City of Columbus

Exchange Online Migration

Statement of Work

Prepared by William Dingle, eGroup | Enabling Technologies

Presented by Hannah Bales, Carahsoft

Contents

1. Introduction

City of Columbus ("City of Columbus" or "Client" herein) has engaged, Carahsoft Technology Corporation, on behalf of eGroup Enabling Technologies, LLC ("eGroup Enabling Technologies") to perform services related to City of Columbus's Exchange Online Migration.

This Statement of Work ("SOW") numbered 022804v2 and dated 11/4/2024, along with the Terms and Conditions of the GSA MAS 8F contract, sets forth the scope of services and deliverables to be provided by eGroup Enabling Technologies and the terms and conditions under which the services shall be conducted.

2. Project Background

City of Columbus wishes to perform an Exchange Online migration from their two separate on-premises Exchange 2019 environments into a single Microsoft 365 tenant. This project will include approximately 7885 mailboxes with an average size of 12GB. In addition, the City of Columbus would like multi-factor authentication (MFA) enabled for all cloud users, as there are existing concerns about protecting access to Exchange via Outlook Web Access. Finally, eGroup Enabling Technologies will deliver a technical advisory discussion focused on configuring the ingestion of Exchange Online data into their existing Splunk environment.

eGroup Enabling Technologies will design and configure the Exchange Hybrid service, migrate mail to the cloud, and decommission all but one Exchange server (in each org).

At the conclusion of this engagement, City of Columbus will have all mailboxes migrated into Exchange Online. Existing Exchange server infrastructure will be reduced to a single server in both on-premises orgs.

3. Project Objectives

This engagement has the following objectives:

1. **Assessment & Planning**
    a. Conduct a comprehensive review of the existing Microsoft 365 service configurations and general usage patterns.
    b. Develop business requirements and assess the current state:
        i. Review highly visible or environmentally unique Exchange server configurations such as non-standard mail flow
    c. Document the draft migration plans and cutover activities.
2. **Enable Multi-Factor Authentication -**
    a. Configure multi-factor authentication to be enabled for all cloud users
3. **Configuration & Testing**
    a. Configure Exchange Hybrid environment
    b. Develop the scripting activities required for user changes, mail flow, or service redirects.
    c. Complete end-to-end scenario testing and validation between the source and destination environments.
    d. Complete the migration plan documentation and cutover activities for automated migrations.
    e. Complete the migration plans and user documentation for migration activities.
4. **Migration, Validation, & Support**
    a. Execute production migrations of Exchange Online mailboxes
    b. Provide a test plan to collaborate with City of Columbus to validate:
        i. Data integrity, such as missing or changed items.
        ii. General cutover results and issues, or items not discovered during testing.
    c. eGroup Enabling Technologies will provide cutover support for issues that arise from the production cutovers of each of the services.

5. **Exchange 2019 Hybrid Decommission**
   a. Remove the Hybrid configuration from each on-premises Exchange org and minimize the Exchange footprint as much as possible, routing SMTP relay through the remaining Exchange server.
6. **Technical Advisory Discussion**
   a. Provide guidance on configuration for ingestion of Exchange Online data into existing Splunk environment

4. Current Environment Readiness

This Statement of Work assumes that City of Columbus's physical and cloud-based environments and network infrastructures are prepared to accommodate the equipment and services to be provided by eGroup Enabling Technologies within the scope of this project. Upon discovering any deficiency that would prevent or otherwise hinder project execution, eGroup Enabling Technologies shall notify City of Columbus of the deficiency in writing and work in good faith with City of Columbus to adjust the project schedule to accommodate City of Columbus's remediation of the issue. Services that are dependent on the remediation of the deficiency will be postponed or suspended until the remediation is complete. eGroup Enabling Technologies is not liable for any delays to the overall project plan necessitated by City of Columbus's remedial activities and shall be held harmless for changes in the schedule resulting from such activities.

At present, eGroup Enabling Technologies is not aware of any limitations to a successful engagement.

a. Project Prerequisites

The following items have been identified as critical to the overall success of this engagement and should be completed prior to commencement of this engagement:

1. Identification of City of Columbus project leadership and participants.
2. Provisioning of eGroup Enabling Technologies' administrative access to environments related to this engagement.
3. Assignment of an Organizational Change Management primary point of contact through whom eGroup Enabling Technologies can coordinate deliverables.
4. Participation in Organizational Change Management planning sessions as outlined in support of this Statement of Work.
5. Providing materials that describe City of Columbus's change management, project management, and governance policies and procedures to eGroup Enabling Technologies.

5. Scope of Services

a. Project Initiation

The groundwork for achieving project success shall be established in the Project Initiation phase. eGroup Enabling Technologies shall collaborate with City of Columbus to define project controls and initiate project activities. The specific tasks to be completed by eGroup Enabling Technologies during this phase are as follows:

6. Conduct a kick-off meeting with project participants to address the following:
   a. Identify project roles and responsible parties.
   b. Confirm understanding of project scope.
   c. Confirm site preparedness (facilities access, power, cooling, racks).
   d. Discuss project schedule.

e. Assessment & Planning

In preparation for the deployment of the Exchange Online Migration, eGroup Enabling Technologies shall prepare testing plans for each of the components and activities encompassed by the project. Building upon the architecture designs and equipment specifications developed during proposal creation, these designs and plans shall reflect the unique parameters and attributes of the City of Columbus environment and shall be documented in a series of deliverables that will guide the course of implementation and migration activities. The specific tasks to be completed in this phase are as follows:

1. Review the current environment to verify:
   a. All prerequisites have been met.
   b. The hybrid configuration is in working order to support migration of mailbox data
2. Run a script to discern delegate/manager relationships and permissions between mailboxes to ensure that users with permissions between their accounts are migrated in the same batch
3. Plan mailbox moves around shared permissions, mailbox sizes, and timeframe.

f. Organizational Change Management Approach

As part of eGroup Enabling Technologies' proven success model, each project has a dedicated focus on Organizational Change Management (OCM) to maximize the value of your investment.

The OCM focus starts by humanizing the business value associated with user adoption, uncovering impact(s) of the change, success criteria, expected ROI, and desired user behavior to adopt. Awareness and learning plans are backed into the identified success model, crafted with emotional intelligence to support user need for stability and predictability during times of intense change.

This award-winning change methodology aligns to the technical approach of discovery, design, implementation, and reinforcement, using the best of the Prosci and Kotter change models, to drive projects towards successful outcomes.

g. Exchange Online Configuration

eGroup Enabling Technologies will provide a subject matter expert in Exchange Online security to configure both Domain-based Message Authentication, Reporting and Conformance (DMARC) and Sender Policy Framework (SPF), to provide equivalent protection for outbound mail to the current on-premises implementation.

Outcome: At the end of this phase, both DMARC and SPF will be configured for outbound Exchange Online mail.

h. Multi-Factor Authentication

eGroup Enabling Technologies will provide a subject matter expert in planning, design, and implementation of Entra ID MFA solutions to enable MFA as planned in the previous phase. MFA will be enabled for all cloud user accounts accessing the Microsoft 365 environment to secure access to cloud data, including access to Exchange Online via OWA.

Outcome: At the end of this phase, Entra ID MFA will be enabled for all cloud users

i. Columbus.gov

i. Configuration & Testing

Deployment is where and when changes are implemented. This is the execution phase in which tasks defined in the planning section are executed.

Migration Tools

The migration of mailbox data will use the Microsoft Exchange hybrid configuration. This tooling will orchestrate the data migration of:

- Exchange Online mailboxes

Test Migration

Up to two (2) test user mailboxes will be created for a test migration. eGroup will perform these tests and report back when the configuration tests have been met with success.

Outcome: At the conclusion of this step, eGroup Enabling Technologies will validate the migration through test users. All users will be notified of the cutover date and what to prepare for before, during, and after that date.

ii. Migration & Support

Production Migrations

Production deployments will be scheduled, data will be staged, and the cutover of live data will occur in the tenant. During the planning phases, eGroup Enabling Technologies will determine the order of operations for production cutovers.

After each production cutover, eGroup Enabling Technologies will provide reactive support, and an Engineer will be available on standby for four (4) hours to support issue remediation.

Support for workstations/end users will be provided to identify issues related to connectivity with Microsoft cloud services and may include some troubleshooting to assist in determining cause of issues and may involve working with Microsoft support in some cases.

After the final cutover, any Entra ID reconfigurations of domains, DNS, user & group configurations, and SMTP relay for devices and/or applications cutover will occur.

Outcome: At the conclusion of this step, all mailbox data will have been migrated to the destination tenant, and normal user usage is no longer within the old environment.

iii. Exchange Hybrid Decommission

Once migrations are complete, the Exchange Hybrid configuration for the Columbus.gov Exchange environment will be removed and the Exchange server infrastructure will be minimized according to the previously agreed upon plan. SMTP relay will be routed through the remaining Exchange server.

j. ColumbusPolice.org

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k. Technical Advisory Session – Splunk Ingestion

eGroup Enabling Technologies will provide a subject matter expert to advise City of Columbus on the process of configuring Exchange Online for data ingestion into their existing Splunk environment.

I. Documentation & Knowledge Transfer

Overview

This phase will consist of the eGroup Enabling Technologies team completing project documentation and conducting knowledge transfer for City of Columbus IT Staff and project stakeholders.

Work to be Completed

1. Completion of project documentation to include daily work logs, the environment design and relevant environment documentation for the completed environment.

1. Knowledge transfer with City of Columbus IT Staff and project stakeholders of the overall approach taken for mailbox data migration and reconfiguration of SMTP relay.

m. Project Completion Criteria

This statement outlines the specific criteria that must be met for the project to be considered complete. It provides clear guidelines for both eGroup Enabling Technologies and City of Columbus to ensure that all parties are aware of what is expected for successful project completion.

The project will be considered complete when the following criteria have been met:

All objectives outlined within this document have been completed.
All deliverables have been provided.
All approved change orders have been fulfilled.

7. Project Management

eGroup Enabling Technologies shall provide project management services to lead the execution of this project from inception to completion. The project manager shall develop and implement project controls to facilitate the management of project tasks and communication of project status. The project manager shall work in close collaboration with City of Columbus to ensure the project is meeting expectations and to ensure that City of Columbus is also fulfilling its responsibilities on the project. The tasks to be performed by the eGroup Enabling Technologies project manager are as follows:

1. Secure resources to complete the project tasks assigned to eGroup Enabling Technologies.
2. Coordinate all eGroup Enabling Technologies-provided services throughout the course of the project.
3. Serve as the central contact for project communication, escalation, and issue resolution.
4. Build and maintain the master project plan.
5. Provide periodic status updates to designated City of Columbus contacts and project participants with at least weekly frequency.

a. Start of Work

The start of this project's work will be dependent upon engineer availability. eGroup Enabling Technologies' typical lead time for professional services is four to six (4-6) weeks upon completion of the following activities: Execution of this Statement of Work, City of Columbus's approval of the project delivery schedule, completion of project prerequisites, and, if applicable, availability of required hardware and/or software.

b. Technical Resource Scheduling

eGroup Enabling Technologies schedules technical resources in 4-hour blocks, at a minimum, in either the morning (8:00 am - 12:00 pm ET) or the afternoon (1:00 pm -5:00 pm ET). These scheduling windows can be adjusted for City of Columbus's local time zones, in accordance with General Assumptions stated below.

c. Schedule Deviation Policy

eGroup Enabling Technologies, in collaboration with City of Columbus, will develop and review a delivery schedule that appropriately plans the delivery of services in a manner that best assures a successful outcome. As such, City of Columbus's Project Manager will work with City of Columbus to plan the delivery cadence of this project.

Should the requirement for changes to the jointly approved delivery schedule arise, City of Columbus shall notify their eGroup Enabling Technologies Project Manager at least two (2) days in advance of prescheduled activities. Given the impact of such delays on eGroup Enabling Technologies' resource management processes, City of Columbus may be invoiced $1,000 for postponements or cancellations for which two (2) business days' advance notice is not provided.

d. Work Stoppage Policy

Should City of Columbus introduce project delays related to non-decision, lack of response, or other generally avoidable causes, eGroup Enabling Technologies reserves the right to invoice for services rendered up to the time of stoppage.

Should an unexpected stoppage in work occur, and depending upon its nature, eGroup Enabling Technologies will conduct a comprehensive Project Review prior to restarting work. This Project Review is intended to address several critical factors including, but not limited to:

- Revalidation of the Scope of Services
- Revision of the project delivery plan
- Review of the project budget

Unexpected work stoppages have an impact on the project scope, budget, and timeline. Should a stoppage of work occur, eGroup Enabling Technologies will review and determine the necessity of a Change Order to resume work. Should a Change Order be deemed necessary, work may not restart until a Change Order has been executed between eGroup Enabling Technologies and City of Columbus.

8. Scope Exclusions

The following tasks are beyond the scope of services to be provided by eGroup Enabling Technologies during this engagement:

1. Direct support of end-user workstations or other devices.
2. Any task not explicitly described as within the scope of this engagement.
3. Corrective measures for any issues or risks identified during this engagement.
   NOTE: A change form(s) may be issued for approval and funding of requisite changes to scope.

9. Estimated Duration

Based on the work effort listed herein, and unless otherwise represented elsewhere in this Statement of Work, this engagement is forecasted to be complete no later than ninety (90) calendar days from the date of execution of this Statement of Work or from the date of delivery of the last piece of equipment that is physically required to complete the engagement, whichever is later.

This timeline reflects the work effort associated with each activity contained within this Statement of Work and the sense of urgency both parties acknowledge for completing the stated tasks. This timeline would not accommodate any change in scope, issues encountered, planned/unplanned maintenance windows, or other timeline-impacting business reasons experienced during execution. This timeline assumes that all Client-invoked processes and activities, including but not limited to change control procedures, will not introduce delays in the implementation of project tasks that would lead to a slip in the end date.

To ensure all parties maintain a sense of urgency towards completing the engagement, tasks not completed within this timeline forecast are subject to additional time and materials service fees outside of this Statement of Work. Your eGroup Enabling Technologies Project Manager will work proactively with the City of Columbus team to ensure your engagement remains on track for completion within this timeframe.

10.   Project Fees and Billing

The services herein shall be provided on a Time and Materials (T&M) basis. Partner will not exceed the estimated fees and number of hours herein, nor invoice Client for any additional costs without Client's prior consent. As the project approaches the estimated number of hours, Partner will provide Client the choice to cease work or continue with a Change Order. If Client elects to cease work, no further services or deliverables shall be completed, and Partner shall provide Client all deliverables in their then-current state.

Project fees shall be billed monthly as rendered. The labor fees associated with this project are estimated at $159,828.56, plus actual travel expenses. These fees are based on total estimated Engineering work effort of three hundred fifty-one (351) hours, one hundred and five (105) OCM hours and ninety-two (92) Project Management hours.

The total estimated travel expense is estimated at $0.00, based on 100% remote project delivery. As required, travel expenses are charged for on-site services for engineers traveling more than thirty-five (35) miles from their base office and are billed at actual cost. Travel expenses may include mileage, meals, hotel stay, and other associated expenses as applicable. Actual travel expenses shall be billed separately on a weekly basis, as incurred.

Terms of payment are Net 30 Days. Late fees will be applied on invoices greater than 60 days from the date invoiced.

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11. Microsoft Cloud Partner of Record

eGroup Enabling Technologies provide services that help clients achieve business and mission critical objectives using Microsoft products. As a certified Microsoft FastTrack Ready partner, eGroup Enabling Technologies is offering FastTrack services to all clients at no cost as part of all ongoing relationships. The FastTrack program is designed to provide no-cost guidance to eligible clients with at least 150 Microsoft 365 license subscriptions, for the life of the subscription. Enrollment in this program allows our clients access to program resources such as remote guidance and consultation, documentation, and prebuilt collateral for: deployment and implementation, migrations, adoption and change management, pilots, advisory services, and Q&A for IT points of contact. The program is designed to offer guidance on qualifying M365 workloads.

When acting on behalf of their clients to assist in designing, managing, configuring, and support Azure and Microsoft 365 services the Azure Partner Admin Link (PAL) or the Microsoft 365 Claimed Partner of Record (CPOR) association will associate eGroup Enabling Technologies' partner network ID to your Azure subscription or Microsoft 365 workloads.

PAL and CPOR associations enable Microsoft to confirm and track that eGroup Enabling Technologies are helping our clients design, deploy, migrate, drive adoption, manage, and/or support specific workloads in their Microsoft Azure and Microsoft 365 environments.

Public Disclosure: Through the assignment of CPOR or PAL, eGroup Enabling Technologies may result in monetary fees, commission, or compensation paid by Microsoft to eGroup Enabling Technologies.

a. Attribution Methods

Attribution methods consist of one or more of the following:

1. CSP Subscription from eGroup Enabling Technologies.
2. Partner Admin Link (PAL) for Azure, detailed instructions to be supplied after the project begins.
3. Claimed Partner of Record (CPOR) for Microsoft 365, this is requested by eGroup Enabling Technologies where an email notification may be sent directly from Microsoft, if you approve no action is required.

Note:

1. No new client data is collected from Microsoft, the association simply provides the telemetry to Microsoft that eGroup Enabling Technologies is actively involved in assisting the client with their Microsoft Azure environment or Microsoft 365 workload.
2. The Partner of Record designation is at no cost to the client and can be changed, updated, or removed by the client at any point in time.

This engagement will require the following attribution methods:

☐	CSP Subscription for Microsoft 365 Services	☒	Claimed Partner of Record for M365 (CPOR)
☐	Partner Admin Link (PAL) for Azure	☐	Delegated Administration for M365

b. Associated Workloads/Services

The selected Microsoft 365 associated workloads are in scope of this agreement:

☐	Azure Active Directory Premium Conditional Access (AADP CA)	☐	Microsoft 365 Apps
☐	Azure Active Directory Premium 2	☐	SharePoint Online
☐	Intune	☐	Teams Meetings
☐	Microsoft Cloud App Security	☐	Teams Phone System
☐	Microsoft Defender for Endpoint (MDE)	☐	Teams Apps
☐	Microsoft Purview Information Protection	☐	Teams Rooms
☐	Microsoft Defender for Identity (MDI)	☐	Teams for Frontline Workers
☐	Microsoft Defender for Office (MDO)	☒	Exchange Online
☐	Insider Risk Manager (IRM)	☐	Viva Goals
☐	Outlook Mobile	☐	Copilot for Microsoft 365

The selected Microsoft PAL associated workloads are in scope of this agreement:

☐	Azure Consumption	☐	Power Platform
☐		☐	Power Apps

12. Assumptions and Client Responsibilities

a. General Assumptions

This SOW is based upon the following assumptions:

1. eGroup Enabling Technologies will perform project work as required by the work breakdown structure without more than a 2-day break of activity except for any planned Holidays unless this break is requested by City of Columbus.
6. eGroup Enabling Technologies will provide project personnel knowledgeable with the aforementioned products based on the skills required at the appropriate times and in accordance with the work breakdown structure.
7. The normal "on-hours" workday for the project will be 8:00 AM to 6:00 PM Eastern Time, Monday through Friday. "Afterhours" is work performed between 6 PM and 8 AM Monday through Thursday (Friday at 8 AM) and is billed at 1.5X the standard rate. Weekend and Holiday is any work performed between 6PM Friday and 8 AM Monday or on a National Holiday and is billed at 2X the standard rate.

b. Client Responsibilities

If the project is to be successful, City of Columbus must commit to the following obligations:

1. Provide a single point of contact for project coordination between City of Columbus and eGroup Enabling Technologies and that person will be responsible for ensuring City of Columbus project personnel are on target with their assigned duties in accordance with the work breakdown structure.
8. Assign an Organizational Change Management primary point of contact for eGroup Enabling Technologies to coordinate deliverables through.
9. Ensure all essential stakeholders available to eGroup Enabling Technologies throughout the duration of this engagement.
2. Provide eGroup Enabling Technologies with high priority access to team members with knowledge of current technology configurations and operational processes and with responsibility for administering the technologies that will be impacted by this project.

10. s timely decisions in collaboration with eGroup Enabling Technologies regarding escalated or critical issues as they arise during the project.

11. Assume responsibility for management and coordination of all non-eGroup Enabling Technologies managed vendors.
12. Ensure necessary backups have been successfully made and are available for data recovery.
13. Ensure eGroup Enabling Technologies has appropriate access to buildings and spaces as required.
14. Provide escorts when eGroup Enabling Technologies personnel are required to access secure areas.
3. Provide suitable work area spaces and LAN connections that enable access to the Internet and email for eGroup Enabling Technologies' on-site project team as required.
15. Ensure adequate access to wiring/equipment rack areas – if needed.
16. Identify and communicate any applicable compliance and regulatory mandates to eGroup Enabling Technologies.
4. Provide eGroup Enabling Technologies with all relevant system and network documentation, including configuration information, as requested.
17. Provide access with proper licenses to all necessary tools, software, and third-party products required for eGroup Enabling Technologies to complete their assigned project tasks.
5. Maintain active vendor maintenance agreements for the technology impacted by this project or otherwise obtain vendor maintenance as required to support the technology throughout this project's duration.
18. Provide eGroup Enabling Technologies with the primary contact for each vendor supporting the City of Columbus IT infrastructure as requested, including, but not limited to, ISP and circuit providers.
19. Notify eGroup Enabling Technologies project management of any unscheduled or scheduled projects outside of this implementation that might interfere with the project schedule.
20. Schedule and obtain any downtime windows reasonably required to keep the project on schedule.
21. Provide eGroup Enabling Technologies with advance notification of any change that is to be introduced in the IT environment and together assess the potential impact of the change to this engagement prior to its implementation. When business needs preclude advance notification, such as timely response to a critical support issue, City of Columbus shall notify eGroup Enabling Technologies of such a change within the same business day that the change is implemented.

c. Client Environment Access Protocol

As part of eGroup Enabling Technologies' commitment to assuring secure and protected client environments. eGroup Enabling Technologies requires the use of named accounts for all eGroup Enabling Technologies resources who will engage in activities that involve access to on-premises or cloud-based client-owned systems. eGroup Enabling Technologies strongly recommends not utilizing shared accounts. The use of shared accounts can lead to an increase in system vulnerability, as well as a reduction in auditing and compliance capabilities. City of Columbus accepts all liability for the use of shared accounts.

eGroup Enabling Technologies asks that the following policies be applied to accounts created for eGroup Enabling Technologies resources engaging in project work:

- Based on the initial project plan, the account expiration be set to 8 AM on the day following the scheduled project completion. The eGroup Enabling Technologies Project Manager shall request extensions as necessary to accommodate project delays, change orders, or other events that may cause a project to take longer than initially anticipated.
- Named user accounts shall be configured to require password resets per the client's standard policy and shall not be set to disable required password changes.
- The length and complexity of named user account passwords shall be configured per the client's standard policy. eGroup Enabling Technologies suggests that passwords be at least 10 characters in length and utilize a combination of upper and lower-case numbers, numeric values, and special characters i.e., strong passwords.
- A named user account shall be granted no more than the minimal required permissions to perform the specific tasks assigned to the eGroup Enabling Technologies resource.
- For larger projects that involve multiple systems, care shall be taken to not grant a single named user account access across those systems in such a way that could lead to a system-wide compromise. For example, the ability to create and set permissions on Active Directory accounts, as well as the ability to modify Access Control Lists on network security devices shall not be granted. In these cases, separate accounts may be created, or eGroup Enabling Technologies resources will collaborate sufficiently to complete the necessary objectives.

If City of Columbus requires and would like assistance in remediating insecure environments to ensure that the policies above can be implemented and enforced, eGroup Enabling Technologies can provide these services through a separate agreement. If any deviations to this policy are required to satisfy project objectives, eGroup Enabling Technologies requests that the specific deviation and justification be communicated to the assigned Project Manager, so it may be evaluated, and potential alternative approaches identified. This will also allow the eGroup Enabling Technologies Project Manager to communicate the removal of approved deviations when they are no longer required to satisfy the project's objectives.

13. Change Control Process

As eGroup Enabling Technologies and City of Columbus collaborate on this project, it is possible that either party will find reasons to change the scope, timeline, or overall budget.

While this need might be identified by a member of City of Columbus's team or a member eGroup Enabling Technologies' team, eGroup Enabling Technologies' Project Manager will handle documentation and communication of the change to City of Columbus's designated point of contact. eGroup Enabling Technologies and City of Columbus shall work together in good faith to assess the impact of the change and determine whether the proposed change shall be accepted or rejected.

14. Project Team

eGroup Enabling Technologies Team

The Project Manager is the person responsible for ensuring that the Project Team completes the project. The Project Manager develops the Project Plan with the team and manages the team's performance of project tasks. It is also the responsibility of the Project Manager to secure acceptance and approval of deliverables from the Project Sponsor and Stakeholders. The Project Manager is responsible for communication, including status reporting, risk management, escalation of issues that cannot be resolved in the team, and, in general, making sure the project is delivered in budget, on schedule, and within scope.

Engineers are responsible for executing tasks and producing deliverables as outlined in the Project Plan and directed by the Project Manager, at whatever level of effort or participation has been defined for them.

The Executive Sponsor acts as a vocal and visible champion, legitimizes the project's goals and objectives, keeps abreast of major project activities, and is a decision-maker for the project.

Stakeholders are all those groups, units, individuals, or organizations, internal or external to our organization, which are impacted by, or can impact, the outcomes of the project.

City of Columbus Team

eGroup Enabling Technologies engineers will work with a Primary Contact for each architecture type throughout the project. This person is responsible for maintaining the systems after the eGroup Enabling Technologies engineers have completed the project and provide key data as the project is being completed. This person will shadow eGroup Enabling Technologies' engineers as needed and should review documentation.

The Secondary Contact is someone who can handle issues and escalations should the primary contact be indisposed during the project and after the project is complete. This person will shadow eGroup Enabling Technologies' engineers as needed and should review documentation.

15.   Escalation Path

Engineers and Organizational Change Management Consultants will work closely with the assigned primary point of contact to manage project issues, risks, and change requests as described in the sections above. The standard escalation process for review and approval and/or dispute resolution is as follows:

1. Project Team (assigned Project Manager, Change Management Consultant, Engineers)
2. eGroup Enabling Technologies Director of Project Management
3. Executive Sponsor

16.   Acceptance

This Statement of Work numbered 022804v2 and dated 11/4/2024 is governed by the Terms and Conditions of the GS MAS 8F contract. This SOW, together with the Terms and Conditions, constitutes the full agreement ("Agreement") between Carahsoft Technology Corporation and City of Columbus for the services described herein and is valid for sixty (60) days from the date published.

The undersigned parties acknowledge their acceptance of this Agreement, and the terms and conditions described herein. Furthermore, the undersigned parties certify that they are authorized representatives of their respective companies with full authority to sign this SOW and enter into this Agreement on behalf of their respective organizations.

Services	Price
Time & Materials Services: Exchange Online Migration	$159,828.56
Travel – Estimated at $0.00 (Actual travels costs will be invoiced)	TBD
Services Subtotal (not including travel)	$159,828.56

Accepted By:

Carahsoft Technology Corporation   City of Columbus

Signature   _____   Signature   _____

Printed Name   _____   Printed Name   _____

Title   _____   Title   _____

Date   _____   Date   _____