Discovery and Migration Design

Statement of Works

Capita PLC

Date:	29/11/2024
Version:	Final
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Review History & Change Control

Date	Revision	Change Description
04/11/2024	draft	Initial draft
29/11/24	v.02	To take into account funding / marketplace

Contents

1 Executive Summary

1.1 Customer Project Brief

Capita have a requirement to migrate files services that support applications and various staff across the Pension business within Capita.

The move is driven by the need to prevent future cyberattacks, referencing a previous cyberattack that heavily impacted this area. Segregating the data outside the core group network will create a more secure environment. This segregation will create an environment that can be controlled independently, providing better security and management capabilities.

The project must be completed without disrupting the business, which handles approximately 100,000 transactions annually.

1.2 Success Criteria

Success will be measured by moving the in-scope servers and storage (approximately 27 servers and 70 terabytes of data storage) to a secure platform within Azure.

This needs to be achieved as quickly as possible with minimal business disruption.

1.3 High Level Approach

Cloud Direct typically engage on a fixed price, fixed outcome model. Given the multiple ways in which the objective of moving the data to a more secure cloud based platform can be achieved, we are proposing splitting the proposal into two phases.

The first is a discovery exercise, which then feeds into a design of the target solution, all of which is scoped within this Statement of Work. This is fixed price.

Following the first phase, we will then be able to scope and fix price the second phase – build and migration of servers and data to Azure.

1.4 Summary of Costs

Type	Description	Price
One-Time	**Total Professional Services Price**	**£28,950**
	Estimated Microsoft AMM Funding Contribution	*£28,950*
	Total Estimated Customer Cost	**£0**

NOTE: Microsoft Funding is estimated to be £28,950 towards the cost of our Professional Services for this SOW. If for any reason Cloud Direct do not receive funding from Microsoft, Capita are liable for the full amount.

2   Customer Requirements

2.1 Overview

Below are business and technical requirements gathered from calls with Capita.

2.2 Business Requirements

The following business requirements have been captured during pre-sales workshops with key stakeholders within Capita PLC. These highlight the business requirements that are applicable for the data migration as a whole and provide context. They are not intended to be solely delivered by this statement of work.

BR#	Requirement	Measurable?	Priority	Primary Stakeholder
1	Target data needs to be moved from the Capita on-premises environment to the Azure pension solution area to improve data segregation and security	Yes	Must	TBC
2	The project needs to be completed without disrupting the pensions business which handles approximately 100,000 transactions annually	Yes	Must	TBC
3	Discovery and design should consider future data management requirements including metadata improvement, interrogation, analytics, and access	Yes	Must	TBC
4	Consider accelerating the project by moving data quickly and transforming it later, as long as this is balanced against work that has already been completed	Yes	Should	TBC
5	Delivery of the project should include additional resources and expertise to accelerate the project and ensure its success within acceptable timeframes	Yes	Must	TBC
6	Continued efforts are being made to delete unnecessary data ahead of migration by Capita, however some archive data will be required to be moved to cold storage	Yes	Must	TBC
7	Capita need to keep data for 7 years for compliancy	Yes	Must	TBC

2.3 Technical Requirements

The following technical requirements have been captured during pre-sales workshops with key stakeholders within Capita PLC. These highlight the technical requirements that should be met as a result of this statement of works.

TR#	Requirement	Measurable?	Priority	Primary Stakeholder
1	Certain file servers have dependencies on applications and databases, which may necessitate the migration of multiple servers together to avoid disruptions	Yes	Should	TBC
2	Capita need to keep data for 7 years; any target architecture should consider backup and archive as part of the solution	Yes	Must	TBC
3	Multiple domains make us the current landscape and we need to consider the impact of moving workloads between them	Yes	Must	TBC
4	For partial migrations of file shares, file synching may be required to sync between Azure and on-premises (and possibly across domains)	Yes	Could	TBC
5	Capita have with hidden shares and shares with non-compliant characters which have caused issues with storage accounts using DFS. These need to be considered in any migration target architecture	Yes	Should	TBC
6	Capita have a 100 Mbps ExpressRoute which is largely unused and would be the preferred route for any file migrations. Internet access available as well to Azure, but this would require change requests for access from the network team	Yes	Should	TBC

3 Current Environment

3.1 Overview

Capita have a requirement to migrate files services that support applications and various staff across the Pension business within Capita.

The move is driven by the need to prevent future cyberattacks, referencing a previous cyberattack that heavily impacted this area. Segregating the data outside the core group network will create a more secure environment. This segregation will create an environment that can be controlled independently, providing better security and management capabilities.

The project must be completed without disrupting the business, which handles approximately 100,000 transactions annually. Breaking the business during the transition would be unacceptable. While the scope is clear, it is essential to ensure that the business continues to operate smoothly during the transition.

The current data storage setup includes approximately 27 servers and 70 terabytes of data storage. The data consists of various file types, including Word documents, PDFs, ISO files, and other miscellaneous files, but excludes application data. The data is currently exposed within the Capita network, making it accessible through the group VPN solution. The goal is to move this data to the Azure pension solution to improve security and segregation.

Within the collection of servers and the target destination in Azure, there are three different AD domains – Frontier, CBS and AD Capita - and there arent trusts in place between them all. One of these domains, the Frontier domain is relatively small and only has three file servers on it. The main users of these are consultants that access mainly office files.

Moving of these Frontier files would require permissions being reapplied as they would be moving to a new domain, but because of the profile of the users and content of the file shares, these file servers are a good candidate to move as a first workload.

Capita have requested Cloud Direct to examine the file servers within the specified scope and determine the optimal target architecture for various file shares, considering the unique requirements and complexities of each file server, as well as the applications and users they support. Furthermore, Cloud Direct and Capita should agree on an initial workload to move to Azure as a proof of concept and develop a design for the ideal target architecture for that workload.

3.2 High Level Readiness

The following table provides our summary of the currently understood readiness to migrate. It covers some of the key high-level areas that need to be aligned for a successful migration to occur.

Area	Infrastructure Element	Readiness	Notes
Discovery	Virtual Machine Sizing	🟥	Azure Migrate assessments is yet to be run against the servers in scope (c.100). Capita have provided sizing estimates to Cloud Direct for the file servers
Discovery	Workloads, dependencies and 5 R's approach	🟥	Analysis has to be performed once outputs have been shared
Azure	Azure Subscriptions to use and type (CSP, Dev/Test etc)	🟩	An existing target area within Azure has been identified, where the servers will be migrated to
Azure	Landing Zones Present	🟩	An existing Landing Zone and Azure environment is already established within Azure
Azure	Multi Region	🟩	All workloads will stay in the UK
Identity	AD Presence in Azure and AD Synch	🟧	The AD Capita domain is in Azure and synced with the on-premises domain
Identity	No. of Domains	🟧	In addition to the AD Capita domain, there are two other on-premises domains that are in scope – Frontier and CBS
Networking	Bearer and Bandwidth for migrating data	🟥	100 Mbps ExpressRoute which is largely unused. Internet access available as well to Azure, but this would require change requests for access from the network team
Networking	Connectivity for workload use	🟧	ExpressRoute would be the preferred route
Workloads	Hypervisor Compatibility	🟧	Currently unknown, but a mix of Hyper-V and VMware hypervisors in place
Workloads	Server OS Versions	🟥	Largely Windows 2016 server and above, however there are a small number of servers in scope that are windows 2012

4 Cloud Direct Standard Approach

4.1 Microsoft Accreditations

We're one of Microsoft's most trusted and capable partners, with more than 15 of their most stringent competencies, including Infrastructure, Applications, Data and Security. At the heart of our business, we're a certified Azure Expert MSP. After being one of the first Azure Experts to meet Microsoft's requirements, we've been expanding our capabilities ever since. There are many benefits to working with an Azure Expert MSP, we're an audited and proven safe pair of hands, and you have access to all Microsoft funding programmes that will be outlined in the commercial section of this proposal.

4.2 Cloud Adoption Framework (CAF)

For migration into the cloud, Cloud Direct follow the Microsoft Cloud Adoption Framework. It provides cloud adoption best practices, documentation, and tools developed through thousands of cloud migrations.
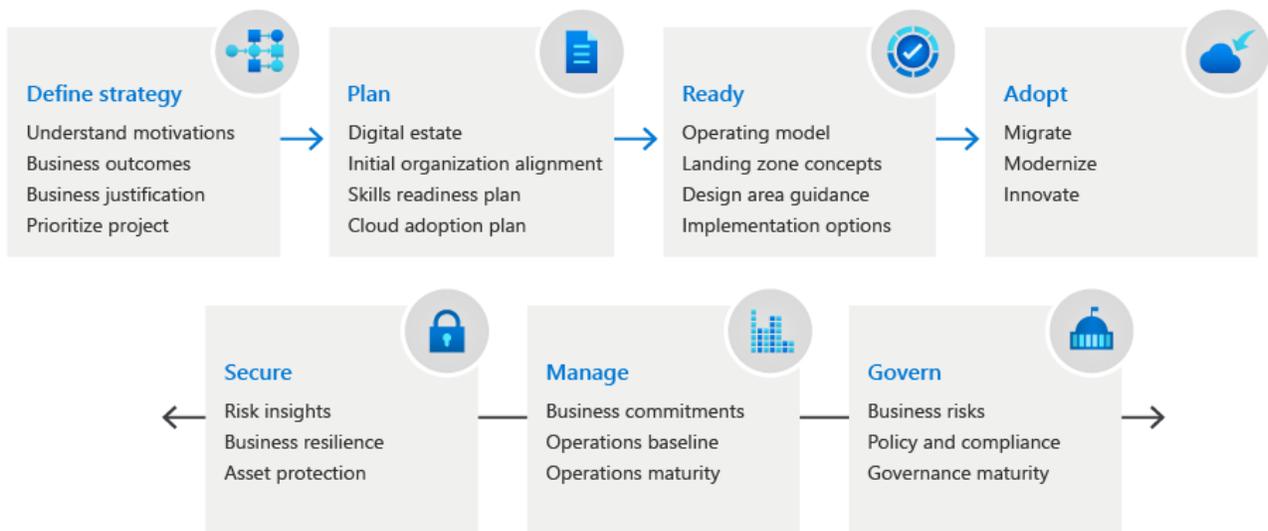

Figure 1 Cloud Adoption Framework

4.3 Migration Process aligned to the CAF

Cloud Direct services are aligned to both the Cloud Adoption Framework and the Well-Architected Framework.
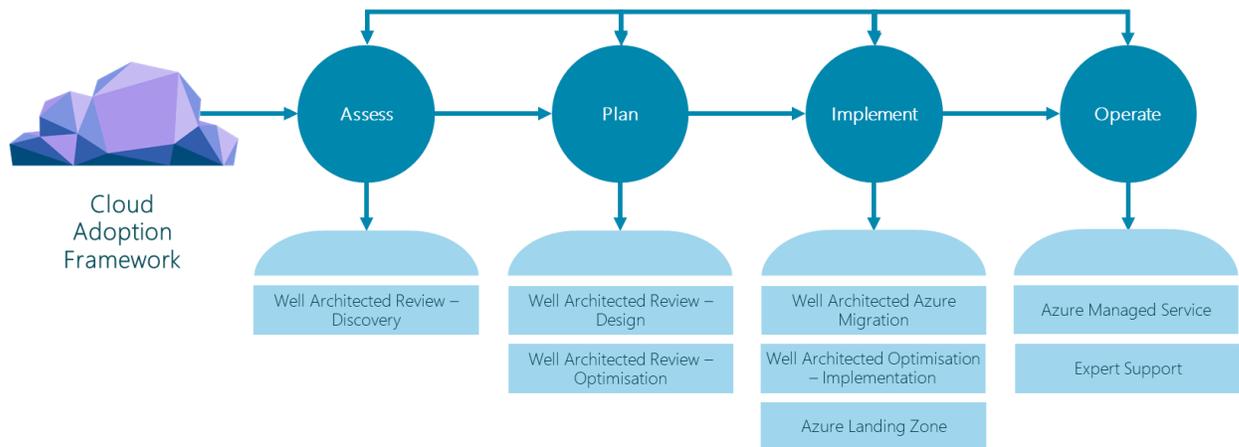
Figure 2 Cloud Direct Services

The five pillars of the Well-Architected Framework are a driving factor not only in the upfront migration to the cloud but are also continually assessed as part of Cloud Direct Managed Services.

4.4 Security Overview

Cloud Direct's design and delivery approach is aligned to the Microsoft Cloud Security Benchmark (v1) which provides prescriptive best practices and recommendations to help improve the security of workloads, data, and services on Azure. It is used in conjunction with the Cloud Adoption Framework, the Azure Well-Architected Framework and Microsoft Security Best Practices.

The Azure Security Benchmark focuses on cloud-centric control areas. These controls are consistent with well-known security benchmarks, such as those described by the Center for Internet Security (CIS) Controls, National Institute of Standards and Technology (NIST), and Payment Card Industry Data Security Standard (PCI-DSS).

Cloud Direct utilises defined and documented deployment blueprints for individual Azure resources, locked down to meet the Azure Security Benchmark. Any changes or deviations from these blueprints required for a workload to function correctly are understood and recorded, to provide a view of the overall security posture.

Security is at the heart of our offerings. We build it into everything we do to ensure your business is secure. We've been awarded a range of competencies from Microsoft, and other vendors, as part of our continued security efforts, including:

- Microsoft Threat Protection Advanced Specialisation
- Microsoft Information Protection and Governance Advanced Specialisation
- Microsoft Identity and Access Management Advanced Specialisation
- Cyber Security Essentials
- ISO 27001

4.5 General Processes

The following general processes and their restriction have been costed into this Statement of Work. Should additional elements be required then a change request will be raised, and additional cost will be incurred.

4.5.1 Documentation Issue and Review

Any documentation issued by Cloud Direct should be reviewed by Capita PLC within 5 days and comments returned. Comments must be collated by Capita PLC before returning them so they only come from one source.

Cloud Direct will address these comments and re-issue the document, with no further reviews, and will be considered accepted at this point. If additional review cycles are required, Cloud Direct will raise a change request and a cost will be incurred by Capita PLC. This cost may include not only the time taken to update the document but also any additional work to previously delivered or ongoing tasks that may be affected.

If there are no comments received within the initial 5 days, the document will be deemed as approved, and any subsequent comments treated as a new review cycle and charged.

4.5.2 Capita PLC Change Process

To adhere with the Capita PLC change process, change request details will be provided to Capita PLC to allow change requests to be raised. Capita PLC must inform Cloud Direct of the information areas required at least one week before the RFC needs to be submitted.

The RFC will be created by Capita PLC and Cloud Direct will not attend the Change Advisory Board (CAB) or the Technical Review Board (TRB) The RFC should be represented by Capita PLC project personnel.

Once scheduled in the joint project plan, any changes to the CAB or TRB meeting dates will incur an additional charge depending on the impact to the project. If an RFC is rejected by the CAB or TRB, an additional charge will be incurred depending on the rejection reason and the impact to the project.

Should any other preparation, meetings or documentation be required before the RFC can be actioned, additional costs will be incurred.

4.5.3 Cloud Direct Testing

Cloud Direct will conduct testing at several points during the project as identified in the project plan. Any testing will be identified, and results recorded. Tests will be conducted once, with any defects identified logged in the test results. Any Cloud Direct defined Critical and Major severity defects will be remediated if possible and if within Cloud Direct's remit. Any applicable tests will be rerun to confirm that the defect has been resolved; a full re-run of all tests will not be conducted.

4.5.4 Capita PLC testing

It is anticipated that Capita PLC will conduct testing at several points during the project as identified during the project plan. 5 days has been allowed for each of these testing cycles. Should additionally testing time or Cloud Direct support/remediation be required, additional costs will be charged.

4.5.5 Meetings

Project update meetings will be scheduled for 1 hour once a week. Should attendance at any other management meeting be required, for example a Steering Committee, an additional cost will be charged.

There are several walkthroughs with Capita PLC noted in the Statement of Work. Each of these walkthroughs will be conducted as a single meeting with a duration of a maximum of 2 hours unless noted otherwise in the relevant section of this Statement of Work. If additional time or meetings are needed, the impact on the project will be assessed and additional costs charged.

4.5.6 Project Plans

There are several tasks in the project plan that are either fully or partially delivered by Capita PLC. Should these take longer than indicated in the approved joint plan or not occur when originally scheduled, additional costs may be charged depending on the impact.

5 Statement of Works Overview

5.1 Scope and Milestones

Cloud Direct have captured the expected scope of works for the discussed data migration project as shown below. Cloud Direct will split the proposed works into several phased milestones across multiple weeks. This phased approach will allow Cloud Direct to build out services in line with Capita PLC requirements and timescales. A more detailed view of each milestone is provided further in this document. Anything not included is assumed as out of scope, however if any changes are required to the below, they will be captured and added as per our normal change control process. Milestone 1 is provided as firm and fixed with all other milestones listed as indicative only. The contents of these indicative milestones and their associated costs will be altered with Capita PLC's agreement as the design progresses, until they become fixed before completing the previous milestone.

- **Project Initiation**
    - Kick off meeting
    - Pre-requisites check
    - Access to environments
- **Milestone 1: Discovery and Design**
    - Discovery: Workshops
    - Discovery: File server data scans and analysis
    - Design: High-level approach for in scope servers
    - Design: High-level design for first workload
    - Migration planning for first workload
    - Documentation
- **Project Completion**
    - Service Transition and Acceptance
    - Documentation handover
    - Project Close

5.2 Out of Scope (Exclusions)

The following exclusions to the statement of work have been defined.

EX#	Description of Exclusion
EX01	Anything that is not stated as in scope, is out of scope
EX02	Migration of any workloads from DC
EX03	Deployment of any new services within Azure
EX04	Any form of testing is excluded
EX05	Any software development required for compatibility with Azure services or for any other purpose
EX06	Configuration of on-premises hardware such as networking devices, servers, and user workstations
EX07	Configuration of third party/non-Microsoft appliances or devices within Azure
EX08	Correcting of any existing issues or problems with Azure or DC-based workloads, permissions or identity

6 Detail of Works

Subject to the project initiation and planning, Cloud Direct have broken down the project task and milestones as follows.

6.1 Milestone 1: Discovery and Design

6.1.1 Discovery Workshops

Cloud Direct will ensure that all requirements have been captured and validated through discovery workshops with Capita PLC SMEs and Stakeholders. Workshops will be conducted to cover requirements in these key areas:

- Overarching Azure estate and Landing Zone
- Active Directory and Azure AD
- Networking
- Specific Key Workloads
- Security and permissions

Cloud Direct will then have all the information from a data and requirement perspective to start analysis. The analysis will see our architects utilise Cloud Direct and Microsoft design patterns, best practice, and experience to identify the optimum solution.

With the requirements captured and validated, the Cloud Direct architects will define a solution for each of the milestone elements as part of the Design phase.

6.1.2 File Server Data Scans and Analysis

Within Capita PLC estate, there is a large number of file servers supporting a mix of applications, functions and workloads. As simply rehosting these isn't as straightforward as lifting and shifting to the Azure environment, Cloud Direct will scan the data held within these VMs and identify the best place for this data to be held across the following targets :-

- Azure Files or other Azure storage
- Rehosting of the VMs in Azure
- Microsoft 365 SharePoint

Initial scans of the data to identify areas of improvement, to include potential de-duplication opportunities, identify stale data and help to build the strategy for storage, retention and the option to include the AIP Scanner on premise to identify sensitive information stored within documents.

By ascertaining the right target for the data, greater clarity can be brought into migrating the data out of its current on-premises into a more secure environment, help define timelines and reduce ongoing Azure costs.

6.1.3 Identify first workload

Using the data and analysis gathered, Cloud Direct will agree with the team at Capita PLC the first workload to be migrated. Once identified Cloud Direct will produce a workload design for that will provide a lower-level design of each component including:

- Azure elements such as virtual machine and storage
- Workload specific networking

- Security controls and permissions
- Workload availability and backup requirements

In addition, consideration will be given to how the target workload application grouping will be migrated to Azure and how data will be refreshed as part of the cutover process between the on-premises data centres and Azure.

6.1.4 Produce a design document covering all design areas

A design document will be produced that covers all design areas addressed in milestone 1. Once complete, this will be internally validated then issued to Capita PLC for review. Capita PLC should review any documentation provided by Cloud Direct and respond with comments within five days to avoid project delays and the risk of personnel being re-assigned.

6.1.5 Walkthrough and Handover

Once the solution has been identified, Cloud Direct will deliver the documentation and walk through the output with Capita PLC stakeholders. This is a crucial step as it allows the organisation to confirm that all requirements were captured within the solution, which will give all stakeholders confidence in the proposed target state design.

7 Risks, Assumptions, Issues and Dependencies

7.1 Risks

The following initial risks have been captured and will placed on the project risk register upon agreement with this Statement of Works. It includes the likelihood of the risk turning into an issue (1 = low to 5 = high) and the severity of the impact if it does occur (1 = low to 5 = high).

R#	Description of Risk	Likelihood (1 to 5)	Impact (1 to 5)	Mitigation
1	Working on Capita systems will require onboarding as a supplier, this will delay the speed at which Cloud Direct can provide assistance and get the data migrated off premises	3	5	Cloud Direct will just provide discovery, analysis and design which can be performed without accessing systems, providing Capita can deploy required tooling. Cloud Direct are also the possibility of delivering consultancy services through Microsoft via the Azure Marketplace
2	Discovery and design work would create a cost for Capita PLC without being able to provide a tangible reduction of data held on premises (i.e. no data would be moved as part of this SOW)	3	3	Cloud Direct are working with Microsoft to provide funding to cover some of the cost of the discovery and design SOW

7.2 Assumptions

This Statement of Works has been based on the following assumptions. Should these assumptions be incorrect, additional charges may occur.

AS#	Description of Assumption
1	Capita PLC will ensure the relevant stakeholders attend any workshops and that any specific detail can be provided when required.
2	Any change and release management processes will be defined during the project initiation but will not affect the project timescales. Any such process will be 'light touch' and will be expedited by Capita PLC where necessary
3	All work is performed remotely during normal UK working hours. Out of hours work can be requested if required. If approved, a change request will be raised, and an additional daily charge will be applied.

4	If the relevant pre-requisite dependencies have not been completed in advance, project work will not be started.
5	Any Microsoft Partner of Record or Partner Admin Link requirements will be declared during the project initiation.
6	Any testing performed by Capita PLC will be completed within 5 working days of handover. If additional time is required

7.3 Issues

The following initial issues have been captured and will placed on the project issue register upon agreement with this Statement of Works. It includes the severity of the impact (1 = low to 5 = high) and a description of that impact.

R#	Description of Issue	Impact (1 to 5)	Impact Description
1	No issues identified		

7.4 Dependencies including pre-requisites

The following dependencies on Capita PLC have been identified, covering customer resource, technical and process. These are not exhaustive but provide an initial view of the resources and actions that will be required and the milestone in which they are relevant. These are all subject to change, with the project plan held jointly between Cloud Direct and Capita PLC holding the latest dates.

Any dependency marked as a pre-requisite must be met prior to this Statement of Work commencing. Dependencies marked with a milestone must be met at the beginning or during that milestone.

DP#	Dependency	Likely Milestone
DP1	Capita PLC will need to ensure all stakeholders are available for project phases (planned via Cloud Direct project management)	Pre-requisite
DP2	Capita PLC will need to appoint a project and technical resource to function as the main points of contact prior to the project initiation. These resources must have this statement of work as their main priority	Pre-requisite
DP3	Documentation and designs produced by Cloud Direct will be reviewed by Capita PLC within 5 working days. If no response is received within 5 working days, the project will continue as planned. This covers one review iteration only. If additional review iterations are required, this may result in an additional charge.	Pre-requisite
DP4	A suitable connection is in place to allow for migration. This is understood to be 100 MB ExpressRoute which may limit any future migration.	Pre-requisite

DP#	Dependency	Likely Milestone
DP5	Capita PLC resources to provide estate and workload/application knowledge. This include a full list for all servers included in the scope with inter-dependencies identified	Pre-requisite
DP6	Capita PLC resources to provide a full list of file shares that need to be moved identify those that do not need to be migrated	Pre-requisite
DP7	If Microsoft Funding is being used, Capita PLC must consent to the Funding email sent to them from Microsoft	Pre-requisite

8 Deliverables

Cloud Direct will deliver against the captured requirements as below.

DB#	Description of Deliverable	Milestone	Delivery Criteria	Stakeholder
DB1	Project Plan, produced in conjunction with Capita PLC and updated with the migration planning and migration waves	1	The document will be provided to Capita PLC for review and approval. Capita PLC will need to provide feedback on the project plan to allow update and approval within 5 working days of receipt. Failure to do so will be taken as tacit agreement in the plan and project continuance.	TBC
DB2	HLD design document covering the target first workload	1	The document will be provided to Capita PLC for review and approval. Capita PLC will need to provide feedback on the project plan to allow update and approval within 5 working days of receipt. Failure to do so will be taken as tacit agreement in the plan and project continuance.	TBC
DB3	Data Migration target design covering the existing file servers within scope	1	The document will be provided to Capita PLC for review and approval. Capita PLC will need to provide feedback on the project plan to allow update and approval within 5 working days of receipt. Failure to do so will be taken as tacit agreement in the plan and project continuance.	TBC
DB6	Project Completion Statement	1	The document will be provided to Capita PLC for review and approval. Capita PLC will need to provide feedback on the document to allow update and approval within 5 working days of receipt. Failure to do so will be taken as tacit agreement in the documentation and will result in closure of the project.	TBC

9 Schedule of Works

9.1 Indicative High Level Project Plan

The following high level project plan shows indicative dates for when milestones and activities are likely to complete. This is subject to change and should be used for guidance only.

MS	Task	Week 1	Week 2	Week 3
1	Workshops	▓		
1	Data Scans and Analysis		▓	
1	Workload design		▓	
1	Capita Design Approval			▓
1	Project Handover and Close			▓

Indicative Project Timeline

10 Delivery

Cloud Direct will deliver the proposed work for milestone 1 as a fixed price with a defined scope. This will ensure that all deliverables will be achieved within the stated costs minimising financial risk to Capita PLC. The list of deliverable items is detailed in the previous Proposed Deliverables section.

10.1 Approach and Methodology

The primary objective for all projects delivered by the Cloud Direct Professional Services team is to ensure that they are delivered in an efficient manner, on budget, and adhere to our aim of providing a timely and easy customer experience.

Cloud Direct will provide Capita PLC a fully project managed engagement utilising our Professional Services Project Management, Delivery Teams, and Technical Design Authority Architect team.

10.2 Delivery Schedule

Cloud Direct will deliver all tasks within phased milestones, which will be co-ordinated via Project Management with tasks planned between all stakeholders. This will ensure the right resources are available at the right time from all parties maximising efficiencies within a project.

During the project initiation, Cloud Direct will capture all relevant information to create a project plan to include important dates, deadlines, change control processes, review timings, testing, and release schedules.

10.3 Schedule Resourcing

Cloud Direct will deliver this proposal using our Azure professional services delivery teams or by carefully selected partners. These teams are comprised of Azure expert level consultants that have a proven track record delivering Azure based programmes of work. They will be supported by a project management office who will initiate the programme and ensure the relevant resources are secured to conduct the work tasks, and our Technical Design Authority architects will identify the solution and design based on Capita PLC requirements.

As part of our commitment to delivering optimal services and maintaining operational efficiency during project delivery, Cloud Direct reserves the right to engage third-party entities to perform certain tasks or complete specific work on our behalf.

This decision is driven by our dedication to ensuring the highest standards of quality and timeliness in all our endeavours. The engagement of third parties will be conducted with careful consideration of their expertise, professionalism, and alignment with our organisational values.

Any third parties involved will be subject to strict confidentiality agreements and quality control measures to safeguard the integrity and confidentiality of the work in question. Our commitment to excellence remains unwavering, and the utilisation of third parties is a strategic measure intended to enhance our overall capabilities and meet the diverse needs of our valued clients.

As cloud implementation projects are delivered remotely, there is no need for Cloud Direct to deliver any of the work from a Capita PLC location.

11 Commercials

Cloud Direct will deliver the proposed solution in line with the price identified below.

If there are extra works required outside of the scope, then Cloud Direct Project Managers can raise the relevant change requests to include this work within the project. This may include additional charges for the work depending on the change. Capita PLC will be consulted prior to any extra scoped work starting.

11.1 Professional Services Costs and Microsoft Funding

The fixed cost for this proposal are broken into their phased milestone as below. **Cloud Direct will invoice 50% upfront and 50% on completion of each milestone**:

MS#	Description of Milestone	Total Price	Microsoft Funding	Customer Cost
MS1	Discovery and design	£28,950		**£28,950**

Total	
Total Professional Services	**£28,950**
Estimated Microsoft AMMP Funding Contribution	*£28,950*
Total Estimated Customer Contribution	**£0**

NOTE: NOTE: Microsoft Funding is estimated to be £28,950 towards the cost of our Professional Services for this SOW. If for any reason Cloud Direct do not receive funding from Microsoft, Capita are liable for the full amount.

All prices are valid for 30 days from date of issue.

Any changes or cancellations to resource bookings made to a project within 5 working days will incur a charge. If all pre-requisites specified in this document are not completed by the customer, which subsequently delays consultancy activity, additional chargeable consultancy effort may be required.