

Town of Vienna VoIP Project

Microsoft Active Directory Consolidation

SOW # 102400027

Version 1

PRESIDIO™

January 22, 2014

Presidio Networked Solutions, Inc.

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Greenbelt, MD 20770

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Statement of Work (SOW) Overview

Presidio Networked Solutions, Inc. (Presidio) is pleased to present a statement of work to provide professional services to Town of Vienna.

This Statement of Work defines the scope of work to be accomplished by Presidio. The tasks to be performed by Presidio are defined and the responsibilities of Presidio and Town of Vienna are contained herein as well.

Any deviations that arise during the proposed project and/or any changes to this Statement of Work will be processed through the procedure described in the "Project Change Control Procedure" (Appendix B). The investigation and the implementation of changes may result in modifications to the Estimated Schedule, Charges, or other terms of this Statement of Work.

The Statement of Work includes the following sections:

- Scope of Services
- Key Assumptions
- Statement of Work Agreement
- Milestone Sign-off(s)

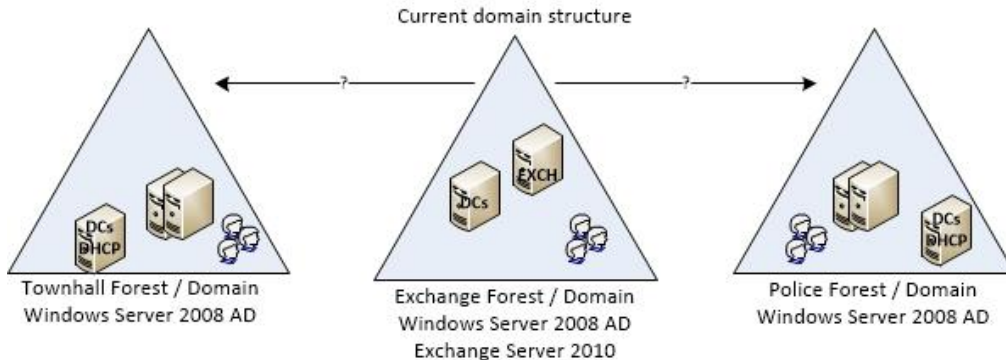
The following appendices are incorporated in and made part of this Statement of Work:

- Appendix A - Deliverable Review and Acceptance Procedure
- Appendix B - Project Change Control Procedure
- Appendix C - Project Change Request Form

Scope of Services

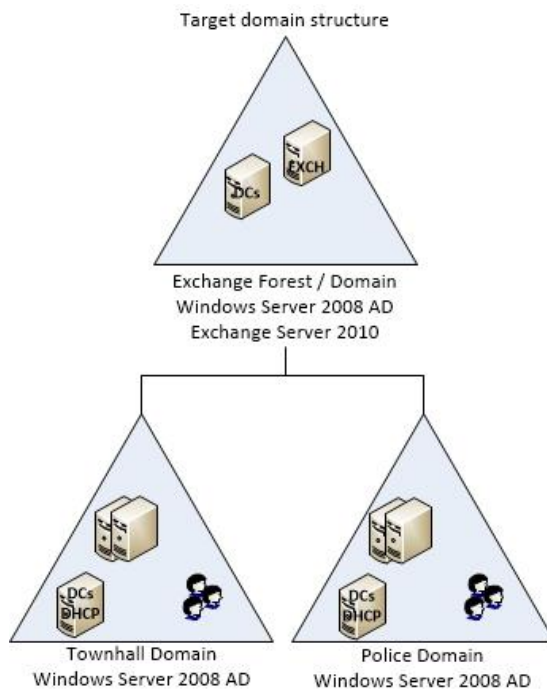
Background

In a conference call held on Monday, January 13, 2014, the Town of Vienna requested a scope of work from Presidio for a domain consolidation. The diagram below shows the current domain structure as Presidio understands.



Scope

The goal for the project is to restructure the network to look like the diagram below. From information collected in the conference call, Presidio also understands the following about the Town of Vienna's network:



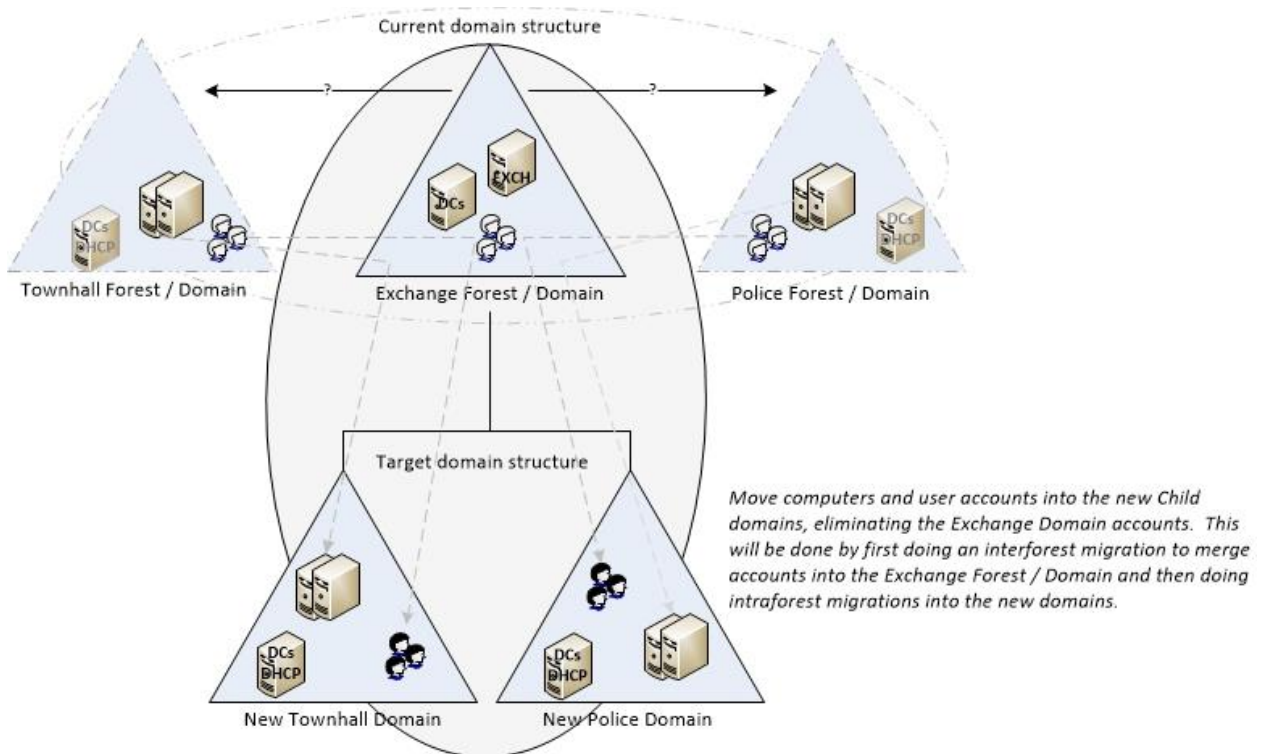
- The Townhall domain has approximately 20 servers and 120 computers and users. The Townhall servers are primarily in one location with the exception of one F&P server and one domain controller.

- The Police domain has approximately 17 servers and 40 computers and users. The Police servers are in one location.
- There are SQL databases and some applications that rely on Active Directory for authentication
- Workstations are Windows XP / 7
- There is a Hyper-V infrastructure available for new servers if needed.
- The Exchange Forest / Domain has enabled mailbox enabled user accounts; users must enter (or save) their Exchange Forest / Domain credentials to access email.

The Town of Vienna is looking to have the consolidation completed by the end of April.

Presidio sees the consolidation as being a two-step process. The first step is an inter-forest consolidation into the Exchange Forest / Domain. This will allow the Townhall and Police accounts to be merged with the Exchange accounts, preserving account SIDs necessary for resource access. The second is an intra-forest restructuring, moving accounts into new child domains.

The diagram below shows a high level view of the proposed migration process.



Because of the complexities that can be involved with migrations such as the one being proposed Presidio is building in assessment and testing tasks into the proposal. Having the following systems and accounts prepared by the Town of Vienna IT staff prior to the engagement will save significant time. The labor estimate assumes these items will be prepared prior to the engagement.

- Two test accounts in the Townhall domain and two test accounts in the Police domain, all four with mailbox accounts in the Exchange domain.
- Populate the test account's mailboxes with some messages.

- Create a test group in both the Townhall and Police domains and populate with the respective test accounts.
- Create a test file share in each domain (on a file server) and grant permissions to the test accounts and/or group.
- Build one small (minimum specs) Windows Server 2008 virtual machine (VM) and install SQL Express, creating a test database. Join this SQL server to the Townhall domain and grant some permission to the test accounts / groups.
- Build two small (minimum specs) Windows 7 workstation virtual machines, one joined to the Townhall domain and one to the Police domain.
- Login to the Townhall domain Windows 7 VM with the two Townhall domain test accounts and login to the Police domain Windows 7 VM with the two Police domain test accounts. This will create profiles that will allow security translation testing.

Project Phases

The phases for this project consist of the following:

- Phase 1 - Kick-off
- Phase 2 - Preparation
- Phase 3 - Deployment
- Phase 4 - Closeout

Phase 1 – Kick-off

In order to introduce the appropriate parties from both Town of Vienna and Presidio on the project, a project kick-off meeting will be held. The required attendees for the kick off meeting will be Presidio's lead engineer, and Town of Vienna's project lead and technical representative(s).

During the project kickoff meeting the content of this SOW will be reviewed to ensure that there is a clear understanding between Presidio and Town of Vienna as it relates to roles and responsibilities of this project. The project kickoff phase should be held in person with the client and attended by as many Presidio resources as is reasonably possible.

Presidio Responsibilities for Phase 1:

- Conduct a project kick off meeting and document key timeline objectives

Town of Vienna Responsibilities for Phase 1:

- Attend a project kick off meeting and identify key timeline objectives

Required Resources for Phase 1:

- Presidio lead engineer
- Presidio account manager
- Town of Vienna project lead and technical representative(s)

Deliverables for phase 1:

- Project kick-off packet

Phase 2 – Preparation

The purpose of this phase is to perform a basic health check and verify test environment.

Presidio Responsibilities for Phase 2:

- Perform a basic health check of Active Directory and Exchange Server

- Verify / Prepare test environment
- Install the ADMT 3.2 tool in the Exchange domain, configuring password synchronization (optional).
- Verify / Configure domain trusts, enabling SID History migration.
- Test migration to Exchange domain
 - Migrate the test accounts with SID history, merging them with the Exchange domain accounts
 - Login and verify email access and functionality
 - Migrate Windows 7 test computers (VMs) and verify security translation.
 - Verify user login and resource access (file shares, SQL, etc)
 - Migrate Windows Server 2008 test computer (VM) and verify SQL access and permission updates.
 - Document the test results and review with Town of Vienna IT staff, making adjustments to the project plan as needed.

Note – If testing reveals there will need to be a significant modification to the project plan Presidio reserves the right to update the scope of work and costs.
- Build new child domains
 - Build two Windows Server 2008 virtual machines as domain controllers for each domain.
 - Configure DNS and DHCP
- Test migration to the child domains
 - Migrate the test accounts with SID history to their respective domains
 - Login and verify email access and functionality
 - Migrate Windows 7 test computers (VMs) and verify security translation.
 - Verify user login and resource access (file shares, SQL, etc.)
 - Migrate Windows Server 2008 test computer (VM) and verify SQL access and permission updates.
 - Document the test results and review with Town of Vienna IT staff, making adjustments to the project plan as needed.

Note – If testing reveals there will need to be a significant modification to the project plan Presidio reserves the right to update the scope of work and costs.
- Review applications that rely on Active Directory authentication and document steps required post migration

Town of Vienna Responsibilities for Phase 2:

- Provide proper level of physical and logical access to all servers and services that fall within the scope of this Statement of Work.

Required Resources for Phase 2:

- Presidio lead engineer
- Town of Vienna project lead and technical representative(s)

Phase 3 – Deployment

Based on information gathered during the technical workshop the Presidio lead engineer will install the equipment as much as possible offline. Once approved by Town of Vienna, Presidio will plug the equipment into the network and start the implementation process. Once implementation has been completed, Presidio will perform a series of system functionality tests and failover tests as identified during the technical workshop and requirements gathering.

Presidio Responsibilities for Phase 3:

Migration to the Exchange Domain

1. At the scheduled time, migrate accounts with SID history from both domains, merging them with the existing Exchange domain accounts and then verify user access to resources.
2. Run security translation on a pilot group of workstations from each domain and migrate them into the Exchange domain, verifying functionality.
3. Run security translation on the remaining workstations from each domain and migrate them into the Exchange domain, verify functionality.
4. Run the security scan on a pilot group of servers from each domain and migrate them into the Exchange domain, verifying access to resources.
5. Run the security scan on the remaining servers from each domain and migrate them into the Exchange domain, verifying access to resources.

Migration to Child Domains

1. At the scheduled time, migrate accounts with SID history from both domains, merging them with the existing Exchange domain accounts and then verify user access to resources.
2. Run security translation on a pilot group of workstations from each domain and migrate them into the Exchange domain, verifying functionality.
3. Run security translation on the remaining workstations from each domain and migrate them into the Exchange domain, verify functionality.
4. Run the security scan on a pilot group of servers from each domain and migrate them into the Exchange domain, verifying access to resources.
5. Run the security scan on the remaining servers from each domain and migrate them into the Exchange domain, verifying access to resources

Town of Vienna Responsibilities for Phase 3:

- Participate in system functionality testing

Required Resources for Phase 3:

- Presidio lead engineer
- Town of Vienna project lead and technical representative(s)

Phase 4 – Closeout

Once all of the above phases have been completed, the Presidio project manager will pull together the appropriate resources from Town of Vienna and Presidio to conduct a closeout meeting.

The purpose of this meeting is to ensure that all the tasks that have been identified in this SOW or any change orders have been completed. In addition this will provide Town of Vienna the opportunity to raise any open issues that need to be addressed either as part of this SOW, a change order, or a new SOW. The project closeout meeting should be held in person with as many Presidio resources in attendance as is reasonable.

Presidio Responsibilities for Phase 4:

- Perform a project closeout meeting

Town of Vienna Responsibilities for Phase 4:

- Attend a project closeout meeting

Required Resources for Phase 4:

- Presidio lead engineer
- Presidio account manager
- Town of Vienna project lead and technical representative(s)

Key Assumptions

Presidio made the following assumptions when developing this Statement of Work. These assumptions serve as the foundation to which the project estimate, approach and timeline were developed. Any changes to the following assumptions must be processed using the procedures the section titled “Project Change Control Procedure” (Appendix B).

Project Assumptions:

- The Town of Vienna will provide remote access and login credentials for the consultant's access.
- The test accounts and computer systems will be built and configured prior to the engagement beginning.
- The Town of Vienna is responsible for updating applications, if needed, post migration. This includes updating configurations or authentication methods.
- The Town of Vienna is responsible for updating SQL security, if needed, post migration.
- Town of Vienna IT staff are responsible for end user and desktop support.

Technical Assumptions:

- Workstation operating systems are Windows 2000, Windows NT, Windows XP, Windows Vista, or Windows 7.
- Sufficient power, static IP address and internal network connectivity will be available for the new server hardware.
- All server hardware and other computer hardware will be fully assembled and functional prior to Presidio arrival.
- Appropriate software license and media will be on-site prior to Presidio arrival.

General Assumptions:

- Presidio will perform most of the Services under this Statement of Work during normal business hours, 8:00 a.m. to 5:00 p.m. (local time) Monday through Friday, except Presidio holidays, unless otherwise specified.
- All Presidio activities on this project may be performed remotely. When onsite work is required, the majority of such work will be performed at the Town of Vienna, Fairfax, Virginia location.
- When onsite, personnel will be expected to work towards the completion of the project. It is expected that Town of Vienna may use a limited amount of time from them to assist with questions and items of an advisory nature regarding the existing environment. The onsite resources will cooperate in these matters provided it does not result in a significant deviation from the project plan. In the event that issues arise requiring a higher time commitment from Presidio, Presidio will discuss any fee and schedule impact with the appropriate Presidio representative and complete an approved Change of Scope Request. Presidio will discuss any such changes directly with Town of Vienna.
- Town of Vienna is responsible to provide, or procure through us or their current suppliers, all server or other hardware and software licensing as specified in this proposal.
- Town of Vienna is responsible for all software licensing compliance. Town of Vienna will provide all necessary documentation and diagrams describing the current computing environment and architecture.
- Presidio estimates that the engagement as outlined above should take **approximately 88 hours** to complete, with project duration of 3 weeks depending on resource availability. This is a preliminary estimate and is subject to change based on changes to the scope of work.

Statement of Work Agreement

This Statement of Work (SOW) Agreement applies to the performance, invoicing and payment of services only. Terms for delivery, invoicing and payment of other items such as hardware, software and maintenance are excluded from this agreement.

This Agreement is made between Presidio Networked Solutions, Inc. (Presidio), a corporation under the laws of Florida, and Town of Vienna (Customer), a corporation organized under the laws of _____ and located at _____.

Upon acceptance of this Agreement (as indicated by its execution below) Presidio agrees to provide to Customer, and Customer agrees to purchase from Presidio, services in accordance with this SOW and the following terms and conditions.

1. Presidio will have satisfied the provisions of this Statement of Work when any of the following occurs:
 - a. Presidio accomplishes the tasks described under "Scope of Services".
 - b. Town of Vienna notifies Presidio, in writing, that further Services are not required.
 - c. Either party terminates this Statement of Work under the terms of the Agreement.
2. Presidio shall complete the following milestones in accordance with this SOW. Customer will be notified in writing as each milestone is satisfied and presented with an acceptance form. Upon notification, Customer has up to ten (10) business days to provide Presidio a written account of any deviations from the tasks as described within the SOW. If no issues are documented within the ten (10) business days, the task shall be considered satisfied.

<u>Kick-off</u>	<u>\$ 2711</u>
<u>Preparation</u>	<u>\$ 6779</u>
<u>Deployment</u>	<u>\$ 12202</u>
<u>Closeout</u>	<u>\$ 5423</u>
<u>Total</u>	<u>\$ 27115</u>

3. Presidio shall invoice Customer as indicated above and in the section titled "Expenses" for the services plus applicable expenses according to this SOW.
4. By signing below the Client acknowledges that Presidio has incurred substantial recruitment, screening, training, administrative and marketing expenses with respect to their personnel, and that the identity, telephone number, address, skills, qualifications, preferences and work history of the personnel constitute trade secrets of Presidio. Accordingly, Client agrees not to directly or indirectly utilize, offer to hire, hire on a permanent or part time basis or engage as an independent contractor or free-lancer, any Presidio personnel assigned to Client by Presidio during any such assignment and for a period of 24 months after completion of such assignment, except through Presidio. Client also agrees not to permit or cause any such personnel to work on Client's premises or for Client through any other firm or while on the payroll of any other firm for a like period, without the expressed prior written consent of Presidio.
5. Having carefully read all provisions of this Agreement, Customer acknowledges that this is a final expression of the terms and conditions among the parties. There are no representations, warranties or stipulations, either oral or written, not contained herein. Until accepted and signed by an officer of Presidio, this Agreement shall not become effective and shall not constitute a binding contract.

Quote valid for 30 days from date shown above. Prices may NOT include all applicable taxes and shipping charges. All prices subject to change without notice. Supply subject to availability.

This quotation subject to Presidio Standard Terms and Conditions as follows:

Credit: Net 30 Days (all credit terms subject to prior Presidio credit department approval)

The price included herein reflects a 3% discount for payment by cash, check or wire transfer. This discount will not apply in the event that customer pays using a credit card or debit card.

Delivery: FOB origin (FOB destination (CONUS) applicable to Federal Government Customers only) Orders shipped from a manufacturer to Presidio at customer request for warehousing, configuration, storage or otherwise, shall be deemed to have been shipped to customer FOB origin.

Changes to the above Terms and Conditions must be accepted in writing by Presidio Networked Solutions

Preprinted terms appearing on Customer Purchase Orders must be accepted in writing by Presidio Networked Solutions to be applicable.

Size Business: Large; CAGE Code: 0KD05; DUNS 15-405-0959; CEC: 15-506005G; Tax ID# 58-1667655

Product is warranted by the Manufacturer, not by Presidio Networked Solutions. Please consult Manufacturer for warranty terms.

Opened product is non-returnable. Unopened equipment is non-returnable after 30 days from shipment date. Presidio reserves the right to deny RMA requests in the event the Manufacturer will not provide for an authorized return. If integration of product is performed at a Presidio facility, transfer of ownership occurs as of inception of integration regardless of shipment terms as manufacturers will not accept return of open product.

Please inspect equipment thoroughly against packing list before opening.

Pricing for Professional Services are best-effort estimates only. Actual pricing will be finalized as part of a mutually-agreeable Statement of Work.

Import Clearance and Documentation - Customer shall be responsible for the Customs clearance process, where applicable, and for obtaining any and all required license and permits as well as satisfying any formalities required to import the Products into the Territory in accordance with all applicable laws and regulations, including but not limited to the payment of duties, taxes, surcharges, fees and any special assessments and take all other actions required in connection with the importation and Customs clearance of Products. Customer shall be responsible for ensuring documentation necessary for the import and Customs clearance process and recordkeeping meets all applicable laws and regulations.

Export Controls - (i) Customer shall comply with all applicable Export Control Laws, including but not limited to the U.S. Department of Commerce's Export Administration Regulations, in the performance of this Agreement and in the import, export, re-export, shipment, transfer, use, operation, maintenance, repair or disposal of Products and any related parts, components, accessories, know-how or technology. "Export Control Laws" means all export control, economic sanction and antiboycott laws and regulations of the United States and other jurisdictions, including but not limited to the U.S. Export Administration Regulations, the U.S. International Traffic in Arms Regulations and the U.S. Department of Treasury's economic sanctions regulations. (ii) Product and any related parts, components, accessories, know-how and technology must not be re-exported or transferred to restricted persons and sanctioned countries designated by the U.S. Government, including Cuba, Iran, North Korea, Sudan and Syria, unless authorized in advance by the Company and the U.S. Government. (iii) Customer acknowledge that transfers of Product and any related parts, components, accessories, know-how and technology may be subject to the terms and conditions of an export license, license exception or

other authorization pursuant to Export Control Laws. Customer agree to comply fully with the terms of any licenses, license exceptions or authorizations and to provide Presidio Networked Solutions access to records needed to confirm such compliance upon request. (iv) Customer further acknowledges that certain Products may contain encryption and may be restricted for export, re-export, shipment or transfer to government end users in certain countries.

As indicated by signing below, the parties and their respective heirs, estates, successors and assigns agree to be legally bound to this contract.

Town of Vienna**Presidio Networked Solutions, Inc.**

By: _____
(Authorized Signature)

By: _____
(Authorized Signature)

(Print or Type Name)

(Print or Type Name)

(Title)

(Title)

(Date)

(Date)

Milestone Sign-off

Milestone Sign-off 1

Town of Vienna/Microsoft Active Directory Consolidation

Kick-off Phase \$ 2711

Customer Information

Name: Phone:
POC: Address:
E-mail:

Acceptance

The undersigned agrees that the above milestone has been satisfactorily completed as described in the supplied agreement. The undersigned also agrees to make the phased payments to Presidio Networked Solutions, Inc. (Presidio) for said services according to the terms and conditions of the agreement.

Town of Vienna has up to ten (10) business days to provide Presidio a written account of any issues or deviations from the work as described within the SOW. If no issues are documented within the ten (10) business days, the item will be considered satisfied.

Town of Vienna

By: _____
(Authorized Signature)

(Print or Type Name)

(Title)

(Date)

Milestone Sign-off 2

Town of Vienna/Microsoft Active Directory Consolidation

Preparation Phase \$ 6779

Customer Information

Name: Phone:
POC: Address:
E-mail:

Acceptance

The undersigned agrees that the above milestone has been satisfactorily completed as described in the supplied agreement. The undersigned also agrees to make the phased payments to Presidio Networked Solutions, Inc. (Presidio) for said services according to the terms and conditions of the agreement.

Town of Vienna has up to ten (10) business days to provide Presidio a written account of any issues or deviations from the work as described within the SOW. If no issues are documented within the ten (10) business days, the item will be considered satisfied.

Town of Vienna

By: _____
(Authorized Signature)

(Print or Type Name)

(Title)

(Date)

Milestone Sign-off 3

Town of Vienna/Microsoft Active Directory Consolidation

Deployment Phase

\$ 12202

Customer Information

Name:

Phone:

POC:

Address:

E-mail:

Acceptance

The undersigned agrees that the above milestone has been satisfactorily completed as described in the supplied agreement. The undersigned also agrees to make the phased payments to Presidio Networked Solutions, Inc. (Presidio) for said services according to the terms and conditions of the agreement.

Town of Vienna has up to ten (10) business days to provide Presidio a written account of any issues or deviations from the work as described within the SOW. If no issues are documented within the ten (10) business days, the item will be considered satisfied.

Town of Vienna

By: _____
(Authorized Signature)

(Print or Type Name)

(Title)

(Date)

Milestone Sign-off 4

Town of Vienna/Microsoft Active Directory Consolidation

Closeout Phase \$ 5423

Customer Information

Name: Phone:
POC: Address:
E-mail:

Acceptance

The undersigned agrees that the above milestone has been satisfactorily completed as described in the supplied agreement. The undersigned also agrees to make the phased payments to Presidio Networked Solutions, Inc. (Presidio) for said services according to the terms and conditions of the agreement.

Town of Vienna has up to ten (10) business days to provide Presidio a written account of any issues or deviations from the work as described within the SOW. If no issues are documented within the ten (10) business days, the item will be considered satisfied.

Town of Vienna

By: _____
(Authorized Signature)

(Print or Type Name)

(Title)

(Date)

Appendix A: Deliverable Review and Acceptance Procedure

With the exception of Project Status Reports, each deliverable material, as defined in this Statement of Work, will be approved in accordance with the following procedure:

1. Within ten (10) business days the Town of Vienna will either accept the deliverable Material or provide the Presidio Project Manager a written list of requested changes. If no written response, either accepting or requesting changes, is received from the Town of Vienna within ten (10) business days then the deliverable Material shall be deemed accepted;
2. If a written list of requested changes is received within ten (10) business days, the Presidio Project Team will make the agreed upon revisions and will, within ten (10) business days, re-submit the updated version to the Town of Vienna;
3. At that time the Town of Vienna has ten (10) business days to review and request changes for the final document. If no written response, either accepting or requesting changes, is received from the Town of Vienna within ten (10) business days then the deliverable Material shall be deemed accepted.

Appendix B: Project Change Control Procedure

In the event both Presidio and Town of Vienna agree to a change in this Statement of Work, a written description of the agreed change (called a "Change Authorization") will be prepared, which both parties must sign. The Change Authorization will describe the change, the rationale for the change, and specify any change in the charges, estimated schedule, or other terms. Depending on the extent and complexity of the requested changes, Presidio may charge for the effort required analyzing it. When charges are necessary in order to analyze a change, Presidio will provide a written estimate and begin the analysis on written authorization. The terms of a mutually agreed upon Change Authorization will prevail over those of this Statement of Work or any previous Change Authorization.

Appendix C: Project Change Request Form

The following Project Change Request form is to be used as described in the SOW.

Project Change Request		SOW Ref #:
		PCR Number:
Description of Proposed Change and Reason for the Request: (Add attachments, if necessary)		
Submitted by:		Date: _____
Best Estimate to Implement Change: _____		
Implementation ____ Approve ____ Disapprove	Signed: _____ Customer Project Administrator	Date: _____
Implementation ____ Approve ____ Disapprove	Signed: _____ Presidio Project Manager	Date: _____