

Statement of Work

Novacoast Corporate Office | 1505 Chapala St. Santa Barbara, CA 93101 | P: 800.949.9933 F:805.564.1809

Customer Name:	Customer Contact:	SOW Type	
County of Tulare TCiCT	Alicia Beal	Time and Materials Novacoast CMAS Contract# 3-19-70-1974E	
Issued Date	Contact Phone:	Contact Email:	
September 3, 2020	559-972-6698	abeal@co.tulare.ca.us	
Novacoast Client Executive:		Client Executive Phone	Client Executive Email
Shelly Cobb		805-453-8792	scobb@novacoast.com
Novacoast Sales Engineer:		Sales Engineer Phone	Sales Engineer Email
Michael Howden		800-949-9933 x5140	mhowden@novacoast.com

Customer has requested a Time and Materials agreement with Novacoast. Tasks will be provided by customer upon project initiation to Novacoast Delivery resources.

Novacoast includes delivery management services on all T&M agreements to provide formal or informal weekly status reports and ensure Novacoast technical resources are meeting or exceeding expectations and to provide issue escalation for the customer.

WORK DESCRIPTION

Assistance with implementation of Microsoft 365 cloud workloads; specifically, OneDrive for Business, SharePoint Online, and Teams, as well as Microsoft Azure Premium Plan 1 security features enabled for employees to securely work from home.

- Run the Microsoft Connectivity Test tool to review tenant configuration recommendations
- Review and estimate network bandwidth
- Run the Microsoft Remote Connectivity Analyzer tool
- Review and configure DNS and IP requirements for firewalls and QoS
- Review and publish naming policy
- Review and create Teams templates
- Setup policies for Office 365 Groups
- Review and configure governance for OneDrive, SharePoint, and Teams
- Review and configure guest users for Teams
- Review and manage Azure AD guest accounts
- Assign management roles for OneDrive, SharePoint, and Teams
- Review and configure compliance features
 - Retention Policies
 - Sensitivity Labels
 - eDiscovery
- Review and configure security and compliance alerts
- Review and assist with deployment of Teams on end user devices
 - Review and configure configuration profiles and device settings
- Review and configure Teams Rooms

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- Review and configure OneDrive, SharePoint and Teams analytics and reports
- Develop and communicate OneDrive, SharePoint, and Teams project collateral for end user basic training

Deploy OneDrive, SharePoint, and Teams by department

- Review and communicate use cases for each department
- Verify current File Share infrastructure for OneDrive, including
 - Users to migrate
 - Data distribution
 - Amount of data to move
 - Number of files to move
 - Individual file sizes and/or file sizes on average
- Prepare user mapping CSV
- Prepare PowerShell (migration tool) for upload
- Scan data to gather files and permissions
- Migrate all user data (H Drive) to OneDrive
- Create department Teams
 - Add requested channels
 - Provide review sessions to walk through use cases
- Review feedback and lessons learned
- Provide customer education and knowledge transfer for IT staff and end users

Configure Azure Active Directory security features

- Review and communicate use cases for MFA, SSPR and Conditional Access
 - Configure password protection, policies, and reports

Gwava Retain Archive Data Extraction

- Review and validate live email archive data (~10TB total)
- Export live archive data to Retain Publisher per required timeframe
- Export Retain Publisher data to PST files per mailbox
- Transfer all exported PST files to encrypted external hard drive(s) per solution requirement

Office 365 Post-Migration Support and Documentation Review

- Novacoast will provide as-built documentation to Customer team.
 - **Active Directory**
 - Review Active Directory environment
 - **Office 365**
 - Review Office 365 environment including Exchange Online and OneDrive
 - **Email Archive**
 - Review email archive environment configuration
- **Support**
 - Novacoast will work with Customer to provide Tier 2/3 support for migration
 - Review help desk tickets to ensure completion
 - Assist with any outstanding issues
- **Communication**
 - Assist with help desk user training sessions as needed

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Office 365 Project Closeout

Novacoast will meet with key stakeholders to review project documentation and goals

- Review key project elements to ensure completion
- Close out any outstanding issues or open items
- Review lessons learned
- Complete project sign-off documentation

The below pricing is based on Novacoast's CMAS Contract Number: 3-19-70-1974E and GSA Schedule Number GS-35F-346BA.

RESOURCES	HOURS	RATE	COST
Security Assessment Analyst – Senior	560	\$206.54 / hour	\$115,662.40
Computer Systems Engineer – Senior	440	\$165.23 / hour	\$72,701.20
Computer Systems Engineer – Junior	420	\$123.92 / hour	\$52,046.40
Project Management	120	\$144.58 / hour	\$17,349.60
Travel Expenses*			Actual
Cost + Travel Total			\$257,759.60 + Travel

*Travel costs are charged at actuals. Pricing shown in this column are estimates and do not represent a minimum or maximum. Optional components may result in an adjustment to travel estimate.

All dollar amounts are in US Dollars unless otherwise noted. The undersigned acknowledge that they are authorized to enter into this SOW on behalf of their respective organizations. Signatures below will constitute acceptance of all terms contained in this change order and any supporting documents referenced throughout.

This is a time & materials agreement. Payment for hourly work is due upon receipt of invoice. An authorized signature shall constitute acceptance of these services and products in the attached document and is required to schedule Novacoast resources.

This Contract is governed by Novacoast's standard Time and Material terms and conditions detailed here:

<https://www.novacoast.com/tmterms/>

Customer and Novacoast understand and acknowledge that this is a time and materials engagement. All hours assigned to a particular phase or project goal are estimates. Novacoast will use best efforts to accomplish the goals as set forth in this document within the time allocated. Nothing in this document shall be read as a promise by Novacoast to fully deliver within the allocated time, and the parties therefore agree to make mutually agreed upon adjustments as needed.

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COUNTY OF TULARE TCICT		NOVACOAST
	Signature	
	Printed Name	J. Newton
	Date	9/17/2020