
Exchange Upgrade for Williamson County

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Submitted by:

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Submitted to:

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This Statement of Work (SOW) represents an agreement between Williamson County (Client) and Catapult Systems, LLC (Catapult), and is subject to the terms and conditions specified below. The Attachment(s) to this SOW, if any, shall be deemed to be a part hereof. In the event of any inconsistencies between the terms of the body of this SOW and the terms of the any Appendices hereto, the terms of the body of this SOW shall prevail.

Engagement Overview

Client needs to upgrade its Exchange Hybrid Servers in order to stay current on the latest version of Exchange. Additionally, this upgrade will allow for cleanup of some legacy configurations that are no longer necessary.

Success Criteria

This project will be deemed successful when both Exchange Hybrid Servers in the Williamson County Exchange Organization have been upgraded to version 2019.

Solution Concept

The solution will include the installation and configuration of two new Exchange 2019 Hybrid Servers and the decommissioning of the existing three Exchange 2013 Servers. These new servers will serve as hybrid servers both for on-premise SMTP connectivity to Office 365 as well as for management points for user email address configuration on premise.

Additionally, Catapult will provide support after the solution is implemented.

Scope of Work

The Catapult team is responsible for the following work items to complete this engagement:

Discovery

- Review Simple Mail Transport Protocol (SMTP) relay config ((look at a device or application that relays and Domain Naming Service (DNS) configuration))
- Verify hostnames on Exchange servers today to plan out name cutover or if an additional certificate is necessary

- Identify the existing Exchange 2013 server that has patching issues and plan decommission before Exchange 2019 installation
 - Verify remaining servers have been patched to a supported version of Exchange for coexistence with Exchange 2019
 - Required min for each server: Exchange 2013 CU21 and Exchange 2016 CU11
- Verify AD FFL is 2012 R2 to allow for Exchange 2019 installation

Execution

- Install two Exchange 2019 Servers (License provided by Client)
- Clear or set SCP record to match existing config (autodiscover *should* be CNAME to O365)
- Deploy new Database Availability Group (DAG) with a single database using method supported by backup software
 - Non-CNO DAG is recommended but older backup software sometimes does not support this
 - Allocate minimal space with volumes that can be expanded
 - Continue to use existing witness server or add witness share to new system
 - No dedicated DAG replication network is needed (if that is currently in place)
- Copy receive connectors (non-default) over to both new Exchange Servers
- Move all remaining mailboxes to Exchange 2019 (System and User)
- Perform CAS cutover (all DNS names or load balancers updated to point to new Exchange 2019 Servers)
- Re-run Hybrid Configuration Wizard (HCW)
- Capture installation/configuration in as-built documentation

Decommission

- Review message tracking log for what connectors are being used for SMTP relay
- Decommission existing Exchange Server that has had issues applying cumulative updates
 - This task will happen prior to installing Exchange 2019 Servers as it will be a blocker
- Decommission remaining servers
 - Decom DAG/delete all DB copies
 - Uninstall Exchange (Client to decommission server joined to AD just like any other server lifecycle)

Post-Deployment Support

- Review existing processes dependent on Exchange for modification if needed
- As-Built documentation for Hybrid configuration and SMTP relay

Task List of Non-Technical Requirements

1. When Catapult Consultants are given user credentials in a Client **Azure** environment, they must associate their user credentials with Catapult Systems by adding Catapult's Headquarters Identification number (58153) into their existing user(s) credentials. This requires no action from the Client. When the Consultant's user credentials are disabled, the information will be removed
2. For all **Azure** projects, the Catapult Consultant will also assist Client with assigning Catapult as the Digital Partner of Record for Azure, following the steps outlined in Appendix A
3. When Catapult Consultants are working with a Client's **O365** or **D365** or **PowerPlatform**, they must associate Catapult's Microsoft Partner number (1021570) with the Client at the subscription and workload level by submitting a claim through Microsoft's Partner Center. The Client will receive a notification from Microsoft providing them with the option to deny Catapult's influence with these technologies

Microsoft Online Services Partner Incentives Disclosure for Public Sector Entities - As a Microsoft Gold Partner in Cloud Platform and Cloud Productivity, Catapult Systems participates in a variety of Microsoft programs and initiatives which reward partners for enabling and enhancing the success of our mutual Clients. The Microsoft Partner Incentives Portfolio includes incentive programs through which Microsoft may provide the Partner with fees, commissions, or other compensation in connection with Microsoft products or services purchased or utilized by the Client. The Microsoft Partner Incentive program participation terms require that the Partner provide this information in writing when the Client is a US governmental or public sector entity. As such, this disclosure is being provided to you in accordance with program terms.

Client Participation

The Client team will participate in this engagement as follows:

1. Coordinate with Client resources and staff schedules
2. Exchange versions and Active Directory meet coexistence requirements
 - Active Directory Forest Functional Level is Windows Server 2012 R2
 - Exchange 2013 Cumulative Update 21 or Exchange 2016 Cumulative Update 11
 - Client to provide license keys for two (2) Exchange 2019 Servers
3. New Exchange Servers (VM) to be deployed prior to start of engagement
 - Two (2) new servers/VMs deployed using Window Server 2019
 - 2-4 CPU cores
 - 16GB of RAM
 - Storage Allocation (DB and Log volumes can start small and be expanded if needed)
 - 120-200GB OS/System/Paging volume
 - ~50-100GB DB volume (GPT) for DB - Same drive letter on each Server for DAG
 - ~50-100GB DB volume (GPT) for Logs - Same drive letter on each Server for DAG
4. Provision account for Catapult Consultant
 - Remote Access via VPN/Citrix/RDS with access to existing Exchange Servers and new servers as an admin
 - Enterprise/Domain/Schema Admin for Exchange prep/installation only
 - Member of Organization Management in Exchange on-prem
 - Account with Office 365 Global Admin Role for re-running Exchange Hybrid Configuration Wizard
5. Review and approve engagement deliverables
6. Provide Catapult with a list of the Client's Microsoft license subscriptions during the initial project kickoff meeting, or upon license purchase if later
7. Assign Catapult as the Digital Partner of Record (See Appendix A) for each applicable subscription in Microsoft's Client Portal within 10 days of initial project kickoff meeting, or after license purchase if later. Instructions included in Appendix A

Out of Scope

Deliverables and activities that are not identified in the Scope of Work Section of this document are out of scope unless accompanied by an approved Project Change Request.

The following items should be considered with respect to the overall Client objective but are not planned for this engagement:

1. Deploy Windows servers
2. Reconfigure mail routing other than replacing Exchange 2013 with Exchange 2019 and ensuring SMTP delivery to and from Office 365
3. Configure any policies for Exchange
4. Reconfigure Azure AD Connect

Deliverables

This engagement will produce the following deliverables:

#	Deliverable	Description
1	Exchange 2019 Hybrid “As Built” Document	Document comprising ~10 pages describing the as-built configuration for Exchange 2019 Hybrid Servers

Estimating Assumptions

The overall scope and related work estimates for this engagement were developed based on the following assumptions. Material changes to these assumptions may impact the estimated effort, schedule and fees associated with completing the work:

- No user, equipment, shared or room mailboxes exist on the Exchange 2013 servers prior to the upgrade.
- There are no Public folders on Exchange 2013 prior to the upgrade
- Prerequisite requirements (security clearances, background checks, systems access, awareness training, etc.) have been communicated to Catapult prior to the project kickoff meeting
- Information provided in Client documents and statements used to develop this Statement of Work is assumed to be an accurate representation of the respective subject matter
- Client will provide Catapult Consultants with necessary permissions and credentials for accessing the relevant Client systems prior to the project kickoff meeting
- Catapult resources will be engaged on a full-time basis or per the agreed upon project schedule, and work will be completed on consecutive business / working days for the duration of this engagement unless otherwise agreed
- Client key stakeholders will be readily accessible for key decision making throughout the course of the engagement
- The Catapult team may perform portions of the work either at the Client site or remotely depending on the nature of each task
- Hardware and software costs that may be required to complete this engagement are not included in this Statement of Work

- Some work items may be more accurately defined during the engagement. Should we encounter a deviation from the total estimated schedule or effort, a change order will be presented for approval prior to commencement of the associated work
- Client understands the success of this project is dependent upon the participation of Client staff and third-party vendors (if required)
- Client will assume responsibility for management of all vendors not managed by Catapult
- Client will provide details of all relevant policies and standards which may have a bearing on the design, testing, or implementation of any new technology

Delivery Approach

Activity Plan

The table below summarizes the work activities and effort estimates planned for the completion of this engagement. Based on our current work estimates and staffing approach, we expect a total duration of approximately nine (9) days.

Phase	Activity	Schedule Days
Envisioning & Planning	Review Exchange 2013 configuration	Day 1
	Review current hybrid setup	Day 1
Developing	Plan SMTP relay cutover	Day 2
	Plan DNS cutover for Hybrid	Day 2
Stabilizing & Deploying	Install and configure Exchange 2019	Days 3-5
	Configure hybrid connectivity on 2019	Day 6
	Remove Exchange 2013	Day 7
	Verify final configuration	Day 7
	As-Built Documentation	Day 8
	Post-Deployment Support	Days 8-9
Total		8-9 Days

Staffing

Key Catapult roles are described below, individual Catapult Consultants may fulfill one or more roles on this engagement.

Role	Responsibilities
Sr. Exchange Architect	• Review current Exchange setup • Install and configure Exchange 2019

	• Move services from Exchange 2013 to Exchange 2019 • Decommission Exchange 2013 • Document the solution
Project Manager	• Primary accountability for quality of delivery, communication, and issue resolution • Management oversight for status reporting, budget, and schedule tracking • Strategic business and technology alignment

Quality Management

The Catapult team will produce a Quality Plan to identify and define the tasks necessary to ensure that the Client's expectations are met. These tasks may include:

- Deliverable acceptance criteria and review cycles
- Schedule for status meetings and status report distribution
- Process and responsibilities for issue escalation and resolution
- Other required quality management steps in each phase of the engagement
- Methods for addressing key Client expectations with respect to the overall engagement objectives

Throughout the engagement, the Catapult team will monitor quality related activities and ensure compliance with the Quality Plan.

Status Reporting

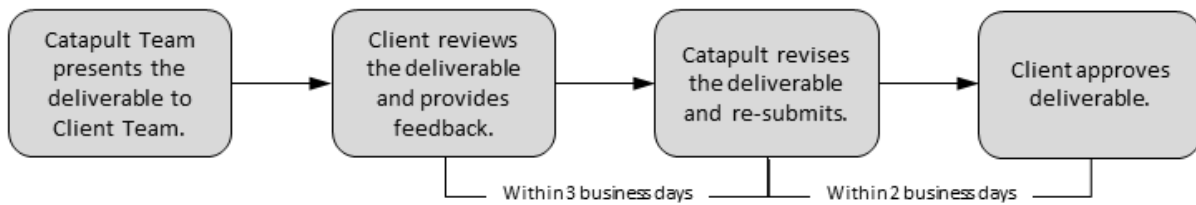
The Catapult team will prepare a weekly status report that captures relevant details related to work progress such as project budget, schedule, and issues that require management attention. The Catapult team will conduct a weekly status meeting with the Client team to review the status report and address any issues or activities that require attention.

Project Closeout Report

Upon completion of the engagement, Catapult will provide a project closeout report. This report will include a summary of accepted deliverables, budget and schedule results, open issues and lessons learned.

Approving Deliverables

The Catapult and Client teams will jointly execute a deliverable review process as defined in the diagram below:



The effort estimates in this Statement of Work account for one iteration of the approval process shown here. If during the engagement Client requires more iterations of this process, Catapult project management will evaluate the related impact on budget and schedule and execute the change management process as appropriate. If approval or feedback has not been received from the Client within 3 business days, deliverables will be considered approved and accepted by the Client unless otherwise mutually agreed upon in writing.

Change Management

Catapult will notify Client promptly if there is any **material change in scope, schedule, or budget**. Conversely, Client will notify Catapult promptly of any changes in scope or timeline. Any change to the scope will be managed using Catapult Project Change Management process. Under this process, either Catapult or Client may initiate a change request when some change or event has occurred that may impact the scope, schedule, or budget of the project. Client can choose to approve or deny the change request. Catapult will not proceed with work related to the change request until Client has issued formal approval.

Some examples of events that can cause a change request include the following:

- *Change in Technical Scope* – Client decides to include new functionality or capabilities not identified in the initial scope and related work estimates
- *Change in Scope of Work* – Client requests Catapult perform work activities or produce deliverables not originally assigned to the Catapult team
- *Change in Approach* – Material changes in the work approach due to circumstances outside the control of the engagement team (some examples include: Client team members not available as planned, delays in Client tasks or responsibilities, equipment not available as planned.)
- *Change in Schedule* – Material changes in the schedule due to circumstances outside the control of the engagement team

Professional Fee Schedule

Catapult will provide the services defined in this SOW on a **time and materials** basis in accordance with the table below. The hours and costs shown below are an estimate only and should not be considered a fixed cost:

Item Description	Quantity	Unit Cost	Total Cost
Time and Materials Consulting Services	70	\$185	\$12,950
TOTAL			\$12,950

Catapult has two (2) contracting vehicles and this SOW relates to the following one:

Deliverables-Based IT Services (DBITS) - Contract #DIR-TSO-3843

By mutual agreement between Client and Catapult, if this engagement requires travel by any Catapult employee, Catapult will submit the expenses (and applicable receipts) on an invoice payable by Client. Travel expense reimbursement will be provided in accordance with the applicable terms and conditions under the Contract referenced above and as detailed below:

1. Travel expense reimbursement may include personal vehicle mileage or commercial coach transportation, hotel accommodations, parking and meals
2. All reimbursement rates shall not exceed the maximum rates established for state employees under the current State Travel Management Program (<http://www.window.state.tx.us/procurement/prog/stmp/>)
3. Travel time may not be included as part of the amounts payable by the Client for any services rendered
4. Anticipated travel expenses must be pre-approved in writing by the Client

Terms and Conditions

This SOW is subject to the terms and conditions of current Texas Department of IT Resources (DIR) Deliverables-Based IT Services (DBITS) Agreement (Agreement) between Catapult and the State of Texas in effect at the time of signature for this SOW.

DIR Vendor ID: 174-268-2821-000

DIR Contract #: DIR-TSO-3843

- We will submit invoices according to the terms defined in the current DBITS Agreement
- Upon schedule acceptance, cost associated with delays due to Client which result in Catapult resources not being utilized in a full-time capacity, may be invoiced as if resources were utilized in a full-time capacity, unless some other mutual agreement is reached between Catapult and Client
- Capitalized terms not defined in this SOW shall have the meaning ascribed to them in the DBITS Agreement
- The term of this SOW is effective beginning upon execution and continues through completion of the engagement

Acceptance

Williamson County

Catapult Systems, LLC

1221 MoPac Expy, #350 Austin, TX
78746

By: _____

By: _____

Name:

Name:

Title:

Title:

Date

Date

Please acknowledge acceptance of this with signature above.

Email this signed document to:

Ashleigh Raymond

EMAIL: Ashleigh.raymond@CatapultSystems.com

Appendix A – Setting up Catapult as Partner of Record

Assigning a Digital Partner of Record for Azure

Follow these step-by-step instructions to add a Digital Partner of Record to your subscription:

1. Go to the Microsoft Azure portal at <http://azure.microsoft.com/>
2. Click on the My Account icon on the upper middle of the screen
3. Click on Usage and Billing
4. Log into your account using your user name and password
5. Once signed in, click on Subscriptions to manage your subscriptions. Select your subscription
6. On the Summary Subscription Page, click on Partner Information on the right navigation. This is where you will attach a Partner of Record
7. Insert Catapult's Partner ID (**1021570**) where it says Digital Partner of Record

Click Check ID to see the name of the partner. Verify it states Catapult Systems partner, and click the check box to complete assigning the Partner of Record

Assigning Claiming Partner of Record for O365 or D365 or PowerPlatform

When Catapult Consultants are working with a Client's **O365** or **D365** or **PowerPlatform** environment, they must associate Catapult's Microsoft Partner number (**1021570**) with the Client at the subscription and workload level by submitting a claim through Microsoft's Partner Center. The Client will receive a notification from Microsoft providing them with the option to deny Catapult's influence with these technologies. No action is required from Client unless Client chooses to decline the association.