



Statement of Work #: SOW #####

Viva Connections Implementation

Client NAME

San Diego, CA 92110

w: managedsolution.com

INSERT DATE

Contact Information

Managed Solution	CUSTOMER
1775 Hancock Street, Suite 110 San Diego, CA 92110	ADDRESS ADDRESS
Main: (858) 429-3000 Fax: (858) 429-3099	Main: ### ### #### Fax: ### ### ####

Managed Solution SOW Contributors

ARCHITECT NAME

Managed Solution Contacts

ACCOUNT EXECUTIVE	EMAIL ADDRESS	PHONE NUMBER
NAME	EMAIL	### ### ####

Client Contacts

SUPPORT CONTACT	EMAIL ADDRESS	PHONE NUMBER
NAME	EMAIL	### ### ####

SIGNATURE AUTHORITY	EMAIL ADDRESS	PHONE NUMBER
NAME	EMAIL	### ### ####

Project Scope and Assumptions

This Statement of Work is subject to the terms of the Master Services Agreement between Client ("Client") and Managed Solution, should one exist, and is based on the Client environment and associated activities as identified in the content below. Any changes to the scope and or estimated hours as defined below will require Client and Managed Solution approval in the form of a Project Change Request. The Managed Solution consultants will perform only the work associated with the activities herein defined.

Managed Solution provides its clients with complete, end-to-end solutions for their technology needs. We apply our proven process of assessment, documentation, recommendation, implementation, training, and support. It is our belief that in order for any technology to work it requires that people, process and technology all be taken into consideration.

Executive Summary

Client, on behalf of Client, has engaged Managed Solution to improve collaboration within the Office 365 platform. Currently, Client is utilizing Microsoft Teams but does not have a centralized location for users to locate documents productively. Managed Solution recommends leveraging Viva Connections to create a centralized, intranet-type solution built within the Microsoft Teams environment.

Environment Requirements

The following items must be delivered to Managed Solution prior to kickoff. Any access requirements must be provided to Managed Solution consultant(s) with direct, hands-on access. Indirect access will require additional time to complete the deliverables.

- Office 365 Global Admin or SharePoint/Teams Admin
- Users must be licensed for SharePoint and Teams
- Microsoft Teams must be deployed to end users

Required Licensing

- All users must be licensed for Teams and SharePoint

Deliverables

- Train the Trainer's Admin Training - Up to 40 hours
 - Assist with end user documentation for procedures and best practices
 - Assist with building and updating content
- SharePoint Owner/Viva Connections Owners Training - Up to 4 hours
- Viva Connections Architecture
- Documentation on updating the SharePoint/Viva Connections intranet site, including links to various guides and recommendations

Onsite Work Location

- Fully Remote

Services Description/Scope

Scope Requirements

The following items must be delivered to Managed Solution prior to kickoff. Any access requirements must be provided to Managed Solution consultant(s) with direct, hands-on access. Indirect access will require additional time to complete the deliverables.

- Office 365 Global Admin or SharePoint/Teams Admin
- Users must be licensed for SharePoint and Teams
- Microsoft Teams must be deployed to end users

Assessment & Planning

- Assess existing SharePoint Online and Teams Infrastructure
- Assess existing SharePoint Online Home Page, if required
- Review Viva Connections deployment goal
- Review Home Page Template options
- Review SharePoint/Teams permission options
- Review Modern SharePoint versus classic SharePoint
- Review SharePoint Navigation/Global Navigation options
- Review branding requirements and options in Viva Connections
- Review document library features in SharePoint Online
- Review news and feed features in SharePoint Online
- Develop change management and adoption plan for Viva Connections
 - Managed Solution will provide change management and adoption plan to Client who will deliver on behalf of Client
- Develop Viva Connections/SharePoint Architecture

Build & Pilot

- Build new intranet home site in SharePoint Online using Microsoft Look Book site templates
- Build new SharePoint sites, if required - Up to 2 sites - May be required based on security requirements from Assessment & Planning Phase
- Configure SharePoint Global navigation
- Configure Viva Connections Dashboard, if required
- Configure Viva Connections Adaptive Cards, if required
- Pilot Viva Connection - Up to 15 users
- Remediate issues from pilot - Up to 4 hours

Implementation

- Deploy Viva Connections to users - Recommend pinning app to Teams for all users
- Remediate issues from user roll out - Up to 4 hours

Documentation & Delivery

- Train the Trainer's Admin Training - Up to 40 hours
 - Assist with end user documentation for procedures and best practices
 - Assist with building and updating content
- SharePoint Owner/Viva Connections Owners training - Up to 4 hours
- Post Migration Support - Up to 20 hours
- Viva Connections Architecture
- Documentation on updating the SharePoint/Viva Connections intranet site, including links to various guides and recommendations

Out of Scope Items

The following items are not included in the SOW and may be required for successful completion of the project.

- End user communication if any must be completed by Client
- Custom Code solutions
- Power Platform solutions
- Customizations in SharePoint Framework

Project Milestones/Schedule

Milestone	Schedule*
SOW Signature	TBD
Project Kick Off	~4 weeks from SOW Signature
Planning Complete	~1 week from Project Kick Off
Pilot Complete	~3 business days from Planning Completion
Implementation Complete	~2 business days from Pilot Completion
Documentation and Delivery Complete	~3+ business days from Implementation Completion (Depending on usage of Train the Trainer's Admin Training, Post Migration Support, etc.)

* Please be advised that this is a high-level schedule and is subject to change during the course of this project.

Assumptions

Implementation

- This is a Time and Materials project. Although this Statement of Work has an estimated number of hours proposed, that is not the final cost. For example, should the implementation take a lesser amount of time to produce, Client will be billed only for those hours worked. If additional hours are needed, a Project Change Request will be required.
- Any data migrations (including Public Folder migrations) and any incompatibilities with certificates will be mitigated on a time and materials basis.
- Managed Solution shall not take responsibility for any errors, incompatibilities or defects in third party software or network devices. Any errors, incompatibilities, or defects in such software or devices may add time and cost to the project.
- Managed Solution shall not take responsibility for any expenses resulting from hardware or software falling outside of maintenance agreements. Any resulting third-party costs or increases in time or scope of the project, is the responsibility of the Client.
- The estimates of effort as represented in this Statement of Work are based on complete cooperation and availability of resources. Any delay in providing the Project Team with resources may extend the time and/or cost to deliver.
- Remote access to the environment is available and will be leveraged during the project so team members may have remote access to the environment. Inability to provide remote access may extend the time and/or cost to deliver. Managed Solution has a minimum charge of 4 hours for any on-site work performed. Any exceptions to this will need to be approved by Managed Solution 24 hours prior to the resource arriving on-site.
- During the course of the project, the Project Team requires significantly elevated environmental privileges. This often necessitates full Domain Administrative access. Client agrees to have Client provide the Managed Solution team with full Domain Administrative access, or understands that not providing this access may extend the time and/or cost to deliver.
- The ability to provide the Project Team with direct (Hands-On) access via Video Connection (e.g. computer monitor or projector), Mouse and Keyboard is expected and assumed. If this level of access is not available, the project's estimates will be recalculated and a new proposal will be presented to reflect the additional effort required.
- Prior attempts at deploying the products/technologies covered in this Statement of Work have been clearly communicated. It is understood that prior implementation attempts may need to be resolved prior to deploying the solution previously outlined in this Statement of Work. Should it become apparent that an undeclared attempt at implementation is found, a Project Change Request will be generated to reflect the additional effort required at mitigating the previous implementation attempts.
- Managed Solution is not responsible for delays, errors, or omissions caused or incurred by other parties. Such delays, errors, or omissions may increase the time and cost of the project.
- Managed Solution is not responsible for recycling or removal of server, endpoint (workstation, monitor, keyboard and mouse, mobile) equipment and/or Hazardous Waste Removal.
- Client requests for resource changes may result in additional hours to this Statement of Work. If additional hours are needed, a Project Change Request will be required.
- Managed Solution is not responsible for Client or Client data.

- Thin clients are expected to be fully up to date, ideally centrally managed. Any delay and work required to bring these clients up to date will be on Time and Materials basis.
- Additional time and expenses may be incurred to adequately accomplish project Deliverables if hardware or software is considered end of life or out of support. Any time and expenses above what is listed in this Statement of Work will require a Project Change Request.
- Additional time and expenses may be incurred to adequately accomplish project deliverables if network does not meet minimal specifications set out by software and hardware requirements. A Network Discovery Assessment will be conducted during the project planning phase and compliance issues and recommendations will be communicated to the Client and/or Client Sponsor.

Project Management

Managed Solution's Project Management Office will employ a project manager to manage the project from start to finish and be the main point of contact throughout the life of the project. Project management time will be billable for the duration of the project.

Billable activities include but are not limited to:

- Change management
 - Change Requests
- Communication Management (Emails, Calls)
 - Issue logs
 - Email relays
 - Project calls
 - Project meetings
 - Status reports, meeting minutes
- Procurement Management
 - Tracking hardware/licensing
- Resource Management
 - Project plan updates
- Project Management Oversight
 - Burn Reports
 - Project plan updates
 - Project close out
 - Engineering Debrief
 - Timeline management o Working sessions
- Deliverable Management
 - Project documentation
 - Deliverable Review
- Risk Management

Project Team

- Managed Solution Senior Consultant
- Managed Solution Project Manager
- Client Project Manager or Project Coordinator
- Client Technical Lead
- Client Executive Sponsor

Completion

Managed Solution will make commercially reasonable efforts to complete the activities described in the Project Scope and Assumptions section as limited by the Client's performance of responsibilities pursuant to the Client's Responsibilities section below.

Client will be responsible for acknowledging delivery of the project by signing an Acknowledgement of Completion at the conclusion of this project. If Managed Solution is not notified of any problems with the work within thirty (30) days of the completion of the project, the services delivered will be deemed accepted.

Client Responsibilities

Client will ensure Client cooperates with and assist Managed Solution in the performance of the services and will provide the following resources necessary for Managed Solution's performance hereunder as specified in this SOW:

1. Client will ensure Client appoints and make available a single point of contact or project manager designated to work with the Managed Solution project team for all aspects related to the completion of Services and who will have authority to act on behalf of Client.
2. Client will ensure Client provides access to staff resources (dedicated or part time), as specified in the Project Resource Plan.
3. Client will ensure Client provides adequate access to workspace and resources (i.e. Internet, telephone, etc.) are available at each facility where services will be provided by Managed Solution.
4. Client will ensure Client grants Managed Solution adequate and reasonable access to their network, servers, and end-user's PCs where necessary. If such access requires authorization and provisioning, Client shall inform Managed Solution in advance.
5. Client will ensure Client assumes all responsibility for site preparation, including space, cabling and electrical requirements.
6. Client will ensure Client is responsible for all communication to end users.

Managed Solution Responsibilities

Managed Solution will ensure the following:

1. Managed Solution will ensure that Managed Solution consultants assigned to this project are reasonably knowledgeable in the products and technologies outlined in this SOW.
2. Managed Solution will ensure that project issues are brought to the attention of the Client point of contact or project manager in a timely manner to ensure timely resolution with minimal impact to the project timeline.

Change Control

Changes to this SOW will be documented using a written change request form in accordance with the project change process set forth in the Master Agreement.

Project Start

Project kickoff is generally 3 – 4 weeks after this SOW has been fully executed. Depending on resource availability, this timeframe may be shorter or longer. The assigned Project Manager or Project Coordinator will confirm the project start date when they are engaged.

A "day" is defined as eight (8) hours of work conducted between 8am and 5pm in the Managed Solution's time zone. The work schedule may be adjusted by mutual agreement to accommodate Client work hours or special circumstances.

Pricing

Client is responsible for issuing a purchase order for both the project cost as well as estimated expenses no later than ten (10) business days prior to the start of the project.

Managed Solution will not exceed the project cost as specified in the Client's Purchase Order without Client's written approval. Upon Client receiving written notice from Managed Solution that the project activities cannot be completed within the specified cost, the Client will have the option to provide additional funds to complete the remaining activities or prioritize Managed Solution's remaining efforts and terminate the project when funds have been expended.

Payment Schedule

For Time and Materials projects, Managed Solution will bill monthly for time accrued. For Fixed Price projects, Managed Solution will bill 50% of the total project cost at project initiation and the remainder 50% upon project closure and acceptance.

Expenses

The Client will pay for any out of the ordinary, or any unreasonable travel expenses incurred by Managed Solution while performing services for the Client. Managed Solution will use commercially reasonable efforts to incur any Travel and Expenses (as defined below) in accordance with Client's travel and expense policies. At Client's request, Managed Solution will (i) work with Client and Client to utilize Client's travel agent or related providers in a mutually acceptable "direct-bill" arrangement, and/or (if applicable) (ii) require its personnel working on the Project to incur Travel and Expenses in accordance with Client's travel and expense policy. All expenses must be pre-approved by Client in writing prior to expense being incurred.

Cancellation Policy

Client acknowledges that cancellation of this project may cause Managed Solution to incur non-refundable travel expenses and other costs. Cancellation of this SOW will follow the terms outlined in the Master Agreement.

Terms and Conditions

This SOW defines services to be provided by Managed Solution for Client and is governed by the Terms and Conditions herein and the existing Master Services Agreement between Client and Managed Solution dated July 2, 2013.

This SOW and any other agreement incorporated herein by reference set forth the entire understanding and agreement between the parties relating to the subject matter and may be amended only in writing signed by both parties. Any terms of any purchase order or other document submitted by Client that are in addition to, different from, or inconsistent with, the terms and conditions of this SOW and the Master Services Agreement are not binding on Managed Solution and are ineffective.

Changes to this SOW will be documented using a written change request form in accordance with the project change process set forth in the Master Agreement. Managed Solution will not exceed the project cost as specified in the Client's Purchase Order without Client's written approval.

Project Cost Estimation

Description	Est. Hours	Cost	Total
Professional Services	141	\$225.00	\$31,725.00

Total **\$31,725.00**

Signature Page

By signing below and initialing the Assumptions and Project Cost Estimation sections, Client agrees to the Project Scope, Assumptions, and to the provisions of this Statement of Work. This Statement of Work is only valid if signed within thirty (30) days of its creation date.

Client	
_____	_____
Signature	Date
_____	_____
Print Name	Requested Start Date

Title	

Managed Solution	
_____	_____
Signature	Date

Print Name	

Title	