



APPENDIX A

Customer Name: Village of Hanover Park

Street Address: 2121 Lake Street

City, State, Zip: Hanover Park, IL 60133

The Agreement referenced below by and between Sentinel Technologies, Inc., (Contractor) with principal offices at 2550 Warrenville Road, Downers Grove, Illinois 60515, and Village of Hanover Park (Customer) with principal offices at 2121 Lake Street, Hanover Park, IL 60133 is hereby amended to include the following:

Commencement Date

Agreement No.

Addendum No. 008r3

Executive Summary

Village of Hanover Park is looking to migrate their existing Microsoft Exchange 2013 email environment to Microsoft Office 365. It is the intent of this engagement that Sentinel will architect, design, and implement the project according to Sentinel established best practices and in a manner ready for production computing. During this project, knowledge transfer of general administration tasks, points of scale, and the environment will be provided to prepare the customer staff moving forward after the engagement.

The next section "Project Overview" highlights the main phases involved in this project. The "Scope of Work" section then lays out in further detail what is covered as part of this project. Finally, "Client Responsibilities and Assumptions" details important assumptions Sentinel has made in discussion with Village of Hanover Park's Team. A Pricing page is also included at the end of the document.

Project Overview

Project Phases

Phase 1 – Project Initiation Meeting

Sentinel Project Management will coordinate a kick-off meeting to review and approve the scope of work provided to the customer. Customer and Sentinel provided resources will be introduced and their relevant roles for the project discussed. Sentinel Project Management will then coordinate a time for a site visit by Sentinel Engineers in order to draft a blueprint of all proposed work which will be provided to the customer. High level timelines for project milestones will also be identified and discussed.

Phase 2 – Analysis & Design

Sentinel engineers will perform a high-level audit of the client's relevant infrastructure. The data collected from this audit will be used to generate a design for the implementation of the solution. Sentinel engineers will inform the client of any design requirements that will need to be completed by the client's IT staff prior to the start of the next phase (such as provisioning of storage space, acquisitions of licenses, and other essential design components not covered within this document). Upon acceptance of the work as detailed within the blueprint by the customer, Sentinel engineers and project managers will then coordinate specific dates and times appropriate for accommodating the nature of the work involved (i.e. Work which will require outages will be scheduled during appropriate maintenance windows).

Phase 3 – Implementation

Sentinel engineers will proceed with the implementation of all items specified within this Scope of Work and further detailed in the customer approved Design Document.



Phase 1 – Microsoft Office 365 Migration

Sentinel engineers will migrate the current Microsoft Exchange 2013 hosted email to Microsoft's Office 365. The migration will be for 275 mailboxes and 1TB amount of data as specified in this Scope of Work and further detailed in the customer approved Design Document. Sentinel engineers will work with Sentinel's project managers to coordinate any needed maintenance windows for the completion of the project.

Phase 4 – Project Completion

Upon conclusion of all other phases of work Sentinel's engineers will provide the client with updated design documents for the project. Sentinel's project management team will then arrange for a meeting with the client to review the status of all project items. If no project items remain open Sentinel's project managers will request that the client sign off on the project, thus closing the project at this time.

Scope of Work

Planning and Pre-Engagement Preparation

- Identification of key Customer project team members with whom Sentinel will work to accomplish the tasks defined in this scope
- Review required hardware, software, networking and facilities required to successfully complete this engagement

Analysis & Design

General

- Analyze the current environment to make sure the environment is ready for infrastructure implementation based upon the assumptions laid out in the next section
- Engage with the Customer team to brainstorm the technical requirements and use case design for the implementation
- Develop specific requirements, design and use case specifications blueprint document based upon customer discussion

Migration to Office 365

- Verify access to the Domain registrar
- Gather the requirements needed for the Office 365 mailbox configuration.
- Analyze the current AD infrastructure and its readiness for Office 365
- Discuss and determine the available Office 365 configuration options, including Azure AD Connect Tool.
- Gather the requirements Cisco Unity configuration.

ADFS for Single Sign On

- Determine the requirements and configurations for a Highly Available ADFS infrastructure, 2 ADFS servers on the network, 2 Web Proxy Servers in the DMZ

Office 365 STMP Mail Relay

- Determine if Office 365 mail relay will be used vs. SMTP role on a Windows Server
- Create a test plan and schedule for the applications and devices using the relay



Microsoft Exchange Administrative Server

****Note it is recommended to keep an Exchange Server on premises to assist with group management, mailbox creation, and the continued use of Azure AD Connect.**

- Determine the roles and the hybrid configurations of the on premises Exchange environment in conjunction with Office 365
- Create a test plan to validate the functionality

Exchange Decommission

- Determine all mailboxes, services, and roles have been migrated to Office 365

Implementation

Migration to Office 365

- Configure the Office 365 mailboxes based on the requirements gathered during the design phase
- Validate the Windows Server 2012 R2 Server
- Install and configure Azure AD Connect Tool (upgrade from DirSync)
- Migrate the mailboxes from the Exchange servers to Office365
- Configure the Cisco Unity application

ADFS for Single Sign On

- Obtain any certs needed for the ADFS configuration per design
- Complete and install the 4 ADFS servers needed per the design phase
- Test the and validate authentications

Office 365 SMTP Mail Relay

- Configure the mail relay option determined in the design phase
- Deploy the solution to a test device and validate functionality
- Customer Responsible - Configure the remaining devices per the schedule
- Customer Responsible - Execute the test plan
- Decommission the old SMTP Relay

Microsoft Exchange Administrative Server

- Deploy an Exchange 2016 server containing only the roles necessary for O365 mail client management
- Reconfigure Office 365 and Exchange on premises according to the design phase per the schedule
- Execute the test plan

Exchange Decommission

- Decommission the three Exchange 2013 Servers

Documentation and Knowledge Transfer

- Provide documentation of the setup including a revised Sentinel design doc as well as any available vendor-created administrative and/or best practices guides.
- Provide knowledge transfer including basic functional overviews of products implemented, demonstrating the normal operations as installed in the customer's environment.
 - Note that knowledge transfer and functional overviews are not a substitute for formal vendor product Customer Education courses available. Sentinel strongly encourages attendance at Customer Education classes to gain further insight into the product architecture and its integration.



Project Management

Sentinel will provide a project manager committed to the success of the project. The project manager will be responsible for:

- Complete success of the project
- Optimal coordination of all resources
- Guiding the client on aspects of the project they are required to perform
- Tracking and reporting of progress
- Management of agreed to budget issues
- Management of expected timelines for implementation
- Changes to the project and communications of changes in writing using a Project Change Form
- Post installation document gathering, assembly and presentation
- Post installation project completion agreement and signature

Project management will ensure complete project success. Communication is the cornerstone of project management and the project manager will be the central communication mechanism for all parties. This will assure all relevant parties are informed about decisions that may affect the success of their component of the solution.

Client Responsibilities and Assumptions

The following is a list of responsibilities and/or tasks that Sentinel assumes have been completed or reviewed by Village of Hanover Park prior to the installation of the above-mentioned project. If additional responsibilities are uncovered during the project, Sentinel will make sure that Village of Hanover Park is made aware of any issues promptly to determine resolution.

General Proposal Assumptions

Product Lead Times

Depending on the technologies quoted, orders may be direct or through distribution. Lead times should be expected to be 8 weeks but can exceed 8 weeks. Should expedited equipment requirements arise, there could be an additional charge to source through a warehousing distribution partner.

Project Changes Request

Sentinel assumes, unless noted here, that the Customer will patch in all equipment to the cabling plant within the facility. Sentinel can perform this connection service at an additional charge with an approved PCR.

Remote Support

Sentinel's service estimate assumes remote access support through IP VPN or IP PPP connection. Without this access, additional services may be incurred for optimization and tuning required pre and post installation.

Travel Requirements and Cost

Unless specified within the proposal, all travel expenses and time are not included. Travel time shall be invoiced at pre-negotiated rates and expenses plus per diem at actual costs.



Project Specific

Microsoft Office 365 Migration

- Customer will need to get access to the domain registrar prior to the start of the project
- Customer will provide 5 Microsoft Windows Server 2012 R2 (4 x ADFS, 1 X Exchange Administrative Server)

With regard to any software licenses provided pursuant to the provision of services under this Agreement, the Customer is hereby prohibited from duplicating said software in any form or fashion and is further restricted from using the software beyond the intended scope set forth herein. Moreover, Customer is restricted from licensing, sublicensing or transferring said software to any third party (except to a related party) without the express permission of Contractor, under which circumstance the software shall stay under the control and auspices of the Contractor. In the event Customer loses or damages the software, a copy may be provided at a nominal charge. At the end of this engagement or the license period, whichever occurs first, Customer is required to either destroy or return all copies of the software to Contractor, as expressly directed by Contractor.

CUSTOMER:

Village of Hanover Park

Signature: _____

Printed Name: _____

Title: _____

Date: _____

[Handwritten Signature]
JULIANA A. MALLED
Village Manager
8-25-16

CONTRACTOR:

Sentinel Technologies, Inc.

Signature: _____

Printed Name: _____

Title: _____

Date: _____

[Handwritten Signature]
Timothy Hric
CFO
8-11-2016



APPENDIX B

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City, State, Zip: Hanover Park, IL 60133

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Commencement Date Agreement No. Addendum No. 008r3

PROJECT SCHEDULE

Customer agrees to pay Contractor for services in accordance with the following schedule:

Description	Price
Retail Professional Services	\$22,170.00
Discount	\$4,060.00
Actual Professional Services	\$18,110.00
SERVICES TOTAL PRICE	
	\$18,110.00

Payment Terms:

Hardware/Software/Professional Services: Labor – Net 30, Non-labor – 50% at contract, balance upon delivery for staging or to Customer location, whichever occurs first.

Maintenance: Net 30 days.

For products purchased pursuant to this agreement, Contractor agrees to provide storage at no additional charge for up to 120 days. If the storage period exceeds 120 days, Customer agrees to the following: a.) Customer will be responsible to pay a commercially reasonable rate for storage of purchased products from that point forward, b.) Customer will be invoiced and will be responsible to pay the unpaid balance for any products purchased from Contractor that have not been paid in full and, c.) Ownership will transfer from Contractor to Customer.

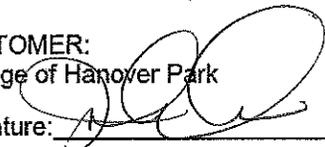
Services are quoted at a standard rate for labor from 9:00 a.m. – 5:00 p.m. If customer requires, Contractor can perform some of these services after hours at an overtime labor rate.

Fixed Price

For the charges listed above, the Contractor shall furnish all of the materials and perform all of the work shown on the drawings and/or described in the specifications entitled Appendix A, as annexed hereto as it pertains to work to be performed at designated customer locations. Any alteration or deviation from the above specifications, including but not limited to any such alteration or deviation involving additional material and/or labor costs, will be executed only upon a written order for same, signed by Customer and Contractor, and if there is any charge for such alteration or deviation, the additional charge will be added to the contract price detailed above. This quote is valid for 30 days from 08 / 11 / 2016.

CUSTOMER:

Village of Hanover Park

Signature: 

Printed Name: JULIANA A. MALLER

Title: Village Manager

Date: 8-25-16

P.O. #: 2016-0000115

CONTRACTOR:

Sentinel Technologies, Inc.

Signature: 

Printed Name: Timothy Hill

Title: CFO

Date: 8-11-2016