

# Form Workflow Plus Detailed

A blue rounded rectangular button with a white download icon (a cloud with a downward arrow) and the word "DOWNLOAD" in white capital letters.

**Workflow name:** OCIO Purchase Requisition Approval Process Final (Responses)

**Workflow Owner:** ocioworkflows@iowa.gov

**Requester Email:** david.tweedale@iowa.gov

**Request Date:** 07/27/2020

**Request ID:** FW1595856696406

## Form Content:

**Timestamp:** 7/27/2020 8:31:26

**Email Address:** david.tweedale@iowa.gov

**Select Workflow:** Pass thrus (Cory - Bryan)

**Remark:** Normal

**Date:** 7/27/2020

**Vendor Name:** Insight

**Total Amount Range:** \$5,000.00-\$49,999.99

**Total Amount of Purchase Requisition:** \$40,928.00

**Brief Description:** Insight will provide the applicable and necessary labor, supervision, maintenance, consultation, and/or materials to perform the Services and provide the Deliverables described in SOW 16489. For purposes of SOW v3 16489, "Deliverables" means any materials produced in the course of performing Services listed or specifically required to be delivered to OCIO under SOW v3 16489.

### Purchase Requisition Link

[https://docs.google.com/spreadsheets/d/17ZN-TFE3NejiiCHLmhkwFzweSLasvVs5kj5ks\\_UpZcA/edit#gid=539560718](https://docs.google.com/spreadsheets/d/17ZN-TFE3NejiiCHLmhkwFzweSLasvVs5kj5ks_UpZcA/edit#gid=539560718)

### Quote Link

<https://drive.google.com/file/d/10cjlTtIDomazPcJYDX2EyoI0LArxTiVe/view?usp=sharing>

# Approval Steps:



**1** Approved

Date  
07/27/2020  
Reviewed by:  
cory.oelberg@iowa.gov

**2** Approved

Date  
07/27/2020  
Reviewed by:  
bryan.dreiling@iowa.gov

**3** Approved

Date  
07/27/2020  
Reviewed by:  
bryan.dreiling@iowa.gov

**4** Approved

Date  
07/27/2020  
Reviewed by:  
matt.behrens@iowa.gov

app.formworkflowplus.com  
Approval workflow process for G Suite

## STATEMENT OF WORK

July 15, 2020

**Omnia Partners Government Purchasing Alliance 4400006644**  
**(RFP2000001701)**  
**Statement of Work # 16489 v3**

### **IGOV Google to Office 365 Migration**

This Purchasing Instrument/Statement of Work (“SOW”) incorporates the terms and conditions of the State of Iowa and Insight Public Sector, Inc., Technology Products, Services, and Solutions Master Agreement, Contract No. 2018 BUS 0105, (“**Agreement**”) between the State of Iowa, acting by and through the Office of the Chief Information Officer (“**OCIO**”), and Insight Public Sector, Inc., a corporation organized under the laws of the State of Illinois (“**Vendor**” or “**Contractor**” or “**Insight**”). This SOW is between Vendor and the Governmental Entity identified in the signature block, below, and is effective as of the date of last signature below. Capitalized terms used but not defined herein are as defined in the Agreement. The applicable Governmental Entity and Vendor may be referred to herein individually as a “**Party**” or collectively as the “**Parties.**”

## 1 PARTIES

### “Insight”

Insight Public Sector, Inc.  
 6820 S. Harl Avenue  
 Tempe, AZ 85283  
 Attn: Peter Gleek

### “Governmental Entity” or “Client”

Iowa Office of the Chief Information Officer  
 200 E. Grand Avenue  
 Des Moines, IA 50309  
 Attn: Steve Kinney

## 2 SCOPE OF SERVICES

Insight shall perform the following Services for the Iowa Office of the Governor under the terms and conditions of this Statement of Work (“SOW”).

### **2.1 Service Description**

Insight consults, designs, implements, and manages integrated IT solutions for our clients. These solutions include services and products designed to support networking, collaboration, storage, security, cloud, mobility, converged infrastructure, and other advanced technologies. The increased complexity across the technology ecosystem, combined with the continual emergence of new trends and offerings, has made it difficult for most clients to effectively design and manage their technology systems. Clients increasingly are looking for technology providers to supply value-added expertise to help them identify, deploy, and implement complex IT solutions. We believe that Insight has a unique position in the market to provide enhanced value to our clients.

The following is a high-level description of the

Services Insight will provide:

- Conduct a kickoff meeting to review project purpose and Deliverables
- Review current infrastructure (Google and O365)
- Review current security practice and recommend best practices for security in Office 365
- Review Business and Technical requirements
- Review and edit existing Azure AD Connect
- Prepare strategy including 3rd party tool (MigrationWiz) for migration
- Migrate 20 pilot accounts
- Migrate rest of the population in batches
- Finalize Deliverables and submit to Client

### 2.1.1 Location

The Services will be performed remotely.

### 2.1.2 Scope and Approach

Insight will perform the following Services:

#### Discovery and Assessment

- Active Directory and Gmail Directory
  - High Level Health Check
    - Review AD health results
      - Issues
      - Errors
    - Review high-level remediation requirements Exchange/Co-existence implementation
  - Delegation of Administration
  - Group Policy related to messaging
  - External Trusts or forwarding
  - Compliance
  - Azure AD Connect Preparation
    - Validate routable UPN
    - Verify the number of objects in Active Directory to be synchronized
    - Modify on-premises UPNs for all Active Directory objects to match the mailbox's primary SMTP address
- Gmail Review
  - Verify and document current Gmail configuration
  - Review Health of Gmail configuration/environment
  - Detailed Gmail Assessment
    - Global Configurations
      - Mailbox size policies
      - Message retention policies
      - Attachment size
      - User logistic information and optimal client (e.g. Outlook, OWA)
      - Average mailbox size
      - Largest mailbox size
      - Delegations grouping
    - SMTP Domains
    - Existing Quotas
    - SMTP Relays
    - Inbound and outbound SMTP messaging perimeter solution and Hygiene
    - Internal Client access methods (OWA, Outlook, Gmail, Kiosk, Cloud, On Prem)
    - Distribution lists/groups
    - Non-Person/Resource mailboxes

- Journaling, Enterprise Archiving solution, compliance, and retention requirements
  - Fax solution if any
  - Connectors to external messaging systems, SMTP forwarding
- Google Drive Review
  - Verify and document current Drive configuration
  - Review Health of Drive configuration/environment
  - Detailed Drive Assessment
  - Review of file types and any compatibility issues with move to Office 365
- Assess the following security features and provide recommendations:
  - Azure AD:
    - Single Sign On
    - Password synchronization and self-service password reset
  - Exchange Online:
    - Exchange Online Protection (EOP)
    - Data Loss Prevention
    - Advanced Threat Protection
    - Advanced eDiscovery
    - Customer Lockbox
    - Encryption
  - SharePoint Online:
    - Access Auditing
    - Data protection
    - Information management
  - OneDrive:
    - Data Loss Prevention
    - Azure Rights Management
    - Secured sharing
    - Multi-factor authentication
- Client Assessment
  - Identify Client workstation assessment and requirements
  - Identify local users
  - Identify remote users
  - Identify mobile users
  - Client applications/package deployment methodology

### **Planning and Deployment**

- Conduct interviews with Client network architects/engineers and system administrators to review requirements for Google to O365 migration
- Review, Plan and configure additional accounts to add to existing Azure AD Connect instance
- Prepare migration strategy for Gmail and Drive Data
  - Develop High level migration/transition strategy
  - Develop High Level Migration scheduling and target phases
    - Identify migration population

- Identify Pilot population
- Prepare preliminary production migration schedule
- Identify migration/transition communication requirements
  - Migration preparation communications
  - Migration process communications
  - Helpdesk call routing and escalation process
- Prepare Migration WIZ for migration for migration
  - Deploy the Device Management Agent (DMA) on customer computers for the health-check for Office 365 assessment prior to migration
    - Address any incompatibility:
      - Compatible with Office 365 Clients (if applicable)
        - Versions of Office and Office 2013
      - Compatible with Office 365 Web Apps
        - Chrome, Firefox, and Safari
      - Compatible with Microsoft Office ProPlus
        - Computer's specifications:
          - Operating system
          - CPU
          - Memory
          - Free disk space
  - Deploy cloud Migration Tool, configure Google portal to support migration
- Risk Assessment: The risk assessment defines project risks, the probability of identified risks, and actions to be taken to reduce or eliminate the impact of risks on the project
- Validate Accounts, Mailboxes, and OneDrive on O365 portal
- Test Mailbox Sync and Migration, document the process

#### **Pilot Migration**

- Migrate 20 users Gmail and Drive data including end user devices configurations

#### **Velocity Migration (up to 116 mailboxes in total)**

- Continuous Google to Office 365 migration
  - Prepare all user mailboxes and OneDrive settings in O365
  - Assign licenses to users
  - Synchronize mailboxes using MigrationWiz Google to O365 for up to 116 mailboxes
  - Synchronize drive data using MigrationWiz Google to O365 for up to 116 Drive users
  - Migrate in batches, completing all 116 mailboxes and ~116 drive containers
  - Provide knowledge Transfer and high level O365 support session to client IT team (up to 4 hours, 2 sessions)

## ***2.2 Project Management***

Insight will provide the following project management and technical direction:

#### **Project Manager**

- Serve as the primary point of contact on all project issues, needs, and concerns
- Provide team leadership and guidance
- Provide resource management

- Facilitate kickoff meeting to review scope and project expectations, discuss IT infrastructure design, assess Governmental Entity readiness (hardware, software, infrastructure pre-requisites, etc.), discover any possible problems/risks, formulate an appropriate work breakdown structure for primary project tasks, and create project timeline/schedule (including potential downtimes and maintenance windows)
- In conjunction with Governmental Entity, measure and communicate weekly progress against mutually agreed-upon milestones
- Maintain a project log to proactively identify and communicate key decisions made, actions items to be completed, risks/issues that may impact scope, schedule, and lessons learned; and mitigate and/or escalate any critical risks or issues under Insight's control, as needed
- Manage Governmental Entity expectations and satisfaction throughout the life of the project
- Schedule and coordinate the necessary resources to support the project
- Schedule and conduct project team update/status meetings
- Prepare written status reports for Governmental Entity at mutually agreed-upon intervals
- Monitor, manage and communicate changes to the project's scope, budget, schedule, and resources; complete Change Request (CR) documentation as required; and obtain signed CRs for mutually agreed upon changes
- Facilitate closeout meeting, as needed
- To the extent directed by the Governmental Entity, coordinate and facilitate compliance with project oversight and management requirements, including facilitating and coordinating compliance with OCIO IT Governance Project Oversight/Management requirements
- To the extent designated by the agency as the official Project Manager for the project, meet the minimum qualifications required by IT Governance Documents, including those related to Project Management qualifications/experience, which applicable IT Governance Documents must be supplied by the applicable Governmental Entity at the outset of the engagement

### **2.3 Deliverables**

Insight will provide the following Deliverables:

#### **Overall Project**

- Project plan and work breakdown structure
- Migration planning documentation
- As-built design diagrams and documentation
- Successful Migration of all 116 Google Accounts to Microsoft Office 365

#### **Project Management**

##### ***Project Manager***

- Communications/escalation contact list
- Weekly status reports on the process of the project

### **2.4 Insight Responsibilities**

Insight is responsible for the following:

#### **General Responsibilities.**

1. Insight will provide the applicable and necessary labor, supervision, maintenance, consultation, and/or materials to perform the Services and provide the Deliverables described in this SOW. For purposes of this SOW.

## 2.5 *Governmental Entity Responsibilities*

The estimated duration and associated fees presented in this SOW are based on the following Governmental Entity Responsibilities. Should any element(s) of these be lacking during execution of Services or provisioning of Deliverables, additional time, associated fees, and expenses may be required.

Governmental Entity is responsible for the following:

1. Client will provide Admin level access to the Microsoft 365 tenant account.
2. Lack of participation by Client staff may impact Insight's performance of the Services.
3. Client is responsible for troubleshooting any potential issues that may be related to hardware or software that is not Microsoft 365. If Client requests assistance from Insight to troubleshoot these issues, troubleshooting support will be provided by Insight on a time and materials basis. Insight reserves the right to decline providing this troubleshooting support.
4. Client will provide the appropriate resources for any necessary changes or troubleshooting in a timely manner for the following:
  - a. Internal and public DNS
5. Client is responsible for creation of the Microsoft 365 tenant prior to the start of the project. If this is not possible, Client will be responsible for approving the tenant name.
6. Client is responsible for ensuring that there is enough post-migration support for the number of mailbox moves completed daily. Per-day mailbox moves may be limited to a lower number to allow for proper post-migration support.
7. Client understands that the average mailbox size should not exceed 2GB; longer migration times and extended project times may result if the mailboxes are larger.
8. Client is responsible for ensuring that third-party applications affected are compliant with Microsoft 365.
9. Client is responsible for any additional costs associated with using third-party tools for the migration.
10. Client is responsible for procuring SSL Certificates when required (both from internal CA and external CA).
11. Client agrees to allow Insight to modify the user principal name of the Active Directory accounts to match the routable and federated domain name.
12. Client is responsible for providing a full list of pilot users, as well as communicating the migration to the users. Insight will assist in the creation of the documentation.
13. Client will ensure that all end user computers meet the minimal operation system and Outlook version required by Microsoft 365 (<https://technet.microsoft.com/en-us/library/office-365-system-requirements.aspx>).
14. Client is familiar with the limitations for Exchange Online imposed by Microsoft 365 online services (<http://technet.microsoft.com/en-us/library/exchange-online-limits.aspx>).
15. Client is responsible for system management, patching, application packaging and deployment of devices via SCCM to support Microsoft 365 suite of products.
16. Client will provide Insight resources with administrative accounts in the domain and all necessary infrastructure with the appropriate domain:
  - a. Global admin accounts on Microsoft 365 tenant
  - b. Administrative access to all user/home drives
17. Client is responsible for providing compatible hardware, software, and all licensed media. Any required third-party software will be the responsibility of Client to obtain.
18. Client is responsible for the remediation of all items not supported by OneDrive for Business.
19. Client is responsible for ensuring that third-party applications affected are compliant with Microsoft 365/OneDrive for Business.
20. Client is familiar with the limitations for OneDrive for Business imposed by Microsoft 365 Online Services.



21. All images and color guidelines for any SharePoint or EMS branding will be provided by Client.
22. All OneDrive for Business work will be limited to out-of-the-box functionality.
23. SharePoint training will require site collection admin access for trainees.
24. Client understands and acknowledges the following items are functions by design of the Microsoft 365 online environment:
  - a. No such thing as seamless migration:
    - i. There is always user impact; it is either low impact or high impact. After migration to cloud, user will receive message stating admin made changes; need to close outlook and open again. This will happen twice. When they open, they will be prompted for a username and password
  - b. Each session to a Microsoft 365 mailbox requires credentials:
    - i. Microsoft relies heavily on the local credential manager on the operating system to make that process appear seamless to the end users; however, when the end user changes their password, they will be prompted in Outlook for the new password at next logon
  - c. Delegation mailbox access issues:
    - i. Users on-premises cannot manage a mailbox off-premises and vice versa. For example, if an executive is migrated to Microsoft 365 and his/her executive assistant is not, the assistant will not be able to access the executive's mailbox to manage his/her email, calendar, etc.
  - d. Distribution lists:
    - i. Dynamic distribution lists are not supported and need to be recreated using the fields that are synchronized and/or the custom fields that would need to be populated
    - ii. Synchronized distribution lists can only be managed from the on-premises AD environment. If the distribution list needs to be managed by someone moved to Microsoft 365, who does not have access to modify it in AD, it will need to be recreated in the cloud
  - e. Delays in displaying information:
    - i. Cross forest free/busy (on-premises to Microsoft 365 and vice versa) can take additional time to display
    - ii. Calendar updates can often be delayed based on the synchronization of the data from the Client to the cloud
    - iii. Messages can sometimes be delayed or arrive out of order
    - iv. Users will be able to access all files only online until the initial OneDrive for Business synchronization to the user's local computer has completed
  - f. Post-migration related problems:
    - i. Mobile devices will need to have the profile deleted and recreated
    - ii. If Autodiscover is set up correctly then it is relatively easy and end user instructions can be provided
    - iii. Administrative users might require additional intervention; however, they can be discovered before migrating
    - iv. If the Outlook customers are not fully patched, the user will not be able to access their mailbox via Outlook and will have to rely on OWA until their customer is patched
  - g. Public folders coexistence:
    - i. This is possible but the user experience will be slow
25. Client will provide mobile devices and Client/tablet devices for testing.

26. During the engagement, Insight will be configuring, migrating, managing or supporting Microsoft 365 services on behalf of the Client. Insight will be associating our Microsoft Partner ID to the 365 services that we assisted with as part of this engagement through a process directly with Microsoft. The Client must provide Insight their Microsoft Tenant ID and Sub-domain (.onmicrosoft.com) in order for us to complete our association within 5 days of the start of the engagement. Please list it below or email it to Insight directly at FastTrack@insight.com .

Microsoft Tenant ID: af5fa057-d92d-4799-9857-ab5d6d03669f

Sub-domain (.onmicrosoft.com): IowaMAC.onmicrosoft.com

This association allows Insight to meet Microsoft partnership requirements based on the Client's usage attributed to our Partner ID. It does not give Insight access to any services or data that was not explicitly granted by the Client. Microsoft validates this association by sending the Client a consent email. If the Client consents to the association request, no action is required from the Client. The Client will agree to consent to the association request and the association will be maintained for a period of no less than 12 months after the completion of the engagement.

27. Microsoft Incentive Fee Payment to Digital Partner of Record: Microsoft's Online Services Usage and Azure Incentive Program is available to their Gold Partners and provides Insight possible incentives based on Client's consumption revenue for the incentive period ending September 30, 2020.
28. Governmental Entity shall be responsible to provide a project point of contact with decision-making authority to support the scope of Services and Deliverables described in this SOW and shall ensure that the proper personnel are reasonably available to review each completed Milestone, Service or Deliverable upon notification of completion by Insight.
29. If applicable, Governmental Entity will provide site contacts for each Governmental Entity location. Each such contact will provide Insight with applicable details regarding his/her site, and will coordinate or perform required onsite work, as reasonably requested by Insight and Governmental Entity IT, for the duration of the project.
30. Governmental Entity will provide Insight the necessary access to internal experts, location(s), critical systems, applications, workspace, and equipment (telephones, faxes, LAN connectivity, printer access, dial-out modem lines, passwords, keys, etc., as applicable) required at each field location to complete the project. Access to Governmental Entity systems will be provided to Insight via either onsite direct access or remote/VPN access. If Governmental Entity does not allow remote/VPN access to Governmental Entity systems and remote work is necessary, then Governmental Entity will make local resources available to be utilized by Insight to accommodate for this lack of access. If Governmental Entity cannot provide access or local resources, then additional project duration, labor hours, and others costs may be incurred and due to Insight by Governmental Entity.
31. If applicable, Governmental Entity will provide the necessary hardware, software, tools, and permits required for the successful completion of the project prior to Insight's arrival. Further, Governmental Entity is responsible for all licensing requirements to be compliant per their own agreements.
32. Governmental Entity is responsible for all product and material, including distribution and transport of Governmental Entity-owned product and material, unless otherwise specified in writing. Product and material is defined as any item purchased, owned and/or provided by Governmental Entity (or others) that Insight is required to use for fulfillment of any Services and Deliverables described herein.
33. If applicable, Governmental Entity is responsible for providing adequate and secure onsite storage for all Governmental Entity-owned product and material unless otherwise specified in writing.
34. If applicable, Governmental Entity will be responsible for: (a) back-up and/or data migration of existing data unless otherwise agreed to by Insight; (b) computer system and network designs; and (c) component selection as it relates to the performance of the computer system and/or the network.
35. Governmental Entity is responsible for maintaining physical, electronic, and procedural controls to ensure the confidentiality, integrity, and availability of Governmental Entity's information on all applicable Governmental Entity computing systems used to store or transmit Governmental Entity's information, in accordance with current applicable industry standards and best practices.

36. Governmental Entity is responsible for managing and maintaining: (a) reasonable firewalls and, if appropriate, encryption; (b) regular back-ups of Governmental Entity's information; and (c) least-privileged-based access controls (including provisioning, de-provisioning, authentication, authorization, and accountability controls).
37. Governmental Entity and its employees, contractors, and agents will: (a) cooperate with any reasonable request of Insight in order to perform or provide Services and Deliverables as described, (b) provide input throughout the project and will review progress at review meetings requested by Insight; and (c) provide Insight with access to all of Governmental Entity's information, documentation and technology, necessary for Insight to perform the Services and Deliverables as described, including a list of all Governmental Entity and third-party contacts necessary for Insight to do so. Such cooperation, input, access, and license are critical to this project, and Governmental Entity's representation at all review meetings is essential. If applicable, Insight is hereby granted and shall have a nonexclusive, royalty-free license, during the term of the Services, to access and use the Governmental Entity Technology solely for the purposes of delivering the Services or Deliverables to Governmental Entity. "Governmental Entity Technology" shall mean any intellectual property owned by Governmental Entity that will be used by Insight in performing the Services or providing the Deliverables under this SOW.

## **2.6 Resource Team**

Project Sponsor, Iowa Office of the Governor – Paul Trambino  
 Project Sponsor, Iowa Office of the Chief Information Officer - Steve Kinney  
 Services Account Executive, Insight – Peter Gleek  
 Account Executive, Insight - Shawn Wood  
 Services Director, Insight – Rik Foote  
 Services Manager, Insight – Troy Guild  
 SOW Prepared by, Insight – Ismar Alikadic and Danielle Lonson

## **2.7 Change Order Procedure**

If an alteration to the scope of work in this SOW, including Services, hours needed to complete work, milestones and related pricing, is identified by either party; it shall be brought to the attention of the other party's management by completing and submitting a change order pursuant to and in accordance with the process set forth in Section 3.1.4 of the Agreement. A sample change order is attached to and incorporated into this SOW as Attachment 1. Each Party's respective management will review the form to determine whether a modification to the scope is necessary and what effect the implementation of such change may have on the project. If any such change causes an increase or decrease in the cost or time required for performance of the work, the price and/or delivery schedule shall be equitably adjusted and identified within the change order. Estimated turn-around time for such determination is 5 days. If both Parties mutually agree to implement the change in scope, the change order will be incorporated into the SOW as an addendum when signed by authorized representatives of both Parties. If either Party rejects a request for a change in scope or if the Parties cannot agree on an adjustment, Insight shall proceed to fulfill its obligations in accordance with this SOW as previously agreed upon.

Note: When contract 4400006644 (RFP2000001701) expires, no Change Requests for additional Services will be accepted.

## **3 SCHEDULE**

### **3.1 Start Date**

The project start date will be mutually determined upon receipt of this signed SOW and, if applicable, a valid Purchase Order (PO). A minimum lead time of 20 business days from receipt of both documents may be required for scheduling purposes.

### **3.2 Estimated Duration**

The Project's duration will be approximately 4 weeks.

## 4 PRICING/INVOICING

### 4.1 Time and Materials Pricing

This engagement will be billed on a time and materials basis. Costs incurred by Governmental Entity will be based on the daily minimum listed in the Pricing Notes below or actual time worked, whichever is greater. Governmental Entity will not reimburse Insight for travel expenses, if any are required.

Charges will be calculated based on the following rates.

Market Tier	Resource - Labor Category	Insight List Price (Hourly Rate)	Minimum Contract Discount	Maximum Contract Price (Hourly Rate)	Actual Price (Hourly Rate)	Estimated Hours	Extended Price
2	Architect Sr - Category N	\$270.00	15%	\$229.50	\$215.00	32	\$6,880.00
2	Consultant Sr - Category J	\$210.00	20%	\$168.00	\$160.00	40	\$6,400.00
2	Consultant Sr - Category J	\$210.00	20%	\$168.00	\$160.00	120	\$19,200.00
2	Project Manager - Category L	\$222.00	15%	\$188.70	\$176.00	48	\$8,448.00
<b>Total Not To Exceed Amounts</b>						<b>240</b>	<b>\$40,928.00</b>

### 4.2 Pricing Notes

- For purposes of offer and acceptance, pricing presented in this SOW is valid for 30 days from the date set forth in the header of this SOW. Upon execution, pricing shall be as agreed to by the Parties as set forth in the final executed SOW.
- Pricing and estimated time to complete this engagement are based upon Governmental Entity providing necessary access to internal experts, location(s), all critical systems, applications, and hardware required to complete the project.
- If an Insight engineer arrives on site per an agreed-upon schedule and is unable to start or complete the project due to any Governmental Entity, site, and/or equipment issues, a fee equal to time expended will be incurred. Insight will have 10 business days to schedule the return visit, if required.
- Insight has a support agreement with Microsoft Premier. Any support issues that require escalated support to Microsoft Premiere will utilize the Governmental Entity's Microsoft Premier agreement.
- This SOW assumes Services will be performed over a consecutive timeframe unless otherwise provided herein.
- Insight is not responsible for delays or repeated tasks caused by factors outside Insight's control. These factors include, but are not limited to, availability of Governmental Entity personnel, equipment, and facilities.
- In order for Insight to accept Purchase Orders against this contract, Client must be registered with the Omnia/Omnia Partners Government Purchasing Alliance. Registration can be completed by going to <https://www.omniapartners.com/publicsector>.

### 4.3 Invoicing

Insight will invoice on a monthly basis for the minimum hours worked or actual hours worked, whichever is greater, plus any travel-related expenses and taxes incurred (if applicable).

## 5 SPECIAL TERMS, CONDITIONS AND ASSUMPTIONS

### 5.1 Order of Precedence

Where the terms and conditions of this SOW conflict with the terms and conditions of the State of Iowa, Technology Products, Services, and Solutions Master Agreement, Contract No. 2018 BUS 0105, the terms and conditions of Contract No. 2018 BUS 0105 shall prevail.

## 5.2 *Project Kickoff*

A project kickoff meeting will be held to review project expectations, discuss IT infrastructure design, discover any possible problems/risks, and formulate an appropriate plan (including a firm engagement schedule and downtimes).

## 5.3 *Business Hours*

Work will be performed during normal business hours unless otherwise mutually agreed upon. Normal business hours are defined as an 8-hour day, Monday through Friday, excluding designated Insight Holidays.

## 5.4 *Project-Specific Assumptions*

1. The estimated duration and associated fees presented in this SOW are based on the following assumptions. Should any element(s) of these be lacking during execution of the Services or provisioning of the Deliverables, additional time, associated fees, and expenses may be required.
2. MigrationWiz has been selected as the migration toolset. Purchase of this tool will be required in order for this SOW to be completed. A separate purchase quote will be provided for the toolset.
3. Insight often makes use of internally available toolsets that must be run by an Insight consultant. Standard health check documentation assumes the use of these tools. If Client is performing the assessment internally, individual support tools may be suggested. However, the exact command format and switches will be up to Client to determine. Any health check performed in this scope of work is not designed to be an exhaustive review but a targeted assessment to identify issues and determine suitability for the targeted upgrade/implementation.
4. Users will not be able to see Free busy information in between Google and O365 until all users' mailboxes are migrated from Google to O365. O365 users will not be able to access Google GAL global address list.
5. During directory/mailbox migration, users will experience disruptions in mail and calendaring service including users who are delegates of other user mailboxes. Insight assumes a reasonable level of service outage will be allowed. The solution and migration are not full fidelity with any outage, and some downtime is required to accomplish the migration.
6. Documentation Deliverables are based on Insight's industry standard templates containing repeatable, common configuration, and standard operating procedure information. Client-specific information will be entered to show project-related configuration detail where appropriate.
7. Google General Info: What is and is not migrate by the Migration WIZ toolset
  - a. Cannot migrate items that are not supported by the Destination, although, in some cases, we can convert items from the Source to something that is accepted on the Destination, e.g., Google Docs in Google Drive to Microsoft Word in OneDrive for Business.
  - b. MigrationWiz is a content migration solution. Our service does not perform any of the following:
    - Migration of client-side settings.
    - Provisioning of accounts.
    - Active Directory-related object creations or synchronization.
    - .NK2 file migration.
    - Propagation of updates, deletes, or moves of items previously migrated from prior migration. passes, because we do not have "live" monitoring of changes (as with a sync agent), and we cannot handle scenarios such as conflict resolution without user interaction.
    - Migration of version history for any system.

- c. Google Drive Migrated
    - Folders; Shared Folders in your Drive; Permissions; G Suite native files (except Google Forms); Code Files; Documents; Images; Executables; Videos; Audio Files.
8. GSuite: Which Items Are & Are not Migrated by MigrationWiz
- a. Migrated
    - Inbox; Folders/Labels; Email; Muted Email (as regular email); Contacts; Calendars (including links for Google Hangouts within calendar meetings); Calendar Notifications.
    - Note: Links for Google Hangouts are a new default feature added to Google Meeting. Microsoft Office 365 doesn't have the corresponding property to map. Therefore, when migrating to Office 365, the links for Google Hangouts are added to the beginning of the meeting description body text on Office 365.
  - b. Not Migrated
    - Calendar Reminders, Appointments.
    - As Source.
    - Note: We can only migrate items that are visible through IMAP.
    - Calendar Attachments (25MB and smaller); Calendar Reminders; Tasks; Chats and chat history; Google Groups for Business (including forums and collaborative inboxes); Google Categories (i.e., the Google category flags: Social, Promotions, Updates, Forums); Email attachments that are links to Google Drive; some calendar colors.
    - Note: All color category meta tags are transferred over, but Office 365 does not have direct color mappings from Google G Suite, and so certain colors do not get mapped over, thus the colors are not displayed in Office 365 for the calendar entries.
    - As Destination.
    - Calendar Attachments; Exceptions of recurring appointments; Google Groups for Business (including forums and collaborative inboxes).
9. If applicable, any onsite skills transfer that takes place during this project will not replace the manufacturer's formal system implementation and administration classes.
10. Insight has no obligation to mount, affix, or otherwise fasten any cable, hardware, or other product to any building or structure (inside or outside), and Insight has no obligation to run cable above, under, behind, or through any ceiling, floor, or wall of any building or structure. If such services are requested by Client, such services may be performed by Insight only to the extent permitted by applicable law and will be subject to a Change Request for additional services.
11. Each party agrees that personnel will 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 a service request if the request falls outside their scope of experience and expertise.
12. The following are considered out-of-scope and are not part of the Services:
- a. Base OS build and configuration
  - b. Exchange Deployment, rich-coexistence, hybrid setup
  - c. Hyper-V/VMWare virtual host/guest implementation and configuration
  - d. Third-party "bolt-on" applications (RightFax, BES, Archiving, Mobile Device Management Solutions, etc.)
  - e. Desktop or mobility client updates

- f. Exchange end user and administration training
- g. SMTP/public folder dependent application reconfiguration
- h. Updates and modifications to desktop application packages
- i. Unified messaging
- j. Microsoft SharePoint Designer and InfoPath toolsets
- k. Visual Studio and App Store development
- l. Branding development
- m. Unsupported configurations
- n. PST Migration
- o. Electrical or cabling services
- p. Formal user training

### **5.5 Constraints**

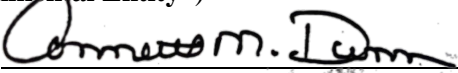
Work that is not included in the Scope section is considered to be out of scope. Any out of scope work must be verified and pre- authorized by Insight prior to commencement through the Change Order process.

**6 SIGNATURES**

**IN WITNESS WHEREOF**, the Parties have caused their respective duly authorized representatives to execute this Purchasing Instrument, which is effective as of the date of last signature, below.

Iowa Office of the Governor  
("Governmental Entity")

Insight Public Sector, Inc.  
("Vendor")

By: 

By: \_\_\_\_\_

Name: Annette M. Dunn

Name: \_\_\_\_\_

Title: Director

Title: \_\_\_\_\_

Date: 7/23/2020

Date: \_\_\_\_\_



The following section must be completed before this SOW can be processed:

**Invoicing Procedures:**

**1. Method (Governmental Entity to select one option below):**

- Mail Invoice** - Hard copy invoice will be mailed to:

Company Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Attention: Accounts Payable or: \_\_\_\_\_ Accounts

Payable Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_

- Email Invoice** - Invoice copy will be sent electronically via e-mail to:

\_\_\_\_\_

**2. PO Process (Governmental Entity to select one option below):**

- Governmental Entity issues system-generated POs or internal reference numbers for service engagements.

Please fill in the PO Number below and attach a hard copy of the PO to this signed SOW.

Note: Services cannot be performed until a hard copy of the PO is received, or Billing Reference is provided.

**PO Number:** \_\_\_\_\_ **PO**

**Release Number (if applicable):** \_\_\_\_\_ **Internal**

**Billing Reference Number/Name:** \_\_\_\_\_

- Governmental Entity does NOT issue system-generated PO for service engagements.

Accordingly, performance of and payment for any Services under this SOW do not require, and are not contingent upon, the issuance of any PO or other similar document.

<b>VENDOR NUMBER (CODE):</b> 2100702	<b>End User:</b>	<b>IGOV</b>	<b>Requestor:</b> Steve Kinney
<b>Vendor Name:</b> <u>Insight Public Sector SLED</u>			<b>Phone #</b>
<b>Address:</b> <u>6820 S Harl Ave</u>			
<b>City, State, Zip:</b> <u>Tempe AZ 85283-4318</u>			

<b>Bill To: 027</b> Office of the Chief Information Officer 1305 E Walnut, 3rd. Floor Des Moines, IA 50319 E-Mail: DAS.Finance.payables@iowa.gov	<b>Ship To: 038</b> Office of the Chief Information Officer Hoover Bldg., Level B 1305 E. Walnut Des Moines, IA 50319
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**Document Description:** (Short description of project sufficient to give the Chief Information Officer or designee information for purposes of facilitating consideration and approval.)

Insight will provide the applicable and necessary labor, supervision, maintenance, consultation, and/or materials to perform the Services and provide the Deliverables described in SOW 16489. For purposes of SOW v3 16489, "Deliverables" means any materials produced in the course of performing Services listed or specifically required to be delivered to OCIO under SOW v3 16489.

Qty	Unit	Contract Line on Master Agreement	Commodity Code	Description	Unit Cost	Total Cost
40,928	ea		91828	Google to Office 365 migration for IGOV	1.00	40,928.00
				Total Not To Exceed Amounts 240 hrs or total cost \$40,928.00		
				Per Insight 16489-SOW - Document Date : 07-JUL-2020		
				Steve Kinney		

**For Internal use Only:** Tracking#: sjk2007090939  
Contract DB#: FW1595856696406 **40,928.00**

Line	Fund	Agency	Orgn/Unit	Sub Unit	Object	Dept Object	eDAS	Activity	TOTAL
	0689	185	1030	30	3820	4219	454G	-	40,928.00

**\*\*NOTE:** Any Contract, Purchase Order, Change Order, Expenditure, Amendment, etc. where the total dollar amount exceeds \$5,000 needs to be approved by the DAS Director or designee.

**Contract #:** 2018 BUS 0105 **If not on a state contract, attach the following:**  
 1. Copy of the TSB Notice (must be posted for 48 hrs. before doing step #2 or #3). To Post call Lois Schmitz (242-6118) or Barb Sullivan (281-5922).  
 2. Attach Informal Bid (forms). Emergency (forms) or Sole Source (forms)  
 3. If goods (products) submit to DAS-GSE-Purchasing to bid out. If service you may use informal bids OR submit to DAS-GSE-Purchasing.