



**FULTON
COUNTY**

**EXTENSION #1
FORM TO CONTRACT**

#20RFP894152K-BKJ

**OFFICE 365 IMPLEMENTATION
SERVICE**

DEPARTMENT OF INFORMATION TECHNOLOGY

EXTENSION NO. 1 TO FORM OF CONTRACT

Contractor: B2B Technologies, LLC

Contract No. #20RFP894152K-BKJ; Office 356 Implementation Service

Address: 5607 Glenridge Drive, Suite 490
City, State Atlanta, Georgia 30342

Telephone: (404) 271-4791

E-mail: ffuerst@b2btech.com

Contact: Frank P. Fuerst, Vice President
Microsoft Sales and Operations

W I T N E S S E T H

WHEREAS, Fulton County entered into a Contract with B2B Technologies, LLC to provide/perform planning and implementation services of Microsoft Office 365, Azure, Exchange Online and Teams, dated May 4th, 2021, on behalf of the Department of Information Technology.

WHEREAS, the County wishes to extend the existing contract for an additional 12 month period, to provide the Department of Information Technology with additional technical support and consulting services to complete the implementation of Office 365 countywide; and

WHEREAS, Department of Information Technology is requesting extended support for the Office 365 Migration to include decommissioning legacy systems, consulting services and advanced tiered support;

WHEREAS, the Consultant has performed satisfactorily over the period of the contract; and

WHEREAS, this Extension was approved by the Fulton County Board of Commissioners on **Wednesday, April 10th, 2024; Item #24-0239**.

NOW, THEREFORE, the County and the Consultant agree as follows:

This Extension No. 1 to Form of Contract is effective as of the 10th day of April 2024, between the County and B2B Technologies, LLC, who agree that all Services specified will be performed by in accordance with this Extension No. 1 to Form of Contract and the Contract Documents for an additional 12-month period.

1. **SCOPE OF WORK:** The scope of work will include numerous areas of technical need:

- Support hours to provide shoulder to shoulder training and issue resolution with B2B and FCIT staff. Recent staff additions would benefit from working with B2B resolving technical issues.
- Sustainable Support Strategy for SharePoint Online and Teams provides the expertise required for an enhanced rollout of SharePoint and Teams.
- Management and Rollout Strategy for Office 365 Add-on Applications would support the rollout of enhanced Microsoft application including Power BI.
- EndPoint services to address the requirement for co-management and full migration to Microsoft Intune.
- Service Desk consulting services to aid with the assignment of roles troubleshooting Intune, and training of Service Desk.
- Security consulting services to address advanced cloud security including; Identity and Access Administration, Data Loss Prevention Administration, and Security Configuration for Microsoft 365.
- Infrastructure consulting services to address several outstanding tasks including Exchange Public Folder Migration, Decommissioning of Exchange 2007 and Exchange 2013, AirWatch and Enterprise Vault Decommissioning, Exchange 2019 Management Server, and eDiscovery Self-Service Configuration and Training.

The completion of these tasks the County can fully realize the benefits of cloud-based email, cloud-based data access, enhanced cloud security, and an enhanced SharePoint/Teams presentation.

2. **COMPENSATION:** The services herein shall be performed by Contractor for a total amount not to exceed \$424,270.00 (Four Hundred Twenty-Four Thousand Two Hundred Seventy Dollars and No Cents).
3. **LIABILITY OF COUNTY:** This Extension No. 1 to Form of Contract shall not become binding on the County and the County shall incur no liability upon same until such agreement has been executed by the Chair to the Commission, attested to by the Clerk to the Commission and delivered to Consultant.
4. **EFFECT OF EXTENSION NO.1 TO FORM OF CONTRACT:** Except as modified by this Extension No. 1 to Form of Contract, the Contract, and all Contract Documents, remain in full force and effect.

[INTENTIONALLY LEFT BLANK]

IN WITNESS THEREOF, the Parties hereto have caused this Contract to be executed by their duly authorized representatives as attested and witnessed and their corporate seals to be hereunto affixed as of the day and year date first above written.

OWNER:

CONSULTANT:

FULTON COUNTY, GEORGIA

B2B TECHNOLOGIES, LLC

DocuSigned by:

Robert L. Pitts

Robert L. Pitts, Chairman
Fulton County Board of Commissioners

DocuSigned by:

Frank P. Fuerst

Frank P. Fuerst, Vice President,
Microsoft Sales and Operations

ATTEST:

ATTEST:

DocuSigned by:

Tonya R. Grier

Tonya R. Grier
Clerk to the Commission

(Affix Corporate Seal)

APPROVED AS TO FORM:

Frank P Fuerst

Secretary/
Assistant Secretary

(Affix Corporate Seal)

ATTEST:

DocuSigned by:

David Lowman

Office of the County Attorney

APPROVED AS TO CONTENT:

DocuSigned by:

Kevin Kerrigan

Kevin Kerrigan,
Chief Information Officer
Department of Information Technology

ITEM#: _____ RCS: _____
RECESS MEETING

ITEM#: 24-0239 RM: 4/10/2024
REGULAR MEETING



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/20/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Ironwood, a Marsh & McLennan Agency, LLC Co 4401 Northside Parkway NW Suite 800 Atlanta GA 30327	CONTACT NAME: Hunter Schrader PHONE (A/C, No, Ext): (404) 503-9106 FAX (A/C, No): (404) 503-9101 E-MAIL ADDRESS: hschrader@ironwoodins.com														
INSURED BlueAlly Technology Solutions, LLC; Strata Consulting, LLC 1225 Crescent Green #115 Cary NC 27518	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> <tr> <td>INSURER A: Hartford Fire Insurance Company</td> <td>19682</td> </tr> <tr> <td>INSURER B: Trumbull Insurance Company</td> <td>27120</td> </tr> <tr> <td>INSURER C: Hartford Casualty Insurance Co</td> <td>29424</td> </tr> <tr> <td>INSURER D: Varies by State - See Attached</td> <td></td> </tr> <tr> <td>INSURER E: Indian Harbor Insurance Co</td> <td>36940</td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Hartford Fire Insurance Company	19682	INSURER B: Trumbull Insurance Company	27120	INSURER C: Hartford Casualty Insurance Co	29424	INSURER D: Varies by State - See Attached		INSURER E: Indian Harbor Insurance Co	36940	INSURER F:	
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INSURER E: Indian Harbor Insurance Co	36940														
INSURER F:															

COVERAGES**CERTIFICATE NUMBER:** 23-24**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY	Y	Y	20UUNEF9970	12/30/2023	12/30/2024	EACH OCCURRENCE	\$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 300,000
							MED EXP (Any one person)	\$ 10,000
							PERSONAL & ADV INJURY	\$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG	\$ 2,000,000
							EE Benefits Agg.	\$ 2,000,000
B	AUTOMOBILE LIABILITY	Y	Y	20UENEH8487	12/30/2023	12/30/2024	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person)	\$
	<input type="checkbox"/> OWNED AUTOS ONLY						BODILY INJURY (Per accident)	\$
	<input checked="" type="checkbox"/> HIRED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	\$
	<input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY							\$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB	Y	Y	20RHUEG0255	12/30/2023	12/30/2024	EACH OCCURRENCE	\$ 10,000,000
	<input checked="" type="checkbox"/> EXCESS LIAB						AGGREGATE	\$ 10,000,000
	<input type="checkbox"/> CLAIMS-MADE							\$
	DED <input checked="" type="checkbox"/> RETENTION \$ 10,000							
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	N/A		20WBAH9L9E	12/30/2023	12/30/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)							
	E.L. EACH ACCIDENT						\$ 1,000,000	
	E.L. DISEASE - EA EMPLOYEE						\$ 1,000,000	
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
E	Technology Errors & Omissions			MTP904245403	12/30/2023	12/30/2024	Limit	\$5,000,000
							Retention	\$250,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Fulton County Government is additional insured on the General Liability, Automobile Liability, and Umbrella Liability policies with respect to the liability resulting from the operations of the Named Insured as required by written contract.

Waiver of Subrogation is in place in favor of Fulton County Government for General Liability, Automobile Liability, and Umbrella Liability as required by written contract.

CERTIFICATE HOLDER**CANCELLATION**

Fulton County Government Attn: Purchasing Department 130 Peachtree St. SW Suite 1168 Atlanta GA 30303-3459	<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE</p> <p style="text-align: center;"><i>Matthew C. [Signature]</i></p>
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AGENCY CUSTOMER ID: _____

LOC #: _____



ADDITIONAL REMARKS SCHEDULE

Page ____ of ____

AGENCY Ironwood, a Marsh & McLennan Agency, LLC Co		NAMED INSURED BlueAlly Technology Solutions, LLC; Strata Consulting, LLC
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** Certificate of Liability Insurance: Notes

Workers Compensation Carriers by State:

Twin City Fire Insurance Co. - AL, AR, AZ, CT, DC, DE, FL, ID, KY, MA, MI, NE, NJ, NV, NY, OH, OR, SD, TN, TX, WA, WI, WV
Nutmeg Insurance Co. - GA, SC
Sentinel Insurance Co. - CA, IA, OK
Hartford Insurance Co. of the Southeast - IL, KS, MD, NC
Hartford Casualty Insurance Co. - MO
Hartford Insurance Co. of Illinois - PA
Hartford Underwriters Insurance Co. - HI, VA
Property & Casualty Insurance Co. of Hartford – CO

Additional Named Insureds:
BlueAlly HoldCo, LLC
BlueAlly Technology Solutions, LLC
BlueAlly NetCraftsmen, LLC
N2grate Government Technology Solutions, LLC
Chesapeake Netcraftsmen, LLC
Strata Consulting, LLC
NetCraftsmen BTS HoldCo, LLC
B2B Technologies, LLC



Proposal for O365 Extended Contractual Support

Prepared for

Fulton County Government

Presented
9/16/2023

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EXECUTIVE SUMMARY

Over the past two years, B2B Technologies has been working with the Fulton County Government to migrate legacy Microsoft systems to Microsoft 365. Following the successful completion of the project, Fulton County Information Technology (FCIT) submitted a request for extended support. We provided a response to that request for consideration. FCIT has provided feedback to allow us to right size the proposed services. The purpose of this proposal is to address the needs identified through this process.

We have organized this document to align with the FCIT Divisions. The document consists of the following main sections:

- Endpoints Division
- Service Desk
- Systems Division
- Web Team
- Security Consulting
- Systems Engineering Consulting
- Pricing and Assumptions

B2B is looking forward to our continued partnership with Fulton County. We appreciate the opportunity to submit this proposal. If you have any questions, please contact one of the following:

Frank Fuerst
ffuerst@b2btech.com
(404) 271-4791

Tonya Smith
tsmith@b2btech.com
(770) 630-7200

ENDPOINTS DIVISION

In keeping with FCIT's most recent request, we are proposing the following services for the Endpoints Division:

- Tier 3 Support
- County Device Co-Management Consulting Services

Tier 3 Support

B2B offers general support contracts to allow you to extend your IT team on an ad-hoc basis. We are including a standard 100 hour support contract for the Endpoints Division. The hours may be used for ad hoc support or for scheduled Office Hours.

Scheduling Support

Ad hoc support may be requested by directly contacting one of the following people at B2B:

- Practice Manager for the area responsible for supporting the application/system associated with the issue.
- Account Executive for Fulton County

Contact may be made via email or phone. All requests will contain:

- FCIT Contact name, email address and direct phone number
- Description of the issue and history of resolution attempts
- OPTIONAL: End-user name, email address and direct phone number (if applicable)

Alternatively, FCIT may assign (escalation) work orders to a centralized B2B account which will forward an email to an assigned B2B resource.

Office hours

Office hours are open support sessions where users can join a call and request assistance with issues or simply ask questions about the best way to perform a task. One or more senior consultants from B2B are on these calls to answer questions and/or remediate issues.

FCIT may utilize support hours for "Office Hours" as desired. We will work with you to define the schedule for Office Hours. It is the responsibility of FCIT to communicate Office Hours schedules to users.

Tracking/Reporting

B2B will assign a resource to provide a Consumption Report at the beginning of each month noting the number of hours expended in the previous month. The report will show:

- The number of hours consumed during the month broken down by department.
- The number of hours consumed broken down by department from the beginning of the contract to the present.

- The total number of hours consumed.
- The number of remaining hours.

B2B's consultants will track utilization at a detail level in the event additional information is required. Details will be entered into B2B's time tracking system.

County Device Co-Management Consulting

Fulton County and B2B have successfully implemented co-management with Configuration Manager and Intune. In our prior collaboration, B2B provided valuable assistance to Fulton County in the co-management of a select group of "pilot" devices, sourced from the IT Department. Documentation and streamlined processes were furnished to guide the addition of further devices for co-management, which Fulton County has been diligently adhering to as the need arises.

Currently, Fulton County aims to expedite the co-management process for additional devices and seeks further consulting services pertaining to application deployment, device compliance and security, process refinement, and ongoing support.

SERVICE DESK

In keeping with FCIT's most recent request, we are proposing the following services for the Service Desk Division:

- Tier 3 Support
- Intune Dashboard Consulting Services

Tier 3 Support

B2B offers general support contracts to allow you to extend your IT team on an ad-hoc basis. We are including a standard 100 hour support contract for the Service Desk. The hours may be used for ad hoc support or for scheduled Office Hours.

Scheduling Support, Office Hours and Tracking/Reporting were described above in the Endpoints Division section. These processes/procedures prevail for all divisions.

Service Desk - Consulting

In our consultations with Fulton County, a significant portion of the Service Desk consulting focus revolves around the Mobile Device Management (MDM) area of Intune. In addition to the support currently provided for mobile device enrollment and management, B2B is proposing the implementation of further training for the support desk, with a particular emphasis on Mobile Devices. The recommended training encompasses, but is not limited to, the following areas:

- General Use of Intune with Mobile Devices: Comprehensive instruction on leveraging Intune's functionalities and features for optimal mobile device management.
- Troubleshooting Common Issues during Enrollment: Equipping the support desk with troubleshooting skills to address typical challenges encountered during device enrollment. This includes troubleshooting application deployment, configuration policy issues, and compliance report auditing.
- Dashboard and Reporting for Enrollment Issues: Training on effectively utilizing Intune's dashboard and reporting capabilities to identify and address enrollment-related issues efficiently.

By imparting this specialized training to the support desk, Fulton County can enhance its overall mobile device management capabilities, ensuring smoother operations and improved end-user experiences.

SYSTEMS DIVISION

In keeping with FCIT's most recent request, we are proposing the following services for the Systems Division:

- Tier 3 Support
- Exchange Public Folder Migration
- Decommission Legacy Exchange
- Decommission Airwatch
- Decommission Enterprise Vault
- eDiscovery Self-Service Configuration and Training

Tier 3 Support

B2B offers general support contracts to allow you to extend your IT team on an ad-hoc basis. We are including a standard 100 hour support contract for the Systems Division. The hours may be used for ad hoc support or for scheduled Office Hours.

Scheduling Support, Office Hours and Tracking/Reporting were described above in the Endpoints Division section. These processes/procedures prevail for all divisions.

Exchange Public Folder Migration

Fulton County currently has a large number of Public Folders in the Exchange 2013 on-premises staging environment. Exchange 2013 was at end-of-life as of April 11, 2023. There is no support available, and no security patching being provided for this system. While public folders will continue to work in the current environment, upgrading to Exchange 2016 or higher may require additional processes to allow them to continue to work properly.

B2B recommends converting Public Folders to modern systems within Microsoft 365. As discussed with the team previously, we will analyze Public Folders with each user department/area and determine the best replacement. These destinations can be:

- Resource Mailboxes such as Room or Equipment
- Shared Mailboxes
- Microsoft 365 Groups
- SharePoint Site Collection
- Teams

Once the destination is determined for each PF, we will move the data and/or functionality and provide user training.

Decommissioning of Exchange 2007

Given the architecture of legacy Exchange, it is imperative to undertake a proper decommissioning process from the domain to preempt any potential issues with integrated systems, including Active Directory. We acknowledge the progress made thus far, as mentioned during our recent discussion, wherein Fulton County confirmed the removal of the last Exchange 2007 server.

In the event of further assistance required for this critical task, B2B is well-prepared to scope and execute a small project to ensure seamless and efficient decommissioning. Our team of experts possesses the necessary knowledge and expertise to carry out this essential work, safeguarding the integrity and functionality of your integrated systems.

Decommissioning of Exchange 2013

As of the present, Exchange 2013 has reached its end-of-life status. Within the organization, three departments are presently utilizing this environment. Regarding the migration strategy, the decision has been made not to migrate Registration and Elections due to licensing constraints. Concurrently, the Board of Health is either in the process of self-migrating to a distinct email system/Microsoft 365 Tenant or may potentially be migrated as part of a separate initiative outlined elsewhere in this proposal.

In parallel, the CJIS teams are currently leveraging Exchange 2013 for their Zoom Rooms. Once the relocation of Public Folders and mail for these three departments is successfully accomplished, specific segments of the on-premises Exchange environment should be decommissioned, barring the exceptional case of retaining one hybrid server for attribute synchronization.

It is imperative that the hybrid endpoint is smoothly migrated to a supported platform, ensuring seamless operations and compatibility with future upgrades. By adhering to these steps, your organization can navigate the transition from Exchange 2013 effectively, mitigating potential risks and aligning with the latest supported technologies. Our team at B2B is fully equipped to provide comprehensive assistance throughout this migration process, ensuring a seamless and secure transition to a supported platform.

Given the architecture of legacy Exchange, it is imperative to undertake a proper decommissioning process from the domain to preempt any potential issues with integrated systems, including Active Directory.

AirWatch Decommissioning

Fulton County presently holds licenses for AirWatch/Workspace One, but these licenses are nearing their renewal period. Subsequently, the migration of devices from AirWatch/Workspace One to Intune will ensue, and the consequent decommissioning of the server, along with associated components such as Secure Mail Gateway, will follow suit. It is crucial to ensure the migration of all devices to Intune, as failure to do so will render the management of devices unfeasible. In order to circumvent any potential disruption, B2B strongly recommends enrolling/migrating all users to Intune before proceeding with the decommissioning of AirWatch/Workspace One and the removal of any dependent components.

B2B is proficient in facilitating server decommissioning and adeptly identifying components that warrant attention before the decommissioning process takes place.

Enterprise Vault Decommissioning

After the completion of the previous migration initiative, a considerable number of vaulted mailboxes were successfully migrated to Exchange Online, either to the respective user's mailbox or to a shared mailbox, depending on the Active Directory account status. However, certain departments within Fulton County, such as Registration and Elections and the Board of Health, were not included in the scope of the prior migration effort and thus continue to be housed in the Enterprise Vault. Below are statistics detailing the count of vaulted mailboxes that were migrated and those that remain on-premises (highlighted in red):

Status	Count	Pct Total
Completed	19128	73%
Failed - Invalid Vault Id	180	1%
Skipped - Older than 10yrs	2630	10%
Skipped - Dept not migrated	3895	15%
Skipped - User On-Premises	215	1%
Skipped - System Account	7	0%

Total Completed / Processed	26055	100%
Total Archives	26055	-
Remaining / In Progress	0	0%

B2B will collaborate with Fulton County to determine the conclusive status of the remaining archives, and subsequently, orchestrate their migration as per the County's requirements. Following the successful migration of the vaulted mailboxes, the decommissioning process for the Enterprise Vault servers can be initiated.

Exchange 2019 Management Server

Following the completion of the previous mailbox migration project, Fulton County retained Microsoft Exchange 2013 servers on-premises to accommodate the remaining user mailboxes and serve as the Hybrid Endpoint for mail-flow. As a result of utilizing hybrid identities, the presence of an on-premises Exchange Server is necessary to manage Active Directory attributes concerning Exchange/Email. However, it is imperative to note that Exchange 2013 reached its end of life in April 2023.

To address this situation, B2B is prepared to collaborate with Fulton County in migrating any lingering resources to a unified and consolidated Exchange 2019 server. Additionally, we will undertake the reconfiguration of the hybrid setup to direct cross-premises mail-flow and enable synchronization of Exchange-related attributes with Azure AD/Exchange Online through the Exchange 2019 servers. This approach ensures compliance with the latest software and facilitates a seamless and efficient exchange environment for Fulton County.

eDiscovery Self-Service Configuration and Training

Previously, the management of e-Discovery requests within Fulton County was solely undertaken by the IT Team, utilizing the on-premises infrastructure. However, with the adoption of Microsoft 365, there

is now an opportunity to expand access to the e-Discovery interface, enabling additional groups of users to avail themselves of self-service capabilities. It is essential to exercise prudence in granting such access, limiting it exclusively to users with a genuine need for these privileges.

B2B is well-prepared to oversee the configuration of appropriate roles that facilitate self-servicing of e-Discovery requests. Our team will diligently ensure that the access permissions are accurately tailored to meet specific user requirements. Furthermore, we are committed to providing comprehensive training to the designated team responsible for handling e-Discovery requests, empowering them to efficiently navigate the interface and execute these tasks proficiently.

By empowering select users with self-service capabilities and equipping them with the necessary training, Fulton County can streamline the e-Discovery process, reduce the workload on the IT Team, and promote a more efficient and responsive approach to handling legal requests within the organization.

WEB TEAM

In keeping with FCIT's most recent request, we are proposing the following services for the Web Team:

- Tier 3 Support
- Naming Convention Clean-up and Management

Tier 3 Support

B2B offers general support contracts to allow you to extend your IT team on an ad-hoc basis. We are including a standard 100 hour support contract for the Web Team. The hours may be used for ad hoc support or for scheduled Office Hours.

Scheduling Support, Office Hours and Tracking/Reporting were described above in the Endpoints Division section. These processes/procedures prevail for all divisions.

Naming Convention Clean-up and Management

Microsoft Teams include special purpose SharePoint sites that may be accessed through Teams or directly through SharePoint Online. In order to better manage these Teams "sites" from within SharePoint, the Fulton County Web Team has requested assistance with enforcing a specific naming convention. This request consists of two parts:

- Retrofitting the naming convention to current Teams (i.e., sites); and
- Enforcing the naming convention for future Teams (i.e., sites).

Step one will be to implement a procedure and systems to enforce the naming convention for any new Teams. There are several ways to achieve this goal. Our recommendation (and pricing) is based on the following method:

- Limit the role(s) allowed to create new Microsoft Teams
- Create an online form to request creation of a team.
- Customize a workflow that forwards the request for approval.
- Automate the creation (and naming) of the team as a result of the approval.

In order to retrofit the naming convention, B2B will write a PowerShell script and run it against the SharePoint Online environment. The script will be run outside normal business hours as it will disable the each team for up to 15 minutes as the rename process is running. We will rely on FCIT to communicate the changes and provide support to end-users other than system errors.

SECURITY CONSULTING

FCIT has requested assistance with the various security workloads within Microsoft:

- Identity and Access Administration
- Data Loss Prevention Administration
- Security Configuration for Microsoft 365

B2B recommends our Microsoft Centric Security Program – Secure and Protect – to meet these needs. Secure and Protect is a tenant security hardening effort by B2B to improve the overall security posture of the Microsoft 365 and Azure Tenants. The following workloads are reviewed and hardened as part of this effort. A complete list of actions performed are outlined in Appendix B: Secure and Protect:

- Azure Active Directory
- Microsoft Purview (Compliance) and Security
- Defender for Cloud Apps
- Defender for Endpoints
- Exchange Online
- Intune (Mobile Application Policies for BYOD)
- OneDrive / SharePoint
- Teams

The initial review and security hardening protocol typically takes six to eight months for implementation. The Microsoft 365 Tenant Security monitoring effort will begin upon implementation of the first workload. As new workloads or functions are incorporated into Microsoft 365, we will incorporate them into the offering, always keeping your environment maximally protected. In addition, once the initial hardening effort is complete, we will begin the ongoing review cycle to ensure that your security posture continues to meet or exceed best practices over time. We will work with you to define the review schedule. An example review cycle is included here for demonstration purposes.

Quarter	Review
1	Data Loss Prevention Configuration/Settings
2	MDM/MFA Configuration and Policies
3	Purview Configuration and Policies
4	Defender for Cloud Apps Configuration and Policies

We will also provide monthly reports and will work with you to continually adjust the review process to ensure a maximal security posture across all Microsoft systems.

Secure and Protect Tasks

The following are an itemized tasks that are performed as part of the Secure and Protect effort. Additional items may be added depending on Microsoft Secure Score recommendations:

<i>Tasks / Effort</i>	<i>Platform</i>
<i>Review Azure AD Reporting</i>	Azure AD
<i>Turn on User Risk Policies</i>	Azure AD
<i>Turn on User Sign-in Policies</i>	Azure AD
<i>Restrict user consent to applications</i>	Azure AD
<i>Do not allow users to grant consent to unmanaged applications</i>	Azure AD
<i>Restrict logins by IP / Geo-Location</i>	Azure AD
<i>Enable self-service password reset</i>	Azure AD
<i>Enforce MFA for Admins</i>	Azure AD
<i>Set up Azure AD Break Glass Accounts</i>	Azure AD
<i>Implement Privileged Identity Management for Just-in-time access</i>	Azure AD
<i>Remove dormant accounts from sensitive groups</i>	Azure AD
<i>Use limited administrative roles</i>	Azure AD
<i>Implement Custom Banned Passwords List and Lockout thresholds</i>	Azure AD
<i>Secure Applications Access using Conditional Access Rules</i>	Azure AD
<i>Ensure all users can complete multi-factor authentication for secure access</i>	Azure AD
<i>Configure Named Locations to allow bypass of conditional access policies</i>	Azure AD
<i>Block Legacy Authentication</i>	Azure AD
<i>Configure General Anti-Spam Policies</i>	Compliance and Security
<i>Configure Safe Links and Safe Attachments Delivery</i>	Compliance and Security
<i>Configure DLP (Data Loss Prevention) Rules and notifications</i>	Compliance and Security
<i>Configure Retention Policies</i>	Compliance and Security
<i>Configure General Anti-Phishing Policies</i>	Compliance and Security
<i>Configure General Anti-Malware Policies</i>	Compliance and Security
<i>Create customized DLP policies for personal data</i>	Compliance and Security
<i>Create DLP Policies for Company Sensitive Information</i>	Compliance and Security
<i>Create DLP Policies for Personally Identifiable Information</i>	Compliance and Security
<i>Configure Sensitivity Labels</i>	Compliance and Security
<i>Apply sensitivity labels to protect sensitive or critical data</i>	Compliance and Security
<i>Configure Microsoft Information Protection Scanner for on-premises file classifications</i>	Compliance and Security
<i>Review Security Recommendations for Azure and remediate</i>	Compliance and Security
<i>Configure supported app connectors</i>	Defender for Cloud Apps
<i>Configure Conditional Access App Controls for apps for session control</i>	Defender for Cloud Apps
<i>Integrate Azure for Identities with Cloud App Security</i>	Defender for Cloud Apps
<i>Enable Azure AD Identity Protection Integration</i>	Defender for Cloud Apps

<i>Enable Defender for Identities Integration</i>	Defender for Cloud Apps
<i>Configure Sanctioned Apps to block access using Defender for Endpoints</i>	Defender for Cloud Apps
<i>Discover Risky and Non-Compliant Shadow IT Applications</i>	Defender for Cloud Apps
<i>Detect anomalous behavior</i>	Defender for Cloud Apps
<i>Set automated notifications for new and trending cloud applications in organization</i>	Defender for Cloud Apps
<i>Notify upon Detection of New OAuth Application</i>	Defender for Cloud Apps
<i>Create a Custom Activity Policy to Discover Suspicious Usage Patterns</i>	Defender for Cloud Apps
<i>Install Defender for Endpoints on Servers</i>	Defender for Endpoints
<i>Implement Outbound Spam Policy</i>	Exchange Online
<i>Implement DMARC for outbound mail</i>	Exchange Online
<i>Enable Client Rules Forwarding Block</i>	Exchange Online
<i>Set up Sender Policy Framework to prevent spoofing</i>	Exchange Online
<i>Implement BIMl with logo</i>	Exchange Online
<i>Configure Message Records Management Tags and Policies (for archiving)</i>	Exchange Online
<i>Allow Mailbox Delegation Only When Authorized</i>	Exchange Online
<i>Do Not Override FROM Address Enforcement</i>	Exchange Online
<i>Implement connection filter</i>	Exchange Online
<i>Manage Calendar Details Sharing</i>	Exchange Online
<i>Use S/MIME</i>	Exchange Online
<i>Configure MAM policies for App Protection and Selective Wipe for BYOD</i>	Intune
<i>Review and Configure OneDrive and SharePoint Sharing configuration</i>	OneDrive/SharePoint
<i>Review Security configuration for OneDrive and SharePoint</i>	OneDrive/SharePoint
<i>Enable versioning for document libraries</i>	OneDrive/SharePoint
<i>Configure External Sharing Links to Expire</i>	OneDrive/SharePoint
<i>Azure AD Password Protection on on-premises domain controller</i>	On-Premises
<i>Configure Microsoft Defender for Identities (formerly Azure ATP)</i>	On-Premises
<i>Review ADFS environment for security</i>	On-Premises
<i>Configure secondary Azure AD Connect server in staging</i>	On-Premises
<i>Configure which users are allowed to present in Teams meetings</i>	Teams
<i>Require lobbies to be set up for Teams meetings</i>	Teams
<i>Restrict anonymous users from joining meetings</i>	Teams
<i>Limit external participants from having control in a Teams meeting</i>	Teams
<i>Restrict anonymous users from joining Teams meetings</i>	Teams
<i>Restrict dial-in users from bypassing a meeting lobby</i>	Teams

SYSTEMS ENGINEERING CONSULTING

B2B collaborated with Fulton County to facilitate the migration of Exchange (Mail) and File Servers, encompassing user home drives and departmental shared folders, to the Microsoft 365 platform. Our dedicated team at B2B is well-versed in best practices and adept at troubleshooting, promptly addressing any reported or requested issues to ensure optimal performance.

Regarding Exchange, B2B assumes responsibility for email service support, including user account management, distribution groups, and resource mailboxes. We configure mail flow rules, administer security settings, and proactively monitor server health to swiftly address any email-related challenges.

Furthermore, in the context of SharePoint, B2B offers assistance in managing site collections, libraries, and lists. Our team is proficient in assigning permissions to users and groups, ensuring controlled access to sensitive documents while strictly adhering to governance policies to safeguard data integrity. We skillfully customize SharePoint settings, encompassing versioning, content types, and search options, to promote collaboration and knowledge sharing across the organization. Continual monitoring of SharePoint's performance and usage metrics empowers us to identify opportunities for enhancement and cater to the evolving needs of users with utmost efficiency.

PRICING AND ASSUMPTIONS

Support Hours

In keeping with FCIT's request, B2B is proposing a pre-paid support contract at a discounted rate to be used for ad hoc support needs. The following applies to the Support Hours proposed for each division.

1.1. Support Options: Prepaid

- Client purchases a prepaid block of hours at a discounted rate
- Hours can be used as needed
- When contacted, B2B Technologies will schedule a time, based on customer needs and B2B availability, to work on the specific issue and/or project.

1.2. Support work hours

- Support provided during normal working hours, M-F, 8:30 to 5:30pm
- Technicians will record time in no less than 15-minute increments
- Onsite support will be a minimum of 4 hours.

1.3. Schedule: Support services to begin upon contract execution. The first Consumption Report will be provided on or about the first of the following month and each month thereafter.

Pricing Options/Overview

Tier 3 Support is pre-paid. For other requests, B2B is providing a Fixed Cost quote. This quote is valid for 12 months or through the end of this agreement, whichever comes first.

Endpoints Division

Description	Cost
Tier 3 support (100 hours)	\$18,500
County Device Co-Management Consulting	\$18,655
TOTAL	\$37,155

Service Desk

Description	Cost
Tier 3 support (100 hours)	\$18,500
Service Desk Consulting (Intune, Dashboard)	\$7,755
TOTAL	\$26,255

Systems Division

Description	Cost
Tier 3 support (100 hours)	\$18,500
Exchange Public Folder Migration	\$16,810
Decommission Legacy Exchange	\$19,475
Decommission Airwatch	\$8,710
Decommission Enterprise Vault	\$54,305
eDiscovery Self-Service Configuration and Training	\$6,010
TOTAL	\$123,810

Web Team

Description	Cost
Tier 3 support (100 hours)	\$18,500
Naming Convention Clean-up and Mangement	\$6,150
TOTAL	\$24,650

Security Consulting

B2B recommends Secure and Protect to meet these requirements. Pricing is based on an annual commitment (invoiced monthly) with a discount for a three-year commitment.

Duration	Monthly	Annual
One-Year Commitment	\$6,000	\$72,000

Systems Engineering - Consulting

Actual costs will be determined by the actual number of hours worked. We are basing our costs on 20 hours per week. We will report on actual hours a minimum of monthly. We will work with you to address requirements that could potentially result in overages in advance.

Duration	Hrly Rate	Monthly	Total
One-Year Commitment/20 hours per week	\$130	\$11,700	\$140,400

Summation of Pricing

	Cost
Endpoints Division	\$37,155
Service Desk	\$26,255
Systems Division	\$123,810
Web Team	\$24,650
Security Consulting	\$72,000
Systems Engineering Consulting	\$140,400
TOTAL	\$424,270

Assumptions

General Assumptions:

- All Work will be performed remotely.
- All software is licensed and current by the County.

Client Responsibilities:

- Client will provide a single point of contact to coordinate access to systems and personnel as required to successfully complete the project in a timely manner.
- Client will provide administrator level access to any systems required to complete the project. Access will be granted at the time of or prior to the kick-off meeting. Specific permissions include but may not be limited to:
 - Configuration Manager: Full Administrator
 - Active Directory Domain: Domain Administrator
 - Azure Tenant: Owner
 - Microsoft 365 Tenant: Global Administrator
- Client will be responsible for coordinating the appropriate personnel for meetings.
- Client will be responsible for licensing all software required.

Out of Scope:

- Any task or deliverable not included or agreed upon in this statement of work