the SOW be executed between the parties.
- The Customer Contact shall have the authority to resolve conflicting requirements.
- The Customer Contact will ensure that any communication between City of Carson, CA and SHI is made through the SHI project manager.
- The Customer Contact will obtain and provide project requirements, information, data, decisions and approvals within one working day of the request, unless both parties agree to a different response time.
- The Customer Contact will ensure that SHI project personnel have reasonable and safe access to the project site and adequate office space, if required.
- The Customer Contact will help resolve project issues and ensure that issues are brought to the attention of the appropriate persons within the Customer organization, if required.
- The Customer Contact will provide technical points-of-contact ("Technical Contacts"), who have a working knowledge of the enterprise components to be considered during this engagement. SHI may request that meetings be scheduled with Technical Contacts.
- City of Carson, CA will inform SHI of any necessary access issues and security measures and provide access to all necessary hardware and facilities as required.
- City of Carson, CA will provide, at no expense to SHI: computer hardware, software, and necessary access to the Customer network as required to complete the work described in this Statement of Work.
- City of Carson, CA is responsible for providing necessary telecommunications equipment, and related infrastructure as required for the successful completion of this engagement.
- City of Carson, CA will provide SHI consultants with adequate remote access and connectivity such as Cisco VPN, Nortel Contivity, etc., which will allow SHI consultants to independently access the Customer's network to perform the work described in this SOW. **NOTE: Alternative forms of access which are dependent upon Customer personnel such as using a shared desktop accessed via WebEx or similar solutions will INCREASE the time SHI consultants need to perform their work and therefore increase the cost associated with this SOW.**
- City of Carson, CA agrees that all related information regarding this project will be communicated to SHI as expeditiously as possible.

City of Carson, CA will provide individual resources outlined below to be participants for this project effort. These resources will participate in all required steps and will be fully or partially responsible for tasks and deliverables where appropriate:

Resource	Role	Involvement
Global Administrator	Responsible for Office 365 tenant	Part Time
Exchange Administrator	Responsible for Exchange	Part Time

13. PRICING AND PAYMENT SCHEDULE

The following tables detail the pricing for delivery of the services outlined in this proposal.

This quote is valid for 60 days from 1/28/2021.

SUMMARY	FEE
OFFICE 365 EXCHANGE MIGRATION	\$17,100.00
MICROSOFT O365 LICENSES AND MIMECAST EMAIL SECURITY – 3 YEARS (QUOTE#19970872)	\$399,883.32
MICROSOFT SERVER AND CLIENT ACCESS LICENSES – 3 YEARS (QUOTE#19530025)	\$20,229.68

The following table describes the project milestones. When these are completed and approved by City of Carson, CA, SHI will invoice the specified amount.

MILESTONE	%	FEE
SOW Signing	50	\$8,550
Project Close	50	\$8,550
Total	100	\$17,100

13.1. Billing Terms

SHI will inform City of Carson, CA when a milestone (see Payment Schedule above) has been completed. If City of Carson, CA is not satisfied the milestone conforms to the specifications as stated in the SOW, City of Carson, CA will notify SHI within fifteen (15) calendar days in writing or by email. City of Carson, CA will provide SHI with a reasonably detailed list of deficiencies in the delivered milestone. If City of Carson, CA fails to provide SHI with a detailed rejection notice, the milestone shall be deemed accepted and SHI will proceed with invoicing in accordance with the Payment Schedule.

All invoices are due and payable within 30 calendar days of the invoice date.



Fees DO NOT include applicable taxes that must be collected. Please allow for taxes that may apply to the work outlined in your Purchase Order.

13.2. Digital Partner of Record

Potential fees, commission or compensation may be received from Microsoft, in connection with the products or services being procured.

14. TRAVEL

No travel is required for this engagement.

15. TERMS AND CONDITIONS

This statement of work (SOW) is subject to and governed by the terms of the Professional Services Agreement ("Agreement") shown in [SHI PSA - Terms and Conditions](#).

In the event any terms and conditions of this SOW conflict with the Agreement, this SOW will control for the purposes of this SOW only. All terms defined in the Agreement and used herein will have the same meaning as set for in the Agreement.

16. CONTACT INFORMATION

Project Point of Contact (Customer Contact)	
Name:	David Kim
Email Address:	dkim@carson.ca.us
Phone Number:	310-830-7600 x1821
Send Invoices To:	
Name/Department:	David Kim
Address:	701 E Carson St
City, State, Zip:	Carson, CA 90745
Email Address:	dkim@carson.ca.us



Phone Number:	310-830-7600 x1821
Can invoices be sent via email?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Work Location	
Address:	Work to be performed remotely
City, State, Zip:	Work to be performed remotely

17. STATEMENT OF WORK ACCEPTANCE

The project scope, terms and conditions are as outlined in this document. Once fully executed, this document will become the Statement of Work for the project defined in this document. The Customer's signature below authorizes SHI to begin the services described above and indicates the Customer's agreement to process and pay the invoices associated with these services.

The SHI assigned project manager and your account executive will be in touch to schedule a Project Kickoff meeting and confirm desired start and completion dates as soon as possible after SOW acceptance. Before the Project Kickoff, the SHI project manager and the SHI Practice Manager will allocate project resources in our best attempt to satisfy your scheduling desires. At the Project Kickoff, the SHI Project Manager will review the SOW, present the proposed timeline, resource requirements, and project deliverables. The project manager will also review the change control process to be followed, confirm the Customer Contact information, and any other project administrative items.

City of Carson, CA	SHI International Corp
Signature:	Signature:
Print Name:	Print Name:
Title:	Title
Date:	Date: