

# Gemini Enterprise MVP for Village of Orland Park Agentic AI Enablement — Statement of Work April 2026

## SUBMITTED BY:

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## POINT OF CONTACT

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## Statement of Work

This Statement of Work (“SOW”) is agreed upon and entered into by and between **Zion Cloud Solutions** on behalf of itself and its affiliates (hereinafter referred to as “**ZCS**”) and the **Village of Orland Park** (hereinafter referred to as “**Customer**”) to enable a Gemini Enterprise Agentic AI Enablement Pilot. This Statement of Work shall be effective on the date of the last signature below, governed by the terms of this SOW, and supersedes any other agreement between the parties related to this subject matter.

## 1. Executive Summary

Zion Cloud Solutions (“ZCS”) will deliver a Gemini Enterprise Agentic AI Enablement Pilot for the Village of Orland Park, a municipality in Cook County, Illinois serving approximately 58,000 residents. The Village manages resident data, vendor contracts, procurement documents, and operational workflows across multiple independent systems including Microsoft 365, water billing, permitting, code enforcement, and parks and recreation platforms.

The Village does not currently have an existing Google Cloud environment. This engagement will provision a secure GCP foundation—including organization setup, project structure, identity federation, and billing—before deploying Gemini Enterprise capabilities across four primary use cases: Microsoft 365 enterprise search and grounded Q&A, resident identity resolution and cross-system tracking, contract intelligence and compliance review, and RFP/RFI research and response intelligence.

The pilot will onboard approximately 50 users across relevant Village departments, with Gemini Enterprise serving as the unified AI productivity layer for cross-system search, document intelligence, and operational workflows. The engagement is planned for six (6) weeks, beginning April 13, 2026 and completing May 22, 2026.

### 1.1 Key Outcomes

- GCP Landing Zone provisioned as a net-new Google Cloud environment with organizational structure, IAM, networking, and billing
- Gemini Enterprise deployed and operational with Microsoft Entra ID single sign-on via Workforce Identity Federation (WIF)
- Four (4) Microsoft 365 Federated connectors validated: Outlook, SharePoint, OneDrive, Teams
- Resident identity resolution agent operational across water billing, permitting, code enforcement, and parks and recreation systems via custom Vertex AI / ADK agent
- Contract intelligence and compliance review enabled via Vertex AI Search indexed data stores
- RFP/RFI research and response intelligence operational with cross-source retrieval
- Model Armor, audit logging, and role-based access controls configured and validated
- User enablement delivered with department-specific prompt guides and workflow documentation
- Production Rollout Roadmap delivered for Village-wide scaleout and AI strategic planning

### 1.2 Why ZCS

Zion Cloud Solutions is a Google Cloud Premier Partner specializing in domain-specific AI deployments across government, healthcare, insurance, education, retail, and manufacturing verticals. ZCS’s 3E Framework (Efficiency, Experience, Economics) and 30-days-to-production delivery methodology enable rapid, measurable value realization. ZCS brings direct experience

deploying Gemini Enterprise and Vertex AI solutions for Illinois state agencies and municipal government clients, with proven accelerators for enterprise search, document intelligence, and custom agent development.

Start date: April 13, 2026 or ten (10) business days from the SOW Execution Date, whichever is later.

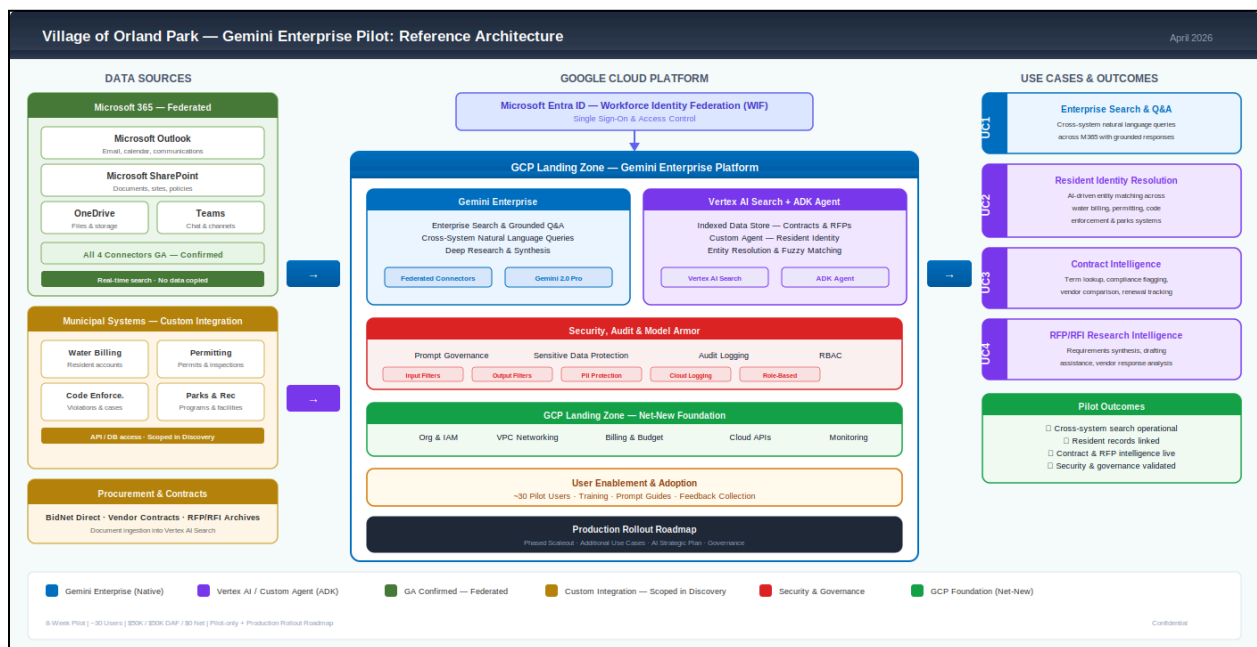
End date: May 22, 2026 (pending acceptance of all deliverables)

Duration: 6 weeks

## 2. Scope of Services

ZCS will design, deploy, and support the Village of Orland Park in this Pilot deployment of Gemini Enterprise in a newly provisioned Google Cloud environment. The engagement encompasses GCP foundation provisioning, Gemini Enterprise deployment with Microsoft 365 connectors, four operational use cases leveraging both native Gemini Enterprise capabilities and custom Vertex AI agents, security configuration including Model Armor, and a Production Rollout Roadmap. The solution will leverage Microsoft Entra ID for identity federation via Workforce Identity Federation (WIF).

### 2.1 Reference Architecture



### Architecture Highlights

- GCP Landing Zone provisioned as a net-new Google Cloud environment with organizational structure, IAM policies, and billing configuration
- Gemini Enterprise as the unified AI productivity layer, accessed via Google Workspace integration

- Microsoft Entra ID (WIF) for identity federation—single sign-on aligned with the Village’s existing authorization model
- Federated connectors for Microsoft Outlook, SharePoint, OneDrive, and Teams providing real-time enterprise search without data replication
- Vertex AI Search data stores (Indexed) for contract and procurement document ingestion, enabling grounded Q&A across vendor agreements and RFP/RFI history
- Custom Agent (Vertex AI / ADK) for resident identity resolution leveraging AI-driven entity matching across municipal systems
- Model Armor and security controls for prompt governance, sensitive-data protection, audit logging, and role-based access

The following enterprise systems and connectors will be evaluated and configured during the pilot:

System / Connector	Agent Type	Use Cases Served
Microsoft Outlook	Federated	UC1: Enterprise Search & Q&A
Microsoft SharePoint	Federated	UC1, UC3, UC4
Microsoft OneDrive	Federated	UC1, UC3, UC4
Microsoft Teams	Federated	UC1: Enterprise Search & Q&A
Municipal Systems (Water Billing, Permitting, Code Enforcement, Parks & Rec)	Custom Agent (Vertex AI / ADK)	UC2: Resident Identity Resolution
BidNet Direct / Procurement Docs	Indexed (Vertex AI Search)	UC3, UC4: Contract & RFP Intelligence

All standard Gemini Enterprise connectors (Microsoft 365 suite) have been confirmed as Generally Available (GA). Municipal system integrations and procurement document ingestion are custom implementations leveraging Vertex AI and will be scoped during the Discovery phase based on system accessibility and API availability.

## 2.2 Discovery & Assessment Phase

### Activities

- Conduct a project kickoff meeting with Village IT leadership, department stakeholders, and Google to align on pilot objectives, success criteria, user cohort selection, and timeline
- Perform a comprehensive assessment of the Village’s current IT landscape including Microsoft 365 configuration, municipal system architectures (water billing, permitting, code enforcement, parks and recreation), and procurement workflows
- Evaluate data source accessibility for municipal systems—document available APIs, database access methods, export capabilities, and data quality for identity resolution
- Assess contract and procurement document repositories including BidNet Direct integration options, document formats, volume, and indexing requirements

- Define pilot user cohorts across target departments and confirm role-based access requirements
- Validate Entra ID configuration for Workforce Identity Federation (WIF) compatibility

#### **Deliverables / Outcomes**

- Discovery Assessment Report documenting system landscape, data source accessibility, integration feasibility, and risk assessment
- Pilot Deployment Plan with confirmed user cohorts, connector configuration approach, and use case prioritization
- Architecture Decision Record confirming integration approach for each municipal system

### **2.3 GCP Foundation & Landing Zone Provisioning**

The Village of Orland Park does not currently have an existing Google Cloud environment. ZCS will establish the foundational GCP infrastructure required to support the Gemini Enterprise deployment and custom Vertex AI workloads.

#### **Activities**

- Provision GCP organization structure aligned with the Village's governance requirements
- Configure project hierarchy, IAM policies, and service account management
- Establish billing account and configure budget alerts and cost controls
- Enable required Google Cloud APIs including Vertex AI, Gemini Enterprise, Cloud Functions, and supporting services
- Configure VPC networking and connectivity as required for municipal system integration
- Establish logging, monitoring, and audit trail infrastructure via Cloud Logging and Cloud Audit Logs

#### **Deliverables / Outcomes**

- Production-ready GCP Landing Zone with organization, projects, IAM, and networking configured
- GCP Foundation Documentation including architecture decisions, IAM policy map, and operational guidelines

### **2.4 Gemini Enterprise Deployment & Connector Configuration**

#### **Activities**

- Deploy Gemini Enterprise within the provisioned GCP environment
- Configure Microsoft Entra ID integration via Workforce Identity Federation (WIF) for single sign-on
- Deploy and validate Federated connectors for Microsoft Outlook, SharePoint, OneDrive, and Teams
- Validate connector functionality including search accuracy, result grounding, and access control inheritance
- Onboard pilot user cohort (approximately 30 users) across target Village departments

- Conduct initial platform orientation and ensure all users can access Gemini Enterprise via their existing credentials

#### **Deliverables / Outcomes**

- Gemini Enterprise deployed and operational with Entra ID WIF integration
- Four (4) Microsoft 365 Federated connectors deployed and validated: Outlook, SharePoint, OneDrive, Teams
- Pilot users onboarded with confirmed access and initial platform orientation completed

### **2.5 Use Case 1: Microsoft 365 Enterprise Search & Grounded Q&A**

Gemini Enterprise will be connected to the Village’s existing Microsoft 365 environment to enable enterprise-wide search and grounded question answering across all connected systems. Staff will be able to ask natural language questions spanning email, documents, files, and team conversations—receiving AI-generated responses grounded in the Village’s own data.

#### **Activities**

- Configure enterprise search across all four M365 Federated connectors to enable cross-system query resolution
- Develop and test a curated set of representative queries across Village departments to validate search accuracy and grounding quality
- Tune search relevance and grounding parameters based on validation results
- Create department-specific prompt templates and usage guides for common search patterns

#### **Deliverables / Outcomes**

- Enterprise search operational across Outlook, SharePoint, OneDrive, and Teams with validated grounding accuracy
- Department-specific prompt guides and example query library

### **2.6 Use Case 2: Resident Identity Resolution & Cross-System Tracking**

The Village manages resident data across multiple independent systems where name and address variations prevent records from being reliably linked. Gemini Enterprise, augmented by a custom Vertex AI agent, will apply AI-driven matching and record linkage to correlate resident records across systems, giving staff a unified view of resident activity regardless of how data was originally entered.

#### **Activities**

- Assess and document data schemas, record formats, and access methods for each municipal system: water billing, permitting, code enforcement, and parks and recreation
- Design and implement an entity resolution pipeline leveraging Vertex AI and Agent Development Kit (“ADK”) for fuzzy matching on names, addresses, and identifiers across systems
- Build a custom agent (Vertex AI / ADK) that enables staff to query resident history conversationally across all connected departments

- Develop matching confidence scoring to surface high-confidence matches and flag ambiguous records for manual review
- Test identity resolution accuracy against a representative sample of known cross-system resident records
- Validate conversational query interface with target department users

#### **Deliverables / Outcomes**

- Custom Vertex AI agent deployed for cross-system resident identity resolution
- Entity resolution pipeline operational across water billing, permitting, code enforcement, and parks and recreation systems
- Matching accuracy validation report with confidence scoring methodology
- Staff-facing conversational interface for unified resident record queries

### **2.7 Use Case 3: Contract Intelligence & Compliance Review**

The Village maintains a volume of vendor contracts and procurement documents sourced from platforms such as BidNet Direct. ZCS will ingest this content into Vertex AI Search data stores (Indexed), enabling staff to ask questions about specific contract terms, flag compliance concerns, compare vendor agreements, track renewal obligations, and generate summaries.

#### **Activities**

- Assess contract and procurement document repositories to determine document formats, volume, and indexing requirements
- Ingest contract documents into Vertex AI Search data stores with appropriate metadata tagging (vendor, contract type, effective dates, department)
- Configure Gemini Enterprise to surface contract intelligence through grounded Q&A against the indexed document corpus
- Develop and validate representative contract queries: term lookup, compliance flagging, renewal tracking, vendor comparison, and summary generation
- Create procurement staff prompt guides and example query library for contract intelligence workflows

#### **Deliverables / Outcomes**

- Vertex AI Search data store configured with indexed contract and procurement documents
- Contract intelligence Q&A operational via Gemini Enterprise with validated grounding accuracy
- Procurement-specific prompt guides and example query library

### **2.8 Use Case 4: RFP & RFI Research and Response Intelligence**

Staff involved in procurement will leverage Gemini Enterprise to accelerate the full RFP and RFI lifecycle. The system will surface relevant prior procurements, synthesize requirements from multiple source documents, assist in drafting scope-of-work language and evaluation criteria, and analyze vendor responses against stated requirements—drawing from the Village’s own document history and connected systems.

### **Activities**

- Extend the Vertex AI Search data store (shared with UC3) to include historical RFP/RFI documents, evaluation matrices, and vendor response archives
- Configure cross-source retrieval enabling Gemini Enterprise to synthesize information from both procurement documents and M365-connected content
- Develop and validate representative RFP/RFI workflows: requirements synthesis, scope-of-work drafting assistance, evaluation criteria generation, and vendor response analysis
- Create procurement staff prompt guides tailored to RFP/RFI lifecycle stages

### **Deliverables / Outcomes**

- RFP/RFI document corpus indexed and accessible via Gemini Enterprise
- Cross-source retrieval validated for procurement workflow support
- RFP/RFI lifecycle prompt guides and example query library

## **2.9 Security, Audit & Model Armor Configuration**

### **Activities**

- Configure Model Armor for prompt governance, including input/output safety filters and policy-based content controls
- Implement sensitive-data protection policies to prevent PII exposure in Gemini Enterprise responses
- Configure audit logging to track all user interactions, queries, and system access for compliance and governance requirements
- Establish role-based permissions aligned with the Village's departmental access model
- Document security architecture and provide operational guidelines for ongoing security management

### **Deliverables / Outcomes**

- Model Armor configured with prompt governance and safety filters
- Audit logging operational with user interaction tracking
- Role-based access controls implemented and validated
- Security Configuration Document with architecture, policies, and operational guidelines

## **2.10 Testing, Validation & User Adoption**

### **Activities**

- Conduct end-to-end testing across all four use cases with representative queries and workflows
- Validate connector functionality, search accuracy, grounding quality, and response relevance
- Deliver user enablement sessions (up to two sessions) covering Gemini Enterprise capabilities, use case demonstrations, and best practices

- Provide hands-on guided sessions with department-specific workflows and prompt templates
- Collect user feedback through structured surveys and usage analytics to measure adoption and satisfaction

### **Deliverables / Outcomes**

- End-to-end test results report with validation findings across all use cases
- User enablement materials including training deck, prompt guides, and quick-reference cards
- User adoption and feedback report with qualitative and quantitative assessment

## **2.11 Knowledge Transfer & Production Rollout Roadmap**

The goal of this pilot is to demonstrate the value of Gemini Enterprise and custom AI capabilities for the Village of Orland Park's operational workflows. Should this pilot prove successful, the goal is to expand into additional departments, use cases, and a broader user base across Village operations.

### **Activities**

- Conduct a knowledge transfer and closeout meeting of up to two (2) hours to:
  - Recap project goals, milestones, and accomplishments
  - Summarize lessons learned and optimization recommendations
  - Review all submitted deliverables
  - Present the Production Rollout Roadmap
- Prepare comprehensive Technical Design Documents (TDD) covering all deployed components
- Deliver operational guidelines for ongoing solution operation and maintenance
- Deliver Production Rollout Roadmap with recommendations for Village-wide scaleout

### **Deliverables / Outcomes**

- Technical Design Document (TDD) covering GCP foundation, Gemini Enterprise configuration, Vertex AI agents, and security controls
- Operational guidelines for ongoing management and maintenance
- **Production Rollout Roadmap:** phased scaleout plan to all Village departments, recommended cohort strategy, additional use case opportunities (e.g., 311 call intelligence, meeting summarization, policy research), connector expansion strategy, AI strategic plan recommendations, governance framework, and estimated timeline for production deployment

## **2.12 Out of Scope**

- Production-ready custom application code beyond the pilot use cases defined in this SOW
- Infrastructure-as-Code (IaC) / Terraform automation for GCP environment provisioning
- Custom UI/UX development or frontend application builds

- Training licenses or instructor-led training programs
- Data migration or ETL pipeline development beyond what is required for the defined use cases
- Integration with systems not identified in the Discovery phase
- Ongoing operational support or managed services beyond the SOW Term
- Any activities not explicitly stated in the Description of Services

### 3. Deliverables and Assumptions

#### 3.1 Deliverables

#	Deliverable	Description	Format
1	Discovery Assessment Report	System landscape, data source accessibility, integration feasibility, risk assessment	Document
2	Pilot Deployment Plan	User cohorts, connector configuration approach, use case prioritization	Document
3	GCP Foundation Documentation	Architecture decisions, IAM policy map, operational guidelines	Document
4	Security Configuration Document	Model Armor policies, audit logging, RBAC configuration, security architecture	Document
5	Use Case Validation Reports	Test results, accuracy metrics, and findings for all four use cases	Document
6	User Enablement Materials	Training deck, prompt guides, quick-reference cards, department-specific workflows	Presentation / Document
7	User Adoption & Feedback Report	Qualitative and quantitative assessment of pilot adoption, satisfaction, and recommendations	Document
8	Technical Design Document (TDD)	Complete technical documentation covering GCP foundation, GE configuration, Vertex AI agents, and integrations	Document
9	<b>Production Rollout Roadmap</b>	Phased scaleout plan, cohort strategy, additional use cases, connector expansion, AI strategic plan, governance framework	Document

#### 3.2 Assumptions

**Customer will meet all the following project prerequisites BEFORE ZCS will start the Services:**

- The Village of Orland Park has authorized the provisioning of a Google Cloud environment and associated billing account
- The Village will provide administrative access to Microsoft 365 (Entra ID, SharePoint, Outlook, OneDrive, Teams) for connector configuration
- The Village will identify and provide access to municipal system databases and/or APIs for water billing, permitting, code enforcement, and parks and recreation as required for UC2
- The Village will provide a representative sample of contract and procurement documents (including BidNet Direct exports) for indexing as required for UC3 and UC4
- Pilot users (approximately 30) will be identified and enrolled prior to the Enablement phase

**Customer will perform the following ONGOING activities during the engagement:**

- Designate a Village IT Lead as the primary technical point of contact available for at minimum four (4) hours per week
- Provide timely feedback on deliverables within five (5) business days of submission
- Ensure pilot users participate in enablement sessions and actively use the platform during the pilot period
- Escalate internal blockers (system access, stakeholder availability, procurement approvals) promptly

## 4. Success Criteria

The following criteria define successful completion of the Gemini Enterprise Pilot:

- **GCP Foundation:** GCP Landing Zone provisioned and operational with organization structure, IAM, networking, and billing configured per Village governance requirements
- **Gemini Enterprise Deployment:** Gemini Enterprise deployed and accessible to all pilot users via Entra ID single sign-on
- **Connector Validation:** All four Microsoft 365 Federated connectors (Outlook, SharePoint, OneDrive, Teams) deployed and returning accurate, grounded search results
- **UC1 — Enterprise Search:** Staff can perform cross-system natural language queries across M365 content with demonstrably accurate grounded responses
- **UC2 — Resident Identity Resolution:** Custom agent operational for cross-system resident record matching with documented accuracy metrics and confidence scoring
- **UC3 — Contract Intelligence:** Contract and procurement documents indexed and queryable via Gemini Enterprise with accurate term lookup, compliance flagging, and summary generation
- **UC4 — RFP/RFI Research:** RFP/RFI lifecycle assistance operational with demonstrated requirements synthesis, drafting assistance, and vendor response analysis capabilities
- **Security & Governance:** Model Armor, audit logging, and role-based access controls configured and validated
- **User Adoption:** Pilot users onboarded, enablement delivered, and adoption feedback collected with documented satisfaction metrics

- **Documentation:** All deliverables submitted including TDD, Security Configuration Document, and Production Rollout Roadmap

## 5. Financials

The services described in this SOW will be delivered on a fixed-fee basis. Contingent upon Google funding approval, the total engagement cost is offset by Google’s Deployment Assistance Funding (DAF), resulting in no net cost to the Village of Orland Park for the pilot engagement.

### 5.1 Services Cost Summary

Line Item	Amount
Gemini Enterprise Pilot — Village of Orland Park	\$50,000
Google Deployment Assistance Funding (DAF)*	(\$50,000)
<b>Invoice Amount</b>	<b>\$0</b>

\*Contingent upon Google funding approval.

This pricing is all inclusive of effort and taxes. Any scope changes that affect the level of effort will be managed through the Change Request process. No travel costs are anticipated for this engagement; any travel required will be mutually agreed in advance.

## 6. Roles and Responsibilities

### 6.1 ZCS Roles and Responsibilities

Role	Responsibilities
<b>Engagement Lead</b>	Overall project delivery, client communication, escalation management, stakeholder alignment
<b>Solution Architect</b>	GCP foundation design, Gemini Enterprise architecture, Vertex AI agent design, security architecture
<b>Technical Lead</b>	Connector configuration, Vertex AI Search setup, custom agent development, integration testing
<b>Developer(s)</b>	Entity resolution pipeline, custom agent implementation, data ingestion, prompt engineering
<b>DevOps Engineer</b>	GCP Landing Zone provisioning, IAM configuration, networking, monitoring, and security controls

### 6.2 Customer Roles and Responsibilities

Customer Role	Responsibilities
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<b>Executive Sponsor</b>	Executive oversight, funding approval, organizational alignment, escalation authority
<b>IT Lead / System Administrator</b>	Provide access to Microsoft 365 admin, municipal systems, Entra ID configuration, and network infrastructure
<b>Department Stakeholders</b>	Participate in discovery sessions, define use case requirements, validate outputs, provide feedback during pilot
<b>Pilot Users</b>	Participate in enablement sessions, use the platform during pilot, provide feedback

## 7. Project Timeline

The duration for the Gemini Enterprise Pilot is six (6) weeks, targeted to begin April 13, 2026 and complete by May 22, 2026, pending acceptance of all deliverables. The start date is contingent on the availability of required resources and access provisioned by the Customer.

### 7.1 Key Milestones

- Week 1: Kickoff & Discovery Phase complete; GCP Landing Zone provisioned; Gemini Enterprise deployed with M365 connectors validated
- Weeks 2–3: All four use cases configured, tested, and validated; Security configured; User enablement delivered
- Week 6: Knowledge transfer, TDD, and Production Rollout Roadmap delivered

### 7.2 Project Schedule

Phase / Deliverable	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6
Kickoff & Discovery	█					
GCP Landing Zone Provisioning	█					
GE Deployment & Connectors	█					
UC1: M365 Enterprise Search	█	█	█			
UC2: Resident Identity Resolution	█	█	█			
UC3: Contract Intelligence	█	█	█			
UC4: RFP/RFI Research	█	█	█			
Testing, Validation & Adoption				█		
User Enablement & KT				█	█	
Production Rollout Roadmap						█

## 8. Change Requests

Any changes to the scope, timeline, or deliverables defined in this SOW must be submitted through a formal Change Request process.

### 8.1 Change Request Process

Element	Description
<b>Request Description</b>	Detailed description of the proposed change
<b>Scope Impact</b>	Assessment of impact on existing scope and deliverables
<b>Timeline Impact</b>	Assessment of impact on project schedule and milestones
<b>Cost Impact</b>	Assessment of impact on engagement cost and resource allocation
<b>Approval Required</b>	Written approval from both ZCS Engagement Lead and Customer Sponsor
<b>Submission Method</b>	Email to ZCS Engagement Lead with Change Request form
<b>Response Time</b>	ZCS will respond within five (5) business days of receipt

### 8.2 Execution

No changes to the scope, timeline, or cost of this engagement will be executed without written approval from both parties. Approved Change Requests will be documented as amendments to this SOW.

## 9. Signatures

Zion Cloud Solutions		Village of Orland Park	
<b>Authorized Signature:</b>		<b>Authorized Signature:</b>	
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<b>Date:</b>	April 03, 2026	<b>Date:</b>	