

**CITY OF FRAMINGHAM  
CAPITAL PROJECT/EQUIPMENT REQUEST - FY2025-2034 CIP**

DEPARTMENT:

DEPARTMENT PRIORITY:

(1) **PROJECT NAME:**   
**PROJECT STATUS:**

(2) **PROJECT DESCRIPTION AND JUSTIFICATION:**  
  
**PROJECT ADDITIONS/CHANGES JUSTIFICATION:**

- (3) **PURPOSE OF PROJECT:**
- Replace existing infrastructure
  - Replace existing capital asset
  - Replace existing vehicle
  - Replace equipment
  - New infrastructure
  - New capital asset
  - New vehicle
  - New equipment
  - Strategic/Comprehensive/Master plan

(4) **BUDGET REQUEST BY YEAR:**

	FY 25	FY 26	FY 27	FY 28	FY 29	FY 30-34
a. Land Acquisition						
b. Planning / Feasibility						
c. Design						
d. Construction						
e. Equipment/Vehicles						
f. Contingency						
g. Other	247,430					
<b>TOTAL</b>	247,430	-	-	-	-	-

- (5) **PRIORITY:**
- a.  **health and safety** safety concern, hazardous condition, agency compliance, non-functional, etc
  - b.  **level service maintenance** maintains City desired level of service
  - c.  **economic development** adds to the City's economic vibrancy
  - d.  **service improvement** new or improved service to meet demand

(6) **EFFECTS ON ANNUAL OPERATING BUDGET:**

	FY 25	FY 26	FY 27	FY 28	FY 29	FY30	YEARS 30-34
Personnel							
Operating		220,000	220,000	220,000	220,000	220,000	

- (7) **PROPOSED FUNDING SOURCE(S):**
- 1)
  - 2)
  - 3)

- (10) **PROJECT OR EQUIPMENT LOCATION:**   
(11) **ASSET TYPE:**

(7a) **POTENTIAL GRANT FUNDING SOURCE IF APPLICABLE: (List source and matching requirements)**

(8) **PROJECT LEAD NAME & CONTACT INFO: (ADDITIONAL PROJECT INFO AS NEEDED)**

(9) **FINANCE DEPARTMENT NOTES:**



**QUOTE**  
as of 10/19/2023

**Bill to:**  
City of Framingham, MA Tenant 3  
150 Concord Street  
Framingham, MA 01702

**Ship to:**  
City of Framingham, MA Tenant 3  
150 Concord Street  
Framingham, MA 01702

**Reseller (Remit To):**  
LiftOff LLC  
Attn: Ron Braatz  
1667 Patrice Circle  
Crofton, MD 21114

**Terms:**  
Due on Receipt

**Payment Options:**  
ACH Payment (preferred) or check

**Quote Description**

G SKU Item Name	Part Number	Term in Months	Price/User/ Month	Licenses	Cost/Year
Exchange Online Plan 2 GCC	3NS-00003	12	8.00	55	\$5,280.00
Office 365 E1 GCC	U4S-00002	12	10.00	210	\$25,200.00
Office 365 E3 GCC	AAA-11894	12	23.00	490	\$135,240.00
Azure AD Prem P1	MQM-00001	12	5.70	753	\$51,505.20
Azure AD Prem P2	MQN-00001	12	8.50	2	\$204.00

**Total: \$217,429.20**

**Pricing Information:**

- All prices are displayed in United States Dollars.
- Product and pricing data are updated frequently and may change without notice.
- Pricing valid for 14 days
- License orders are paid up front, are non-refundable, and are one-year licenses that renew each year.
- License reductions, upgrades, or cancellations may only occur at the annual renewal date.

---

In order to proceed, send a Purchase Order to [365licensing@liftoffonline.com](mailto:365licensing@liftoffonline.com). Once we have the Purchase Order, we will order the licenses from Microsoft. We will immediately invoice the full amount when we place the order.

## Customer Terms for Cloud Services Agreement US Public Sector

This agreement is between **LiftOff LLC** (“we”, “us”, and “our”) and **City of Framingham, MA Tenant 2** (“you” and “your”). It is effective when we accept it. Key terms are defined in § 8.

### ***1. General.***

**Right to use.** You may access and use Office 365, and install and use a Client (if any) included with your Subscription, only as described in this agreement. All other rights are reserved.

**Acceptable use.** You will use Office 365 only per the AUP. You will not use Office 365 in any way that infringes a third party’s patent, copyright, or trademark or misappropriates its trade secret. You may not reverse engineer, decompile, work around technical limits in, or disassemble Office 365, except if applicable law permits despite this limit. You may not rent, lease, lend, resell, transfer, or host Office 365 to or for third parties.

**Compliance.** You will comply with all laws and regulations applicable to your use of Office 365. In providing Office 365, we and our Providers will comply with all laws and regulations (including applicable security breach notification law) that generally apply to IT service providers. You will obtain any consents required: (1) to allow you to access, monitor, use, and disclose user data; and (2) for us to provide Office 365. If you are an educational institution, you will obtain any parental consent for end users’ use of Office 365 as required by applicable law.

**Customer Data.** Customer Data is used only to provide you Office 365. This use may include troubleshooting to prevent, find and fix problems with Office 365’s operation. It may also include improving features for finding and protecting against threats to users. Neither we nor our Providers will derive information from Customer Data for any advertising or other commercial purposes. We will enable you to keep Customer Data separate from consumer services. Customer Data will not be disclosed unless required by law or allowed by this agreement. Your contact information may be provided so that a requestor can contact you. If law requires disclosure, we will use commercially reasonable efforts to notify you, if permitted. Customer Data may be transferred to, and stored and processed in, any country we or our Providers maintain facilities, unless you provision your tenant in the United States. If you do, Microsoft will provide Office 365 from data centers in the United States, and storage of the following customer data at rest will be located in data centers only in the United States: (i) Exchange Online mailbox content (e-mail body, calendar entries, and the content of e-mail attachments), and (ii) SharePoint Online site content and the files stored within that site.

**Changes.** Office 365 may be changed periodically, after which you may need to agree to new terms. You may be required to run a client software upgrade on devices using Office 365 after a change to maintain full functionality.

**Use rights.** Use rights specific to Office 365 are posted online at the link to the AUP.

### ***2. Confidentiality and Security.***

We and our Providers will (a) maintain appropriate technical and organizational measures, internal controls, and data security routines intended to protect Customer Data against accidental loss or change, unauthorized

---

disclosure or access, or unlawful destruction and (b) not disclose Customer Data, except as required by law or expressly allowed. Neither party will make any public statement about this agreement's terms without the other's prior written consent.

### ***3. Term, Termination, and Suspension.***

**Term and termination.** This agreement will remain in effect for three years subject to your right under applicable law to terminate for convenience.

**Customer Data.** You may extract Customer Data at any time. If your Subscription expires or terminates, we will keep your Customer Data in a limited account for at least 90 days so you may extract it. We may delete your Customer Data after that.

**Regulatory.** If a government rule or regulation applies to us or our Providers, but not generally to other businesses, and makes it difficult to operate Office 365 without change, or we or our Providers believe this agreement or Office 365 may conflict with the rule or regulation, we may change Office 365 or terminate the agreement. If we change Office 365 to come into compliance, and you do not like the change, you may terminate.

**Suspension.** We may suspend use of Office 365: (1) if reasonably needed to prevent unauthorized Customer Data access; (2) if you do not promptly respond under §5 to intellectual property claims; or (3) for non-payment; or (4) if you violate the AUP. A suspension will be in effect only while the condition or need exists and, if under clause (1) or (2), will apply to the minimum extent necessary. We will notify you before we suspend, unless doing so may increase damages. We will notify you at least 30 days before suspending for non-payment. If you do not fully address the reasons for suspension within 60 days after we suspend, we may terminate your Subscription.

### ***4. Limited warranty; disclaimer.***

We warrant that Office 365 will meet the SLA terms during the Subscription; your only remedy for breach of warranty is stated in the SLA. *We provide no (and disclaim to the extent permitted by law any) other warranties, express, implied, or statutory, including warranties of merchantability or fitness for a particular purpose.*

### ***5. Duty to protect.***

**Defense.** We or our Providers will defend you against any claims made by an unaffiliated third party that Office 365 infringes its patent, copyright, or trademark or misappropriates its trade secret.

**Remedies.** If we or our Providers reasonably believe that a claim under §5 may bar your use of Office 365, we or our Providers will seek to: (1) obtain the right for you to keep using it; or (2) modify or replace it with a functional equivalent and notify you to stop use of the prior version. If these options are not commercially reasonable, we or our Providers may terminate your rights to Office 365 and refund any payments for unused Subscription rights.

**Other obligations.** To the extent permitted by law, you will (1) notify us promptly of a claim under this §5 and (2) allow us or our Providers to assist in your defense or settlement. You will provide reasonable help to defend. We or our Providers will reimburse you for reasonable out-of-pocket expenses incurred in giving that help and pay the amount of any resulting adverse final judgment (or settlement the protecting party consents to). Neither we nor our Providers will be bound by any settlement to which we do not agree in writing, this § 5 provides the exclusive remedy for these claims.

---

**Limits.** The obligations of us and our Providers in this §5 won't apply to a claim or award based on: (1) Customer Data; (2) software not provided by us or our Providers; (3) modifications you make to Office 365, or materials you provide or make available as part of using Office 365; (4) your combination of Office 365 with, or damages based on the value of, a product, data, or business process not provided by us or our Providers; or (5) your use of a Microsoft trademark without their express, written consent, or your use of Office 365 after being notified to stop due to a third-party claim.

### ***6. Limited liability.***

Each party's (and our Providers') maximum aggregate liability for any claim related to this agreement is limited to direct damages up to the fees that you paid for Office 365 during the 12 months before the claim arose (or \$5,000.00 if you paid no fees). *Neither party nor our Providers will be liable for lost revenues or indirect, special, incidental, consequential, punitive, or exemplary damages, even if the party knew they were possible.* The limits and exclusions in this §6 apply to the extent permitted by law, but do not apply to (1) obligations under §5; or (2) intellectual property infringement or misappropriation.

### ***7. Agreement mechanics.***

You must send notice by regular mail, return receipt requested, to the address on the Portal (effective when delivered). We may email notice to your account administrators (effective when sent). You may not assign this agreement, or any right or duty under it. If part of this agreement is held unenforceable, the rest remains in force. Failure to enforce this agreement is not a waiver. The parties are independent contractors. This agreement does not create an agency, partnership, or joint venture. This agreement is governed by the laws applicable to Customer, without regard to conflict of laws. This agreement (including the SLA and AUP) and our price sheet are the parties' entire agreement on this subject and supersedes any concurrent or prior communications. Agreement terms that require performance, or apply to events that may occur, after termination or expiration will survive, including §5. Office 365 and the Client are subject to U.S. export jurisdiction. You must comply with the U.S. Export Administration Regulations, the International Traffic in Arms Regulations, and end-user, end-use, and destination restrictions. For more information, see <http://www.microsoft.com/exporting/>. Our Providers may deliver Office 365, and the rights granted to us also apply to them.

### ***8. Definitions.***

"AUP" means the acceptable use policy at <http://www.microsoftvolumelicensing.com/Downloader.aspx?DocumentId=5502>.

"Client" means device software that we or our Providers provide you with Office 365.

"Customer Data" means all data, including all text, sound, or image files that are provided to us or our Providers by, or on behalf of, you through your use of Office 365.

"Office 365" means (1) Exchange Online, Exchange Online Archiving, SharePoint Online, Lync Online, and Office Web Apps included in Office 365 Enterprise Plans E1, E2, E3, E4, K1, and K2; and Office 365 Government Plans G1, G2, G3, G4, K1, and K2; and (2) Exchange Online Archiving; Exchange Online Protection; Exchange Online Plans 1, 2, Basic, and Kiosk; SharePoint Online Plans 1, 2, and Kiosk; Office Web Apps Plans 1 and 2; and Lync Online Plans 1, 2, and 3.

"Portal" means the Online Services Portal for Office 365 (see <http://www.microsoft.com/online>).

---

“Providers” means our affiliates, licensors, and suppliers, including Microsoft and its applicable affiliates.  
“SLA” means the service level commitments we or our Providers make regarding delivery and performance of Office 365 (see <http://www.microsoft.com/licensing/contracts>).  
“Subscription” means an order for a quantity of Office 365.

---

# MASTER SERVICES AGREEMENT

This Master Services Agreement (“Agreement”) is made effective as of October 19, 2023, by and between LiftOff, LLC of 1667 Patrice Circle, Crofton, MD 21114 and City of Framingham, MA (“Client”) of 150 Concord St., Framingham, MA 01702. Therefore, the parties agree as follows:

## 1. Background, Intent, and Relationship

The purpose of this Agreement is to establish the terms and conditions governing the contractual relationship between the parties. Nothing in this Agreement shall be interpreted or construed as (1) creating or establishing a partnership, joint venture or similar business relationship between the parties; (2) creating or establishing an exclusive relationship between the parties, or (3) creating or establishing any employment relationship between the parties, which hereby acknowledge that LIFTOFF is an independent contractor under this Agreement.

## 2. Statements of Work

All services performed under this Agreement will be specified in a Statement of Work (“SOW”) to be prepared for each engagement and signed by the parties. The initial SOW is incorporated in this Agreement as Exhibit A, attached hereto. To the extent that any term contained in the SOW may be contradictory to any term contained in this Agreement, the parties agree that the SOW shall govern.

It is agreed that the terms and conditions of this Master Agreement shall govern with respect to the services to be provided to Client by LIFTOFF, in accordance with each SOW executed by the parties. Each SOW shall become an Addendum to this Master Agreement. The terms of this Master Agreement will be incorporated into each SOW by reference.

## 3. Professional Services Agreement

This Agreement is for the performance of professional services only. LIFTOFF reserves the right to incorporate any techniques, skills, and/or procedures known or acquired from this or any other project into this or any future professional services engagements. Any such techniques, skills, or procedures remain the sole intellectual property of LIFTOFF, and may be used in any contemporaneous or future professional services engagements for this or any other Client, without limitation.

This is not a Work for Hire agreement. LIFTOFF does not sell, assign or transfer ownership of any intellectual property used or developed by LIFTOFF in the performance of any services for the Client pursuant to this Agreement. Nothing contained herein or in any SOW hereunder shall be construed or interpreted as any such sale, transfer, conveyance or assignment of any right, title or interest by LIFTOFF in any of its intellectual property.

## 4. Invoice Remittance

Invoice payments must be sent to the LIFTOFF main office: 1667 Patrice Circle, Crofton, MD 21114. The LIFTOFF Federal ID number is: 27-1914176.

Payment terms are specified on the SOW. Payments are considered late on the 30<sup>th</sup> day after the due date. Late payments will incur a 2% late payment fee for each block of 30 or fewer days overdue (payments 30-60 days overdue will be assessed a 2% fee, payments 60-90 days overdue will be assessed a 4% fee, etc...)

## 5. Expenses

In addition to the charges for services as described above and with prior approval of the Client, the Client shall reimburse LIFTOFF for all reasonable and necessary expenses (including travel, lodging, travel meals, and other related costs) incurred in the course of performing services under this Agreement.

## 6. Confidentiality

Customer and Client acknowledge that, by reason of this Agreement, each may have access to certain information and materials concerning the others business, plans, customers, technology and products that are confidential. Such information and materials are of substantial value to each party, which value would be impaired if such information were disclosed to third parties. Neither party shall disclose to third parties, or use in any way for its own account or for the account of any third party, any such confidential information disclosed as a result of this Agreement.

## 7. Termination of Agreement

This Agreement shall be in effect until such time as all services have been fully performed by LIFTOFF and all invoices have been fully paid by the Client. This agreement may be terminated by either party for convenience upon sixty (60) days prior written notice. Termination by client for convenience will result in charges for all in-process work. Upon termination of this Agreement for any reason, Sections 3, 6, 8, 9 will survive and bind the parties in their entirety.

## 8. Indemnity, Disclaimers, Limitation of Liability

In no event shall LIFTOFF's aggregate liability arising from or relating to the agreement or the services rendered (regardless of the form or action, whether by contract, warranty, tort, malpractice, fraud, and/or otherwise) exceed the amount actually paid by the client to LIFTOFF for services rendered under the agreement.

In no event shall LIFTOFF be liable for any consequential, special, indirect, incidental, or punitive damages, or for any loss of profits, revenue or business opportunities, regardless of the form of action and even if LIFTOFF has been advised of the possibility thereof.

## 9. Non-Solicitation of Employees

During the term of this Agreement and for twelve (12) months thereafter, neither party will, either directly or indirectly, solicit for employment by itself (or any of its affiliates) any employee of the other party (or any of its affiliates), unless the hiring party obtains the written consent of the other party.

## 10. Governing Law/Jurisdiction

This contract will be governed by and construed in accordance with the laws of the State of Maryland, excluding its conflict of laws provisions.



---

## Exhibit A – Initial Statement of Work

### 1. Work to be Performed:

LIFTOFF will provide **Office 365 Guided Deployment Services (GDS)** focused on the migration to the Microsoft Office 365 solution. The GDS consulting is delivered using a **“Coach/Mentor” approach** in which your IT team will be heavily involved throughout the entire process and will work directly with the LiftOff consultants. Together, we will work through a series of webinar appointments (typically 1-2 hours each) as we work through project milestones to deploy the system efficiently and successfully. We have found this approach of keeping your IT team invested in the project to be an extremely effective training mechanism; once the project is complete, your IT staff is fully capable of managing and maintaining the system in the future.

LiftOff's expertise is laser focused on the Office 365 systems. If you require integration with other third-party applications, you will be responsible for working with your other vendors to remedy issues. For example, phone systems, firewalls, fax systems, anti-spam, anti-virus, archiving, custom code environments, and accounting systems can integrate with Office 365. We will do our best to facilitate, but these integrations will likely require that product vendor.

**The Office 365 solution is quickly evolving, and the product roadmap changes frequently. It is important to understand that some features may be enhanced or modified during the project. The Microsoft Tech-Net articles are the best source of information today.**

Specifically, LiftOff's GDS work will:

- 1.1. Consist of an **Office 365 Assessment Workshop** where we will complete an analysis of the current email environment and ensure that requirements are captured, core functionality is reviewed, and details for the migration are discussed and reviewed. This planning session will be conducted via phone and typically takes about two hours to complete. Afterwards, we will map on the remainder of the project plan.
- 1.2. Consist of **Setup and Pre-Staging** in the Office 365 Admin Console where we will access your portal together and begin the initial configuration the new Office 365 tenant. This will include:
  - 1.2.1. Adding and verifying your email domains in Office 365 to show ownership.
  - 1.2.2. Ensure that the on-premises Active Directory is organized properly for Azure AD Connect/Directory Sync (required for a hybrid migration).
  - 1.2.3. Install and configure Azure AD Connect to synchronize all mail-enabled objects (users, contacts, and groups) from on-premises Active Directory to Office 365/Azure. Typically, a new on-premises server will be required for this purpose.  
**NOTE:** This does NOT include the setup, configuration, or support of ADFS or other third-party authentication systems.
  - 1.2.4. Configure and test single sign-on with Azure AD Connect. A group policy will be required for this feature.
  - 1.2.5. Install, configure, and test secure SMTP Relay going through Office 365.
- 1.3. This is an **Exchange 2019 to Office 365 migration**, and we intend to perform a **Microsoft HYBRID migration**. This project involves two migrations (City and Police Dept). The Police Department would go first and would require that the FraminghamPD.gov domain be added to the exchange server prior to migration. Then, the hybrid migration (and Azure AD Connect tool) would be completed. Once done, the AD Connect tool needs to be removed so that it can be re-deployed for the second phase of the project (City migration). Once the City migration is done, you can choose whether to keep AD Connect in place or not.

The hybrid migrations here will utilize the built-in migration tools included with Office 365 at no additional cost. There are many advantages of using the hybrid migration path and we will make every attempt to make this work. In the extremely rare event that the hybrid (Microsoft) wizard cannot be used for email or Public

---

Folders, we will switch to a third-party migration tool (MigrationWiz). Client is responsible for the cost of the migration tool. Migration Configuration will include the following:

- 1.3.1. Assess the on-premises Exchange environment and adjust the configuration, as needed, to optimize the hybrid process.  
**The source Exchange server MUST be fully accessible and fully updated for this to work.**
- 1.3.2. Install and configure the Hybrid Configuration Wizard to establish the connection between the on-premises systems and Exchange Online for both mailbox migrations and intra-organizational mail flow.
- 1.3.3. Migrate the initial batch of users. This is normally one or more IT users who understand the process and potential troubleshooting that may be required post migration.
- 1.3.4. Provide documentation for end users regarding “What to Expect” and also Mobile Device configuration for the point of cutover.  
**NOTE:** In nearly every migration, all mobile devices (phones and tablets) will need to have their mail profile reconfigured following the mailbox cutover.
- 1.3.5. Define a migration strategy for the remaining users and assist with any migration complications that may arise.
- 1.3.6. Migrate public folders from on-premises to Exchange Online.
- 1.3.7. Once all data is migrated, work with the Client to decommission the hybrid configuration and, if applicable, remove the on-premises Exchange server(s).

**1.4. Office 365 IT Admin Training & Tenant Configuration.** These training and configuration settings will span 6-10 sessions.

**1.4.1. Office 365 Admin Center**

- 1.4.1.1. Review the proper On-boarding process for new users.
- 1.4.1.2. Review the proper Off-boarding process for former users while maintaining compliance (if needed).
- 1.4.1.3. Promoting and demoting users with administrative abilities in Office 365.
- 1.4.1.4. Reviewing the Office 365 Message Center (for upcoming changes) and Health Dashboard (for potential problems).

**1.4.2. Exchange Admin Center**

- 1.4.2.1. Review management of email related attributes such as mailbox sharing, quotas, online archives, etc.
- 1.4.2.2. Review proper group creation process in the cloud.
- 1.4.2.3. Setup mail flow rules including inbound message warnings, outbound message disclaimers and Office Message Encryption (if applicable).
- 1.4.2.4. Setup mobile device rules and policies and review mobile device remote wipe.

**1.4.3. Exchange Online PowerShell**

- 1.4.3.1. Setup mailbox activity auditing.
- 1.4.3.2. Setup unlimited auto-expanding online archive (if applicable).
- 1.4.3.3. Review resource mailbox management.
- 1.4.3.4. Disable Microsoft 365 Group creation and review proper methods for creating these groups.

**1.4.4. Microsoft Teams Admin Center**

- 1.4.4.1. Review best practices for creating & managing Teams.
- 1.4.4.2. Configure optimized Teams settings for all users, groups, and Teams themselves.

**1.4.5. SharePoint Admin Center**

- 1.4.5.1. Configure best practices for sharing of files and folders in SharePoint, Teams and OneDrive.
- 1.4.5.2. Configure Sync settings for the organization.
- 1.4.5.3. Configure default OneDrive size

**1.4.6. Review Teams, OneDrive, Office Online & SharePoint**

- 1.4.6.1. Review the Teams app and website
- 1.4.6.2. Review OneDrive & SharePoint Online and best practices for ingesting files.
- 1.4.6.3. Review the OneDrive Sync Client and best practices for using it.

---

1.4.6.4. Review Office Online and best options for using Office apps in a browser.

**1.5. Securing Your Office 365 & Azure Organization.** We will work with your IT staff to ensure that all security and compliance best practices are in place by the conclusion of the project.

**1.5.1. Security Admin Center**

- 1.5.1.1. Configure appropriate anti-spam, anti-malware, and anti-phishing settings.
- 1.5.1.2. Configure outgoing message management including protection of unwanted external forwarding.
- 1.5.1.3. Configure DKIM, DMARC and SPF.
- 1.5.1.4. Review Secure Score

**1.5.2. Compliance Admin Center**

- 1.5.2.1. Configure online compliance retention policies (if applicable)
- 1.5.2.2. Review eDiscovery/Content Search process.
- 1.5.2.3. Review the Audit Log and enable Auditing for (non-mailbox) activity in Office 365.

**1.5.3. Azure Active Directory Security & Multi-Factor Authentication**

- 1.5.3.1. Review Risky Sign-ins, Risky Users and Risk Detections
- 1.5.3.2. Configure Risk Event Notifications for Admins
- 1.5.3.3. Configure Conditional Access Policies to prevent non-US logins (if applicable), require MFA for Admins (or All Users, if applicable) and block Legacy Authentication.
- 1.5.3.4. Review Sign-In Logs.
- 1.5.3.5. Optimize MFA Settings for the organization.
- 1.5.4. Review best practices for rolling out MFA (if applicable).
- 1.5.5. **This project will NOT include Microsoft's Endpoint Management or Intune Products.**

**1.6. Workstation Configuration.** LiftOff will offer guidance and tools for the workstation configuration.

- 1.6.1. LiftOff will work with the IT staff to setup an Office Deployment point on the network either as a network share using Microsoft's Office Deployment Tool or, if available, via System Center Configuration Manager (SCCM).
- 1.6.2. Review proper configuration of the Outlook desktop client at the point of mailbox cutover. **Cached Mode in desktop Outlook is required for Office 365 connectivity.**

**NOTE:** Although LiftOff will provide guidance regarding workstation configuration and assist with troubleshooting, LiftOff will NOT be directly responsible for the configuration of the workstations. Your IT staff is onsite and will complete this configuration.

**1.7. Post Mailbox Migration.** LiftOff will work with your IT staff to determine the best solution for decommissioning the Exchange hybrid pieces.

- 1.7.1. If applicable, work with the Client to remove the hybrid connection pieces and shutoff/remove the Exchange systems from the on-premises environment.
- 1.7.2. Alternatively, if desired, LiftOff can assist your organization with retaining an Exchange management server. **NOTE:** This is extremely uncommon and requires continuous administration, updating and upgrading to avoid known security issues with on-premises Exchange.
- 1.7.3. Update DNS settings facing the Internet and on-premises in Active Directory, as needed, to point all mailbox connectivity and mail flow (if needed) to Office 365/Exchange Online.

**1.8. Additional Microsoft Products.** This project does not include Microsoft products that aren't listed in this Statement of Work. For example, this project will not include ADFS, SharePoint website design, PowerBI, Microsoft Flow, Microsoft Project, or add-ons for Teams, Outlook, or Microsoft Office. Although LiftOff may be able to assist with various questions related to products not mentioned in this Statement of Work, your best source of assistance would be directly through Microsoft's support.



**CITY OF FRAMINGHAM  
CAPITAL PROJECT/EQUIPMENT REQUEST - FY2025-2034 CIP**

DEPARTMENT:

DEPARTMENT PRIORITY:

(1) **PROJECT NAME:**   
**PROJECT STATUS:**

(2) **PROJECT DESCRIPTION AND JUSTIFICATION:**  
  
**PROJECT ADDITIONS/CHANGES JUSTIFICATION:**

(3) **PURPOSE OF PROJECT:**

<input type="checkbox"/>	Replace existing infrastructure
<input type="checkbox"/>	Replace existing capital asset
<input type="checkbox"/>	Replace existing vehicle
<input checked="" type="checkbox"/>	Replace equipment
<input type="checkbox"/>	New infrastructure
<input type="checkbox"/>	New capital asset
<input type="checkbox"/>	New vehicle
<input type="checkbox"/>	New equipment
<input type="checkbox"/>	Strategic/Comprehensive/Master plan

(4) **BUDGET REQUEST BY YEAR:**

	FY 25	FY 26	FY 27	FY 28	FY 29	FY 30-34
a. Land Acquisition						
b. Planning / Feasibility						
c. Design						
d. Construction						
e. Equipment/Vehicles						
f. Contingency						
g. Other	370,369					
<b>TOTAL</b>	370,369	-	-	-	-	-

(5) **PRIORITY:**

a. <input checked="" type="checkbox"/> <b>health and safety</b>	safety concern, hazardous condition, agency compliance, non-functional, etc
b. <input checked="" type="checkbox"/> <b>level service maintenance</b>	maintains City desired level of service
c. <input type="checkbox"/> <b>economic development</b>	adds to the City's economic vibrancy
d. <input type="checkbox"/> <b>service improvement</b>	new or improved service to meet demand

(6) **EFFECTS ON ANNUAL OPERATING BUDGET:**

	FY 25	FY 26	FY 27	FY 28	FY 29	FY30	YEARS 30-34
Personnel							
Operating		13,500	13,500	13,500	13,500	13,500	

(7) **PROPOSED FUNDING SOURCE(S):**

- Bond**
- 
- 

(10) **PROJECT OR EQUIPMENT LOCATION:**  
  
**(11) ASSET TYPE:**

(7a) **POTENTIAL GRANT FUNDING SOURCE IF APPLICABLE: (List source and matching requirements)**

(8) **PROJECT LEAD NAME & CONTACT INFO: (ADDITIONAL PROJECT INFO AS NEEDED)**

(9) **FINANCE DEPARTMENT NOTES:**



Customer Name: CITY OF FRAMINGHAM  
 Quote No: 23036773  
 Quote Name: FY25 Project Equipment  
 Quotation Date: 09/25/2023

Sales Support Contact: Russ Gavliak  
 Sales Support Phone: 603-263-3506  
 Sales Support Email: rgavliak@eplus.com  
 Account Executive: G HASTINGS  
 Account Executive Phone: 781-615-1344  
 Account Executive Email: ghastings@eplus.com

Customer PO No:  
 Order No:  
 Expiration Date: 10/25/2023

ePlus Technology inc, 13595 Dulles Technology Drive, Herndon, VA, 20171

External Notes:ST of MA contract# ITT72

Line No.	Part Number	MFG	Description/Line Notes	QTY	Unit Price	Ext Price
UCS Blade Servers						
001	UCS-M7-MLB	CISCO	UCS M7 RACK MLB	1	0.00	0.00
002	UCSC-C220-M7S	CISCO	UCS C220 M7 RACK W/OCPU, MEM, DRV, 1U WSFF HDD/SSD BACKPLANE	3	2,863.43	8,590.29
003	CON-PSJ1-UCSCUC27	CISCO	UCS SUPP PSS 8X5XNBD UCS C220 M7 RACK W/OCPU, MEM, DRV, 1U W	3	2,375.42	7,126.26
004	UCSC-M-V5Q50G-D	CISCO	CISCO UCS VIC 15428 QUAD PORT 10/25/50G MLOM	3	1,094.12	3,282.36
005	UCSX-TPM-002C-D	CISCO	TPM 2.0, TCG, FIPS140-2, CC EAL4+ CERTIFIED, FOR SERVERS	3	0.00	0.00
006	UCSC-RAIL-D	CISCO	BALL BEARING RAIL KIT FOR C220 & C240 M7 RACK SERVERS	3	119.01	357.03
007	UCSC-BZL-C220-D	CISCO	C220 M7 SECURITY BEZEL	3	58.16	174.48
008	UCSC-INT-SW02-D	CISCO	C220 AND C240 M7 CHASSIS INTRUSION SWITCH	3	11.73	35.19
009	CIMC-LATEST-D	CISCO	IMC SW (RECOMMENDED) LATEST RELEASE FOR C-SERIES SERVERS.	3	0.00	0.00
010	UCSC-HSLP-C220M7	CISCO	UCS C220 M7 HEATSINK FOR & C240 GPU HEATSINK	6	0.00	0.00
011	UCSC-BBLKD-M7	CISCO	UCS C-SERIES M7 SFF DRIVE BLANKING PANEL	24	0.00	0.00
012	UCS-DDR5-BLK	CISCO	UCS DDR5 DIMM BLANKS	84	0.00	0.00
013	CBL-SAS-C220M7	CISCO	C220M7 SAS CABLE; MB CPU1 P-1 TO PB	3	0.00	0.00
014	UCSC-RDBKT-22XM7	CISCO	UCS C-SERIES M7 1U RAID/HBA CONTROLLER BRACKET	3	0.00	0.00

015	CBL-SCAP-C220-D	CISCO	C220/C240M7 1U/2U SUPER CAP CABLE	3	0.00	0.00
016	UCS-SCAP-D	CISCO	M7 SUPERCAP	3	0.00	0.00
017	UCSC-FBRS2-C220M7	CISCO	C220 M7 RISER2 HH FILLER BLANK	3	0.00	0.00
018	UCS-CPU-I6442Y	CISCO	INTEL I6442Y 2.6GHZ/225W 24C/60MB DDR5 4800MT/S	6	4,463.46	26,780.76
019	UCS-MR128G4RE1	CISCO	128GB DDR5-4800 RDIMM 4RX4 (16GB)	12	7,626.18	91,514.16
020	UCSC-RIS1B-22XM7	CISCO	UCS C-SERIES M7 1U RISER 1B PCIE GEN5 X16 HH	3	289.95	869.85
021	UCSC-RIS3A-22XM7	CISCO	UCS C-SERIES M7 1U RISER 3A PCIE GEN4 X16 HH (CPU2 )	3	89.72	269.16
022	UCSC-RAID-T-D	CISCO	CISCO M7 12G SAS RAID CONTROLLER WITH4GB FBWC (16D RIVES)	3	1,134.57	3,403.71
023	UCS-HD600G10KJ4-D	CISCO	600GB 12G SAS 10K RPM SFF HDD	6	398.94	2,393.64
024	UCSC-PSU1-1200W-D	CISCO	1200W TITANIUM POWER SUPPLY FOR C-SERIES SERVERS	6	285.99	1,715.94
025	CAB-9K12A-NA	CISCO	POWER CORD, 125VAC 13A NEMA 5-15 PLUG, NORTH AMERI CA	6	0.00	0.00
026	UCS-SID-INFR-UNK-D	CISCO	UNKNOWN	3	0.00	0.00
027	UCS-SID-WKL-OW-D	CISCO	OTHER WORKLOAD	3	0.00	0.00
028	CNDL-DESELECT-D	CISCO	CONDITIONAL DESELECT	1	0.00	0.00
029	OPTOUT-EA-ONLY	CISCO	LICENSE NOT NEEDED: CUSTOMER ALREADY OWNS LICENSES IN AN EA	1	0.00	0.00
Pure Storage Array's						
030	FA-X20R4-ETH-22TB-10X2.2TB	PURE STORAGE	PURE STORAGEFLASHARRAYX20R4-ETH-22TB-10X2.2TB	1	48,255.88	48,255.88
031	<b>FA-X20R4-22TB, 1MO,PRM,FVR</b>	PURE STORAGE	EVERGREEN FOREVER SUBSCRIPTION, 4 HOUR DELIVERY, 2 4/7 SUPPORT, DSE	36	1,295.06	46,622.16
032	<b>FA-25G-ETH/TCP 4-PORT ADD</b>	PURE STORAGE	HBA, PCIE- GEN4 X16, 25GBE 4-PORT SFP28, P425G	2	662.36	1,324.72
033	PS-FLASHARRAY-INSTALL	PURE STORAGE	FLASH ARRAY INSTALL SERVICE	1	4,600.00	4,600.00
034	FA-X20R4-ETH-22TB-10X2.2TB	PURE STORAGE	PURE STORAGEFLASHARRAYX20R4-ETH-22TB-10X2.2TB	1	48,255.88	48,255.88

035	FA-X20R4-22TB, 1MO,PRM,FVR	PURE STORAGE	EVERGREEN FOREVER SUBSCRIPTION, 4 HOUR DELIVERY, 2 4/7 SUPPORT, DSE	36	1,295.06	46,622.16
036	FA-25G-ETH/TCP 4-PORT ADD	PURE STORAGE	HBA, PCIE- GEN4 X16, 25GBE 4-PORT SFP28, P425G	2	662.36	1,324.72
037	PS-FLASHARRAY-INSTALL	PURE STORAGE	FLASH ARRAY INSTALL SERVICE	1	4,600.00	4,600.00
<b>Professional Services</b>						
038	SERVICES- CITY OF FRAMINGHAM	EPLUS	SERVER-STORAGE SERVICES	1	22,250.00	22,250.00

<b>Totals</b>						<b>370,368.35</b>
<b>Shipping:</b>				<b>Sub Total (USD):</b>		<b>370,368.35</b>
<b>Packing:</b>				<b>Est. Tax (USD):</b>		<b>TBD if Applicable</b>
				<b>Shp&amp;Hnd (USD):</b>		<b>0.00</b>
<b>Total (USD):</b>						<b>370,368.35</b>

All orders are governed by your organization's signed agreement with ePlus or applicable public sector contract; if there is no such agreement the Customer Terms and Conditions for Products and/or Services located at [www.ePlus.com](http://www.ePlus.com) govern. No additional or contrary terms in a purchase order shall apply, and ePlus' performance shall not be deemed acceptance of any preprinted PO terms. Use of software, subscription services or other products resold by ePlus is subject to manufacturer/publisher end user agreements or subscription terms. Any periodic payment obligations for specific offerings, along with customer-incurred overages, consumption fees, add-ons, quantity adjustments and automatic renewals are non-cancelable for any reason except by public sector customers required by law to terminate due to non-appropriation of funds.

PLEASE NOTE: Recent supply chain disruption and tariffs on certain imports are causing price increases for many IT products, with little or no notice, and beyond ePlus' control. As a result, this quote is subject to change without notice, even before the expiration date reflected above. Related manufacturer policy changes may result in orders being non-cancelable and products non-returnable except in accordance with the manufacturer warranty. Please confirm pricing and other restrictions prior to order placement. Unless freight amount is indicated, or is zero, freight will be added to the invoice. Unless Bill-To company is exempt from Sales Tax, it will be added to the invoice. Recognizing that the global pandemic has disrupted operations for many organizations, ePlus will ship products for delivery in accordance with customer's written ship-to instructions and products will be deemed delivered notwithstanding any failure of customer personnel to sign for receipt due to facility closing or otherwise.

[ePlus offers flexible and easy leasing options for your IT equipment. Use leasing to increase your IT acquisition capability, overcome limited budgets, and manage the lifecycle of your assets. Contact an ePlus Leasing Coordinator at 1-703-984-8021 or \[leasing@eplus.com\]\(mailto:leasing@eplus.com\) to receive a lease quote today.](#)

<b>Customer Acceptance</b> Signature: _____ Name: _____ Title: _____ Date: _____ Customer PO #: _____	<b>Bill To</b> CITY OF FRAMINGHAM MEMORIAL BUILDING BASEMENT 150 CONCORD ST FRAMINGHAM MA 01702 UNITED STATES TECHNOLOGY SERVICES R	<b>Ship To</b> CITY OF FRAMINGHAM  UNITED STATES
--	---	---