



Statement of Work

G Suite Deployment



CLAREMONT
LINCOLN
UNIVERSITY

Prepared For:
Claremont Lincoln University

Updated: July 2020

Project Overview

Migrating Claremont Lincoln EDU from MSFT 365 to G SUITE EDU ENTERPRISE

Primary Domain: claremontlincoln.edu

License Type: G Suite Education Enterprise

Number of Licenses: 35 - Staff / 80 - Faculty

Current Email Platform: O365

Introduction

This Statement of Work ("SOW") is made by and between UpCurve Cloud and Claremont Lincoln Edu ("Customer") and identifies the consulting services ("Services") UpCurve Cloud will perform for Customer.

This SOW outlines the following:

- The scope of services being contracted from UpCurve Cloud
- The activities and deliverables within the scope of these services
- A high-level plan for delivery
- Proposed timeframe
- Definition of both UpCurve Cloud and Customer roles and responsibilities
- Project Timeline
- Project Fees

This SOW and the Customer Service Agreement to which this SOW is attached (including whatever other documents are expressly incorporated therein) form the entire agreement ("Agreement") between UpCurve Cloud LLC ("UpCurve Cloud") and Claremont Lincoln Edu ("Customer") for the Services described in this SOW. The parties indicate their acceptance of the Agreement by the execution of this SOW by their duly authorized representatives. This Agreement is effective as of the date this SOW is fully executed.

- A. All defined terms in this SOW have the same meaning as in the MSA unless this SOW expressly states otherwise.
- B. All references to Services and Deliverables below are restricted to the Services and Deliverables under this SOW, and not those under any other statement of work(s).
- C. Customer (and its point of contact) will work with an UpCurve Cloud point of contact listed below.
- D. NO SERVICES MAY BE PERFORMED UNTIL UpCurve Cloud AND CUSTOMER SIGN THIS SOW.**

The table, below, details the main project management related deliverables for the deployment project:

Deliverable/ Service	Description
Project Timeline	Project Start date - Oct 15th, 2020 (approximate) Go Live - Estimated December 20, 2020 (approximate)
Project Plan	Outlined below

This offering will help to assess, plan and execute a well-managed transition for users to move from O365 To G Suite EDU enterprise.

Scope of Services

UpCurve Cloud will provide the following Services to Customer. Anything not expressly stated to be within the scope of this SOW is agreed to be out-of-scope and not included in the SOW.

Activities and Deliverables

The following activities and deliverables are planned to be completed for delivery to Customer as part of these Services:

Pre Deployment Activities (Planning)

Description
Choose migration strategy (remote meeting with IT and management)
Determine whether any legacy platforms are to be used
Choose a security model. This includes topics such as Single Sign-On (SSO), authentication and authorization for Google APIs, 2-step verification (<i>implementation to be charged separately depending on the chosen model</i>)
Determine Go-Live date
Determine the tools and approach to data migration.
Assign Early Adopters
Inform users on the upcoming change and educate them (recurring for every stage)

Technical Deployment Activities

Deliverable	Description
Email, Calendar, and Contact Migration,	Configure Migration tool to migrate all data for ~85 users (Staff and Faculty) from O365 to G Suite EDU Enterprise accounts. This also includes set up and provisioning of generic or shared mailboxes. Email folder structure from Outlook must correctly translate to Gmail labels and sub-labels.
Domain Configuration	Create the claremontlincoln.edu domain configuration and all Secondary (if applicable) domains to be established.
Mail Routing Configuration	Dual delivery mail routing during the deployment phase. Configure the legacy system with forwarding rules, MX record modification pointing to Google, etc upon final delta migration.
EMAIL Configuration	Establish a migration process for all accounts and setup user mailboxes
User Provisioning	Work with G Suite Admin to set up Users and OU's, rules and configuration
Security Recommendations	Provide details about security recommendations which might include configuring security features, two-step verification, security review and/or any other aspect.
User Readiness	Prepare users for the switch. Communication prep and collateral. See Change Management details below
Project workbook	UpCurve to keep a project workbook up to date with milestones, tasks, expectations and engagement

Change Management

Project Phases - High-level summary

<u>Description:</u>	<u>Objective:</u>
Phase 1	<ul style="list-style-type: none"> Identify integration points Become familiar with tools and technology
Early Adopters (Core Staff)	<ul style="list-style-type: none"> Validate the migration approach and timing Test change management assets and plan Gather feedback on training and communications Enable G Suite for Core Staff
Phase 2 / Phase 3 Secondary Staff / Faculty	<ul style="list-style-type: none"> Bring remainder of Staff and Faculty onto the same system Train on Mail, Calendar, Contacts, Docs, Sheets, Slides, Forms, and Drive Transition to long-term adoption and transformation efforts

Project Management / Change Management

<u>Description:</u>	<u>Deliverable:</u>
Planning / Change Management Design	<p>Working with the Claremont Lincoln Edu project lead for the G Suite rollout:</p> <ul style="list-style-type: none"> UpCurve Cloud Solutions will host regular meetings leading up to Go-live to discuss overall project status & change management activities. UpCurve Cloud Solutions will assist with developing a Communication Plan to ensure users know what to expect during the transition to G Suite. UpCurve Cloud Solutions will assist with developing a Training Plan for G Suite, including tailored agendas specific to the Claremont Lincoln Edu Environment.
G Suite Training Site Additions	<ul style="list-style-type: none"> UpCurve Cloud will create and deliver a "Going Google Resource Site" for and work with the Claremont Lincoln Edu team to incorporate into existing G Suite Training Hub if desired.
FAQs & Getting Started Guides	<ul style="list-style-type: none"> UpCurve Cloud Solutions will draft & create "Getting Started Guides," tailored to the client environment. UpCurve Cloud will draft & upload FAQs related to the G Suite implementation, to be uploaded to the Google G Suite Resource.
Early Adopter Network	<ul style="list-style-type: none"> UpCurve Cloud will assist with the formation of a Google Guide Network. UpCurve Cloud will host an early adopter Kick-off session & Pre Go-live check-in, in addition to any product training sessions
Webinar Training	<p><u>UpCurve Cloud will deliver:</u></p> <p>Phase #1 - Early Adopters (Core Staff)</p> <ul style="list-style-type: none"> 3x End-User Remote Trainings - G Suite Essentials

	<ul style="list-style-type: none"> ■ (1) sessions of mail/contacts/calendar ■ (1) sessions of Drive/Docs/Sheets/Slides ■ (1) sessions of "Ask the Expert" ○ Recorded copies for future reference <p>Phase #2 - GLOBAL GO-LIVE</p> <ul style="list-style-type: none"> ○ 6x End-User Remote Trainings - G Suite Essentials <ul style="list-style-type: none"> ■ (2) sessions of mail/contacts/calendar ■ (2) sessions of Drive/Docs/Sheets/Slides ■ (2) sessions of "Ask the Expert" ○ Recorded copies for future reference
Custom Training sessions	Host multiple training sessions to help improve workflow and process. Training sessions can be broken up into groups of users by department, task or application.
Post Production Support	<ul style="list-style-type: none"> ● For 2 weeks post-global go live, support real-time issue management including attending defect meetings (timing TBD) overall issue resolution.

Project Timeline

The overall project to be completed over a (8) week delivery window:

Phases	Kick-off date	Completion date
Core IT	Mid October	Late October
Google Guides / Early Adopters	Late October	Early November
Global Go-live	Early November	Mid December

Post-Deployment Services (Customer Success Services):

- G Suite support provided by UpCurve Cloud for the entire length of time Claremont Lincoln Edu or any portion of Claremont Lincoln Edu is a customer.

- Continue to provide support to ensure the highest level of adoption and long-term project success.
- Some of the support initiatives to be provided will be:
 - Quarterly Security Audits
 - Quarterly Adoption success Discussions
 - New G Suite updates and Releases
 - 3rd party integration services
 - Additional training sessions if necessary with a change order

UpCurve Cloud Responsibilities

UpCurve Cloud will provide certified consultants and technicians to provide all necessary technical and change management duties outlined in the Scope of Work SOW.

UpCurve Cloud Resources

UpCurve Cloud will provide the following resources to execute the Services outlined in this SOW.

Role	Description	Name	Email / Contact
Project Manager & Change Management Lead	Owns overall Project Plan and responsibility for resolution of any escalated issues	Angela Bazzi	abazzi@upcurvecloud.com
Technical Engineer	Assists with advising on potential uninstalls and creation of new solutions during transformation activities	Eric Downing	edowning@upcurvecloud.com
Advanced Support Specialist	Escalation point for Customer Help Desk on advanced usage questions and troubleshooting related to UpCurve Cloud Apps	Tony Rosales	trosales@upcurvecloud.com
Google Account Manager	Direct contact at Google to provide additional support and resources if necessary	Nico Robinson	nicorobinson@google.com
UCC Customer Success	Direct contact at UpCurve to provide additional support and resources if necessary	Taylor Granstaff	taylor@upcurvecloud.com

Customer Resources

The Customer will provide the following resources to execute the Services outlined in this SOW.

Role	Description	Name	Email / Contact
Executive Champion	Leadership champion of the effort.	Tony Digiovanni	tdigiovanni@claremontlincoln.edu
Project Sponsor	Responsibility for resolution of any escalated issues from Project Leads, if needed;	Nancy Barnes	nbarnes@claremontlincoln.edu
Project Leads	Responsibility for resolution of any escalated issues and overall program success	TBD	

External Resources

During the course of this project, several tools and third-party resources may be required to perform the tasks necessary to deliver the Services.

Vendor Tools

The following third-party vendor tools may be necessary to complete the activities described in the Scope of Services.

Tool	Description	Vendor
UpCurve Cloud (O365) Migration Tool	Used to migrate G Suite EDU Enterprise Email to G Suite	UpCurve Cloud

The cost for these tools is included in the fees for this SOW.

Completion & Termination Criteria

Unless terminated earlier in accordance with the MSA, the SOW Term will end on the later of:

- A. The SOW End Date; or commencement of final sign off and MX record switch
- B. the end of the last Inspection Period under this SOW (as described in MSA)
- C. If for any reason during the Deployment, Claremont Lincoln EDU is not able to conduct curriculum, teaching or critical business initiatives due to G Suite implementation or if Claremont Lincoln EDU reasonably determines that UpCurve Cloud and GSuite is not proceeding diligently to meet the deliverables defined in the corresponding SOW, the project will pause. UCC will do a full audit to determine if the project can commence. In the event of termination, Claremont Lincoln EDU will have no further obligation to fund the deployment project except for accrued expenses and subject to the following: G Suite Enterprise EDU licenses.

Fees

UpCurve Cloud will provide the work as outlined in this SOW exclusive of (1) applicable taxes; and (2) all out-of-pocket expenses (including without limitation travel expenses).

Item	Qty	Claremont Lincoln Edu Price	Total (Discounted price)
G Suite deployment Package G Suite EDU Enterprise Migration (Staff)	35	\$65.00	\$2,275.00
G Suite deployment Package G Suite EDU Enterprise Migration(Faculty)	80	\$45.00	\$3,600.00
Change Management including Training and on-site go-live	1	\$4,290.00	\$4,290.00
Custom Support Hours	24	\$129.00	\$3,096.00

Total Project Cost:	\$13,261.00
EDU Discount:	-\$1,989.15
Deployment Grand Total	\$11,271.85

Terms and Conditions

By executing this SOW, Customer agrees to the Customer Agreement dated as of _____ between the Parties to which this SOW is attached and incorporated therein and the following G-Suite Agreements.

- [G Suite Terms of Service](#)
- [G Suite SLA agreement](#)

Payment Terms:

G Suite EDU annual licenses and Phase 1 Deployment must be paid prior to project kick-off. Phase 2 will be billed NET 30. Consulting hours will be billed upon commencement of post deployment projects.

Payment Schedule

The table below outlines how Payment Orders will be submitted for each of the costs listed above.

Payment Schedule	Pricing
Phase 1 Deployment	<i>\$5,570.43</i>
Annual License	<i>\$2,760.00</i>
Phase 2 Deployment	<i>\$2,605.42</i>
Post deployment deliverables	<i>\$3,096.00</i>

Authorization

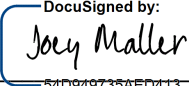
If you are signing on behalf of your company, you represent and warrant that you:

- 1. Have the full legal authority to bind your company to these terms and conditions;
- 2. Have read and understood this SOW and the MSA
- 3. Agree to this SOW and the MSA on behalf of your company.

If you do not have the legal authority to bind your company, do not sign the signature box below.

This SOW authorizes UpCurve Cloud to provide Customer with consulting services according to the MSA. The parties indicate their acceptance of the terms outlined herein by the execution of this SOW by their duly authorized representatives on the dates below.

UpCurve Cloud LLC.

DocuSigned by:

54D949735AED413...
Authorized Signature

Joey Maller
Printed Name

VP SALES
Title

9/23/2020
Date

Claremont Lincoln Edu

DocuSigned by:

9D5750043B404F6...
Authorized Signature

Tony Digiovanni
Printed Name

President
Title

9/23/2020
Date