

SOLD-TO PARTY 11092982

VILLAGE OF ORLAND PARK
14700 S RAVINIA AVE
ORLAND PARK IL 60462-3134

SHIP-TO

VILLAGE OF ORLAND PARK
14700 S RAVINIA AVE
ORLAND PARK IL 60462-3134

We deliver according to the following terms:

Payment Terms : Net 60 days
Ship Via : Insight Assigned Carrier/Ground
Terms of Delivery : FOB DESTINATION
Currency : USD

Quotation

Quotation Number : [0227758831](#)
Document Date : 12-SEP-2024
PO Number :
PO Release :
Sales Rep : Bob Erwin
Email : BOB.ERWIN@INSIGHT.COM
Phone : +14803667058
Sales Rep 2 : Lia Paredes
Email : LIA.PAREDES@INSIGHT.COM
Phone : +14809021145

Services will be performed pursuant to the attached SOW. By issuing Insight a PO for the items listed in this quote, you agree to be bound by the SOW and any applicable terms attached.

Material	Material Description	Quantity	Unit Price	Extended Price
VOBMSINTNEP1-VOOP	MINDSIGHT PHASE 1 - DUE NET 15 UPON OF SOW FOR COORDINATION AND SCHEDULING OMNIA PARTNERS (COBB COUNTY) IT PRODUCTS AND SERVICES(# 23-6692-03) List Price: 21855.99 Discount: 13.419%	1	18,923.14	18,923.14
VOBMSINTNEP2-VOOP	MINDSIGHT PHASE 2 - DUE NET 15 UPON COMPLETION OF COMANAGEMENT OMNIA PARTNERS (COBB COUNTY) IT PRODUCTS AND SERVICES(# 23-6692-03) List Price: 10927.99 Discount: 13.543%	1	9,448.00	9,448.00
VOBMSINTNEP3-VOOP	MINDSIGHT PHASE 3 - DUE NET 15 UPON COMPLETION OF PROJECT AND CUSTOMER ACCEPTANCE OMNIA PARTNERS (COBB COUNTY) IT PRODUCTS AND SERVICES(# 23-6692-03) List Price: 10927.99 Discount: 13.543%	1	9,448.00	9,448.00
Services Subtotal				37,819.14
TAX				0.00
Total				37,819.14

Thank you for choosing Insight. Please contact us with any questions or for additional information about Insight's complete IT solution offering.

Sincerely,

Bob Erwin
+14803667058
BOB.ERWIN@INSIGHT.COM

Lia Paredes
+14809021145
LIA.PAREDES@INSIGHT.COM
Fax 4807608347

To purchase under this contract, your agency must be registered with OMNIA Partners Public Sector.

Insight Global Finance has a wide variety of flexible financing options and technology refresh solutions. Contact your Insight representative for an innovative approach to maximizing your technology and developing a strategy to manage your financial options.

This purchase is subject to Insight's online Terms of Sale unless you have a separate purchase agreement signed by you and Insight, in which case, that separate agreement will govern. Insight's online Terms of Sale can be found at the "terms-and-policies" link below.

SOFTWARE AND CLOUD SERVICES PURCHASES: If your purchase contains any software or cloud computing offerings ("Software and Cloud Offerings"), each offering will be subject to the applicable supplier's end user license and use terms ("Supplier Terms") made available by the supplier or which can be found at the "terms-and-policies" link below. By ordering, paying for, receiving or using Software and Cloud Offerings, you agree to be bound by and accept the Supplier Terms unless you and the applicable supplier have a separate agreement which governs.
<https://www.insight.com/terms-and-policies>



STATEMENT OF WORK

MICROSOFT INTUNE DEPLOYMENT (SOW 4)

PREPARED FOR



Mr. Tad Spencer
The Village of Orland Park

September 16, 2024

SALES CONTACT

Don Vargo
(630) 981-5012
dvargo@gomindsight.com

TECHNICAL CONTACT

Nick Stover
(630) 981-5000
nstover@gomindsight.com

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2. PROJECT OBJECTIVES

The Village of Orland Park (“Customer”) has engaged Mindsight for assistance in configuring the Microsoft Intune service within their existing tenant (GCC). The customer recently completed an Exchange Hybrid migration with Mindsight prior to this engagement and this is the next major Microsoft initiative.

PRICING OF MICROSOFT PROJECTS:

- *For this type of Microsoft software project, the exact hours required for a fixed price are impossible to determine as customer environments have evolved over time, with previous administrators, vendors, patches, application integrations, etc, that all may be required to be unraveled, understood, troubleshooted and remediated if and when issues occur.*
- *Mindsight has provided a best effort target price based on our understanding from client conversations, however, clients are strongly recommended to include an additional 20% as contingency for any unknown issues or JCOs that may arise during these types of engagements.*
- *The Mindsight Project Manager for this engagement will continuously track the overall project progress within scope and determine and alert if additional hours may be needed which can be added via T&M, retainer, or project JCO.*

MINDSIGHT NARRATIVE OF THIS PROJECT:

Planning and Design

Prior to onboarding devices into Intune, Mindsight will complete an initial workshop session with the Customer to discuss the organization’s ISO/SOC requirements as well as to develop a plan for implementation based on organizational requirements. Mindsight will also review the licensing requirements with Customer as not all users have applicable licenses today.

Onboarding Prep

During the initial discovery it was noted that there are numerous existing device registration records that will need to be cleaned up prior to the Hybrid AD join implementation. Once complete. Mindsight will plan and configure a targeted deployment (phased rollout) for Hybrid AD join if possible.

Microsoft Intune

Once the initial workshops and strategy sessions are complete, Mindsight will configure the Microsoft Intune service and set up automatic enrollment for the organizations Windows 10/11 devices as well as creating the necessary device groups.

Mindsight will prepare Microsoft Office for Intune distribution as well as create up to 3 Device and Security policies as well as configure the Office App protection policy for corporate owned devices.

Hybrid AD Join and Co-management

Once the targeted Hybrid AD Join deployment is complete, Mindsight will enable Hybrid AD join for the entire organization and Hybrid AD Join the rest of the organizations Windows 10/11 devices.

Mindsight will also enable co-management between the organizations on premise Configuration Manager instance and the Microsoft Intune service. Co-management will allow the organization to concurrently manage Windows 10/11 devices by using both Configuration Manager and Microsoft Intune.

Co-management will also allow the organization to migrate workloads/policies managed by SCCM in phases such as Compliance policies, Windows Update Policies, Resource Access Policies, Endpoint Protection, Device configuration and Office click to run and client apps.

BitLocker Encryption

Mindsight will configure BitLocker encryption for the Customer Windows devices to allow for BitLocker keys to be stored and recovered from Microsoft Entra ID. Mindsight will also demonstrate how to recover the existing encryption keys stored in Configuration Manger today through the Company Portal.

As detailed above, the following services will be implemented as a part of this statement of work:

1. Microsoft Intune Planning
2. Project prerequisites
3. Microsoft Intune Deployment
4. Configure Policies
5. Enable Co-Management
6. Configure the Company Portal

Mindsight PreSales Notes:

1. Customer currently leverages MaaS360 for MDM today (iOS)
2. Customer currently leverages a GCC (commercial) tenant space.
3. Customer currently leverages a mix of M365 G1 and G3 licensing
4. Customer leverages Windows 10/11 OS for their laptops and desktops. No MacOS devices or Chromebooks.
5. Customer currently leverages an Enterprise Agreement (Anniversary year)
6. Customer leverages Azure MFA for VPN Connectivity. Some Fortitoken are used as well.
7. Customer leverages MDR SOC solution (not defender for Endpoint)

Mindsight Professional Services Notes, Caveats, and Technical Requirements:

1. Corporate Owned devices will need to be wiped and enrolled in Intune if managed by Maas360 today.
2. All devices used for testing to be provided by the client.
3. Customer understands that device testing will require multiple meetings to make sure the automated processes function as intended. During these meetings customers will be expected to have devices ready on-hand to test.
4. Customer understands that if licensing users requires additional data imported into Azure AD to properly automate customer will either make the appropriate changes or request a JCO to modify the data and provide updated Job Titles, Departments, Direct Reports, and any other data pertinent to automated licensing.
5. Customer understands the features that can be trained and deployed depend on licensing that's purchased. Some features require more expensive SKUs to function. Mindsight will educate the customer on the various licensing options available and can offer trials as needed.
6. Application and installation media to be provided by the client. As well as any documented materials for silent installation. Customer understands if no silent installation options are available applications may require repackaging which may require a JCO.
7. Each Microsoft application may require modifications to repackage them for Intune deployment. Mindsight will discuss and determine the Office application policy requirements with the customer.
8. If 3rd party applications don't support customization options with core Microsoft apps, customer understands moving data between apps may be restricted.
9. Customer understands Hybrid-Join requires consistent line of sight to on-premises domain controllers. If devices are offsite customer understands an always on VPN connection at the hardware level is required for proper hybrid enrollment to occur remotely. If this cannot occur remote devices can only be Entra-Joined.
10. Customer understands that if 3rd party MFA tools are utilized Microsoft Authenticator still needs to be deployed for mobile devices. Customer can still opt to utilize a 3rd party MFA.
11. Customer understands silent BitLocker encryption requires both functional windows recovery partitions and a fully functional TPM 2.0 security module. If either requirement isn't met an additional workaround may be necessary which could result in a JCO.
12. Customer understands that if enhanced access controls are required to be compliant with modern cybersecurity standards some limitations may occur utilizing 3rd party security products with Microsoft 365 systems. If a customer opts to utilize Microsoft native systems, the customer understands that devices and user access will have to follow a consistent security configuration. Custom overrides and exemptions are not included in the standard SOW and may result in a JCO.
13. Customer understands Apple device management requires integration with Apple Business Manager and that user identities will need to be federated from Entra ID to Apple management systems. Configuring apple devices in "shared" mode is not included in the original SOW.
14. Customer understands 3rd party MFA integration may require a job change order to integrate the product with Entra ID and that 3rd party MFA integrations have limitations with Microsoft's built in systems such as self-service password reset.
15. Customer understands that any technology that requires certificate or password updates will be recorded and reported to the customer. However, the customer is ultimately responsible for maintaining and renewing these technologies as necessary.

3. SCOPE OF WORK

In order to complete the objectives listed above (collectively, the “Project”), Mindsight will be responsible for the following:

3.1. PROJECT MANAGEMENT

1. Development of Project Schedule
2. Project Plan
3. Kick-off meeting to be held either at customer location or remotely based on availability

3.2. PROJECT MEETINGS

1. Various Mindsight Internal and Customer External Meetings

3.3. IMPLEMENTATION

1. Microsoft Intune Planning -
 - a. Determine and discuss ISO/SOC standards and insurance requirements
 - b. Conduct planning work sessions to determine business and technical requirements
 - c. Develop implementation plan based on solution requirements.
2. Project prerequisites -
 - a. Clean up prior Entra registration records
 - b. Plan and configure targeted deployment requirements
3. Microsoft Intune Deployment -
 - a. Grant Global Admin rights to Mindsight account
 - b. Configure Custom Domain
 - c. Configure MDM authority
 - d. Create Intune Groups
 - e. Create Pilot Groups
 - f. Assign Licenses
 - g. Add Assigned Devices or Members
 - h. Create DNS Records for Auto Enrollment
 - i. Configure Hybrid Azure AD join
 - j. Configure Conditional Access
4. App Deployment Policies -
 - a. Prepare Office app for Intune
 - b. Create app in Intune for distribution
 - c. Assign applications to Intune profile
5. Configure Policies -
 - a. Configure Device Configuration Policies (x3)

- b. Configure Security Policies (x3)
 - c. Configure Office App Policy
 - d. Configure and test Bitlocker encryption policy
- 6. Enable Co-Management -
 - a. Review AD Connect settings for Hybrid Join
 - b. Configure Client Settings to direct clients to register with Azure AD
 - c. Configure auto-enrollment of devices to Intune
 - d. Enable co-management in Configuration Manager
 - e. Test Pilot Group
 - f. Customize Workloads
 - g. Troubleshooting
- 7. Configure the Company Portal -
 - a. Customize Company Portal App
 - b. Configure App Sources
 - c. Customize Reset Options
 - d. Customize Compliance Status
 - e. Customize Self Service Options
 - f. Configure device assignments

3.4. SYSTEM TESTING

- 1. Testing and Troubleshooting -

3.5. POST-CUTOVER SERVICE

- 1. Provide hotline number for system issues.
- 2. Maintain and update issues log with Village of Orland Park project manager.

3.6. ONGOING SERVICE, MANAGED SERVICES, AND MONITORING

As an option, Mindsight can provide long-term management, monitoring, and/or service of the solution through its customized Services offerings. Mindsight can take a proactive management and monitoring approach for the long term by implementing a Managed Services agreement, allowing the Mindsight engineering team to assume management and monitoring ownership of the installed system(s). Alternatively, hourly retainer agreements can be purchased to allow for reactive service and/or to handle ongoing changes to the environment.

Please note that the warranty specified in the Mindsight 90-Day Labor Warranty section does apply to any configuration errors or omissions caused by Mindsight engineers during the implementation process, but does not cover change requests or customer-requested configuration adjustments after Project completion.

All requests for service (both warranty and non-warranty) should be submitted to service@gomindsight.com or by calling (630) 981-5119.

3.7. DELIVERABLES

Mindsight will provide the following deliverables throughout the project:

1. Project plan and timeline
2. IT admin instructions
3. End user enrollment instructions
4. Intune deployment documentation

4. TIMELINE

This Project will kick off, based on resource availability within 4-6 weeks of acceptance by Customer. The final 'go live' date will be determined by a variety of factors.

5. ASSUMPTIONS

Mindsight assumes the following in order to provide the services described in this Statement of Work.

5.1. PROJECT MANAGEMENT ASSUMPTIONS

1. Customer will assign a single point of contact (SPOC) for coordination with Mindsight Project Management.
2. SPOC shall use reasonable efforts to ensure that this Project will proceed uninterrupted until Project completion. Significant delays caused by situations beyond Mindsight's control will result in a job change order executed by both parties ("Job Change Order").
3. All training and knowledge transfer not stated in the SoW will require a Job Change Order.
4. Any changes to the design and equipment list in this SoW will require a Job Change Order.
5. Customer will provide notification of at least five business days for any work which must be performed outside of Mindsight Principal Period of Service (8 AM – 5 PM Central, M – F).
6. Customer must sign off on the design documentation before implementation can begin.
7. Customer is responsible for any shipping and insurance charges, from a staging facility to the installation site(s), if any.
8. Customer shall use reasonable efforts to respond within two business days of a Mindsight request for documentation or information reasonably required for performance of the services discussed herein.
9. Customer must notify Mindsight of any scheduling changes at least two business days in advance.

5.2. PROJECT IMPLEMENTATION ASSUMPTIONS

1. Any items not listed above as in Section 2. Scope of Work are Out-of-Scope and will require a JCO.
2. Except as stated in this SoW, Mindsight will not troubleshoot networks, applications and/or hardware with pre-existing configuration/performance problems. If requested, such additional services will require a Job Change Order and be billable at the time and materials rate as agreed upon by the parties in writing.
3. Customer will provide access to any personnel not directly involved in the Project but necessary to its completion.
4. Customer will provide all necessary materials, media, and/or software licenses that were not purchased through Mindsight for this Project.
5. Customer will ensure all existing equipment has a current support contract (such as Cisco SMARTnet) to allow for the implementation of software updates, if necessary.

5.3. FACILITIES RELATED ASSUMPTIONS

1. Customer will ensure all power outlets, patch panels, and all cables (power and patch) are available and verified for correct connector match and length.
2. Customer will ensure that all site preparation (including but not limited to, power, space, HVAC, cables, and racks) will be in place three (3) business days prior to the beginning of the scheduled installation. Delays caused by incomplete site preparation will be billed at the time and materials rate including travel.
3. Customer will provide space to stage and store all equipment.
4. Customer will provide 24x7 VPN access to all necessary equipment.
5. Customer will provide any necessary physical building access Mindsight may require.
6. Customer will provide adequate workspace for Mindsight engineers with power, network, and internet access.
7. If working in a secure facility, a Customer escort must be available to work with the engineer.
8. Customer is responsible for providing all network cabling, including but not limited to patch, network, and telephone cables unless otherwise specified in this SoW.
9. Any additional cabling required will be performed by the Customer's cabling vendor. Any wiring done by Mindsight will be billable at the time and materials rate upon mutual written agreement between the parties and a signed Job Change Order. Mindsight can recommend a cabling vendor.

6. FIXED PRICE PROJECT

Based on our experiences, and the hours anticipated to complete this project per the details of the SOW specified above, Insight Public Sector, Inc will provide a fixed price quote for this project, billed in phases as per quote# 227758831.

PRICING OF MICROSOFT PROJECTS:

- *For this type of Microsoft software project, the exact hours required for a fixed price are impossible to determine as customer environments have evolved over time, with previous administrators, vendors, patches, application integrations, etc, that all may be required to be unraveled, understood, troubleshooted and remediated if and when issues occur.*
- *Mindsight has provided a best effort target price based on our understanding from client conversations, however, clients are strongly recommended to include an additional 20% as contingency for any unknown issues or JCOs that may arise during these types of engagements.*
- *The Mindsight Project Manager for this engagement will continuously track the overall project progress within scope and determine and alert if additional hours may be needed which can be added via T&M, retainer, or project JCO.*

An outline of the work to be performed includes:

MINDSIGHT PROFESSIONAL SERVICES - FIXED PRICE PROJECT	
PLANNING & DESIGN	
Preparation and design	
PROJECT MEETINGS	
Customer Meetings External	
Project Meetings Internal	
IMPLEMENTATION	
Microsoft Intune Planning	
--Determine and discuss ISO/SOC standards and insurance requirements	
--Conduct planning work sessions to determine business and technical requirements	
--Develop implementation plan based on solution requirements.	
Project prerequisites	
--Clean up prior Entra registration records	
--Plan and configure targeted deployment requirements	
Microsoft Intune Deployment	
--Grant Global Admin rights to Mindsight account	
--Configure Custom Domain	
--Configure MDM authority	
--Create Intune Groups	
--Create Pilot Groups	
--Add Assigned Devices or Members	
--Configure Hybrid Azure AD join	
--Create DNS Records for Auto Enrollment	
--Assign Licenses	
--Configure Conditional Access	

(Continued on Next Page)

App Deployment Policies
--Prepare apps for Intune (Office)
--Create app in Intune for distribution
--Assign applications to Intune profile
Configure Policies
--Configure Device Configuration Policies (x3)
--Configure App Protection Policies (x3)
--Configure Office App Policy
--Configure and test Bitlocker encryption policy
--Configure Security Policies (x3)
Enable Co-Management
--Review AD Connect settings for Hybrid Join
--Configure Client Settings to direct clients to register with Azure AD
--Configure auto-enrollment of devices to Intune
--Enable co-management in Configuration Manager
--Test Pilot Group
--Customize Workloads
--Troubleshooting
Configure the Company Portal
--Customize Company Portal App
--Configure App Sources
--Customize Self Service Options
--Customize Reset Options
--Configure device assignments
--Customize Compliance Status
SYSTEM TESTING
Testing/Troubleshooting
PROJECT MANAGEMENT

7. MINDSIGHT 90-DAY LABOR WARRANTY

During the term of this SoW and for a period of 90 days from Customer acceptance of Project completion, Mindsight warrants that its provision of services will be in accordance with prevailing standards in the network industry, and Mindsight will use reasonable efforts under the circumstances consistent with industry standards to remedy any omissions, mistakes, or errors with respect to any part of services. The forgoing warranty shall be limited to the terms and provisions (including the limitations and disclaimers) set forth in this SoW, and any additional Job Changed Orders entered into by the parties.

The foregoing warranty and remedies are exclusive and in lieu of all other warranties or remedies, whether express, implied or statutory, including, without limitation, implied warranties of merchantability and fitness for a particular purpose. In the event of any defect whatsoever in the services, neither Mindsight nor any third-party provider or operator of facilities employed in the provision of any part of such services shall be liable to the Customer or any other party for any direct, indirect, consequential, special, actual, punitive or any other damages, or for any lost profits of any kind or nature whatsoever.

8. CONDITIONS OF WARRANTY

Within ten (10) business days of live cutover as mutually agreed to by the parties, Customer is responsible for providing a detailed list of all system issues, which are to be addressed prior to Customer acceptance of Project completion –or– if the issues cannot be resolved prior to acceptance due to reasons beyond the control of Mindsight, Mindsight will note such issues as contractual obligations of Mindsight on the formal acceptance document. This detailed list and any additional issues that may arise prior to completing the detailed list will constitute the complete and entire list of all issues that need to be addressed for Mindsight to receive formal acceptance and final payment for services described herein. Formal acceptance is to be agreed upon in writing by the parties upon successful testing of detailed list items. Any issues that arise after formal acceptance will be covered by the Mindsight warranty, which begins as described herein. The 90 Day Warranty is valid if (1) the detailed list is delivered within the 10 business day period described herein, and (2) if formal acceptance is executed by Customer upon successful testing of the detailed list items that are within the control of Mindsight.

9. MISCELLANEOUS

This SoW and the Agreement (as hereinafter defined) shall be governed as to its interpretation and construction by the laws of the State of Illinois, United States of America, without giving effect to any conflict of laws doctrine which may result in the application of the laws of another jurisdiction. Neither Party shall assign or transfer any rights or obligations under this SoW or the Agreement without the express prior written consent of the other Party. This SoW and the Agreement will be binding upon the successors and assigns of both Parties. The waiver, by the furnishing party, of a breach of any provision of this SoW or the Agreement by the other Party shall not operate or be construed as a waiver of any other or subsequent breach by the other party. Invalidity of any portion of this SoW or the Agreement will not and shall not be deemed to affect the validity of any other provision. In the event that any provision of this SoW or the Agreement is held to be invalid, the Parties agree that the remaining provisions shall be deemed to be in full force and effect as if they have been executed by each Party subsequent to the expungement of the invalid provision. This SoW and the Agreement may be modified or waived only by a separate writing executed by all parties expressly so modifying such agreement.

10. PROFESSIONAL SERVICES AGREEMENT

Please note:

This Statement of Work will utilize the Mindsight and The Village of Orland Park agreed upon Professional Services Agreement and Terms and Conditions on file from the Cisco UC Telecommunications deployment project, which was contract number C21-0067 dated April 26th, 2021.

11. PROPRIETARY AND CONFIDENTIAL INFORMATION

This document contains proprietary information. The data is being furnished to the customer in confidence with the understanding that it will not, without prior permission of Mindsight be duplicated, used, or disclosed in whole or in part for any reason other than for evaluation of this proposal by the customer's employees only.

Any questions regarding this proposal can be directed to:

Mindsight
2001 Butterfield Road
Suite 250
Downers Grove, IL 60515

IP Phone (630) 981-5000
Facsimile (630) 729-3058
info@gomindsight.com