



## A CONVERGEONE SOLUTION FOR

**JEFFERSON PARISH**

**BID No. 50-00134903**

**TWO (2) YEAR CONTRACT FOR A MICROSOFT OFFICE 365 MIGRATION  
PROJECT FOR THE JEFFERSON PARISH 24RH JUDICIAL DISTRICT COURTS**

**Presented By:**

**Karen Fish**

National Account Manager

504.353.5767

[KFish@ConvergeOne.com](mailto:KFish@ConvergeOne.com)

July 20, 2021



ConvergeOne Corporate Headquarters  
10900 Nesbitt Avenue South  
Bloomington, MN 55437

Tel 1-888-321-6227  
Fax 651-994-6801

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July 20, 2021

Donna Evans, Buyer  
Jefferson Parish Purchasing Department  
200 Derbigny Street  
General Government Building, Suite 4400  
Gretna, LA 70053

Dear Ms. Evans,

Thank you for the opportunity to participate in Invitation to Bid for the two-year contract for a Microsoft Office 365 Migration project for the Jefferson Parish 24th Judicial District Courts. We understand that the Jefferson Parish is ready to invest in the future and the systems that will enable new ways of conducting business for their constituents and staff. Technology is moving rapidly – whether it's new devices in the Enterprise or leveraging advanced applications and successful technology implementations require expertise. ConvergeOne is the trusted partner that has that expertise, experience, and discernment to provide the successful Microsoft Office 365 migration Jefferson Parish requires.

**ConvergeOne is a designated U.S. Microsoft National Systems Integrator (NSI).**

Microsoft established the NSI engagement model for its elite partners to evaluate their marketing and delivery strategies across multiple geographic and product segments. We have access to Microsoft technical resources across the U.S. and play a leadership role in developing and delivering next-generation solutions on the Microsoft platform. Our Microsoft Team is comprised of highly certified, reputable Solutions Architects, Principal Consultants and 6 Sigma and PMP certified Project Managers.

We at ConvergeOne are confident that our many years of success combined with our in-depth technical knowledge and dedication to customer service would be of the highest value to Jefferson Parish. We welcome the opportunity to demonstrate that along with our skills and credentials, ConvergeOne has the commitment and determination to ensure the success of your Microsoft Office 365 migration.

Sincerely,

Karen Fish  
National Account Manager

## CONVERGEONE UNIQUE VALUE PROPOSITION

**CONVERGEONE IS A **PROVEN**, SERVICES LED, CLOUD SOLUTION PROVIDER THAT UTILIZES OUR INTELLECTUAL PROPERTY AND UNIQUE METHODOLOGIES TO CREATE VALUE FOR OUR CUSTOMERS, AND TOGETHER, WE DEVELOP **PROGRESSIVE** SOLUTIONS THAT CONNECT PEOPLE WITH **PURPOSE**.**

### ConvergeOne Differentiators

**PROVEN:** By choosing ConvergeOne you will experience the highest level of customer satisfaction, responsiveness and expertise in the Collaboration, Customer Experience and Digital Infrastructure industry and be partnering with a high performance, customer results driven team.

**World Class NPS | 98% in-house resolution rate | Trusted by 66% of Fortune 100 + 50% of Fortune 500**

**PROGRESSIVE:** Our comprehensive Services and Solutions portfolio is hyper-focused on the specific and unique needs of each customer, combined with a tailored progressive consulting methodology that proactively anticipates what's next.

**Proprietary WAVES consulting methodology | C1 IP: OnGuard + C1 Conversations | Lifecycle Adoption Services**

**PURPOSEFUL:** We believe in the power of connecting people with purpose and exceeding our customers' expectations which is why we continue to fully invest in our teams that support you and our communities.

**5,300+ technology certifications | C1 team 2/3 architects + engineers | Industry leader in ITIL standards**

### Our Values

**Customer Driven:** Before we can build the right solutions for our customers, we put in the work to deeply understand their unique business goals and challenges.

**Start with Yes:** We bring an optimistic, can-do attitude to every project, relentlessly focused on breaking down barriers to success.

**Take Initiative:** We empower our employees to think like entrepreneurs, bringing their unique talents and local knowledge to the table to help customers win.

**Reach Forward:** Finding solutions that work right now isn't enough—we keep an eye on the future to see what's next, so we can help customers keep pace with changing trends and consumer preferences.

**Do Right:** We do whatever it takes to make good on our commitments to our customers and to one another.

### Our Commitment to Diversity + Inclusion

We believe that diversity of thought, perspective, and background are key ingredients to personal fulfillment and business success. We are committed to building a workforce that represents the world in which we live and understand that only then will we reach our highest level of achievement as an organization.

We recognize that we will achieve greater success by providing team members with an environment that respects the dignity of every individual, fosters trust, and allows every team member the ability to nurture their talent as individuals and as part of a collaborative team.

We believe in the power of connecting people with each other and their purpose.

We recognize the importance of doing what's right and how a more diverse workforce creates a richer and more valuable experience for us as individuals and, also, for ConvergeOne as a whole.

## Table of Contents

<b>Executive Summary .....</b>	<b>1</b>
<b>Migration Process .....</b>	<b>4</b>
<b>Forms .....</b>	<b>7</b>
<b>Bid Form (Non Public Work)</b>	
<b>Standard Insurance Requirements for Bidding Purposes</b>	
ConvergeOne Certificate of Insurance (Evidence Only)	
<b>Non-Public Works Affidavit</b>	
<b>Louisiana Proof of Registration</b>	

## ConvergeOne Attachments

Attachment A – ConvergeOne Managed Microsoft Cloud

## EXECUTIVE SUMMARY

ConvergeOne's goal is to work with Jefferson Parish to fully meet and achieve the desired goals of their Microsoft Office 365 migration. We have included in our pricing the phases as outlined in the bid as well as the monthly licensing as requested for the two-year contract. Given our expertise with Microsoft technologies we feel as though we are best positioned to assist Jefferson Parish with best practices design and implementation services as part of this transition.

A big differentiator for ConvergeOne is that it can not only assist with O365 migration but also offer Managed Microsoft Cloud (MMC) through its Cloud Solution Provider program. Through its MMC offering, ConvergeOne offers 1. Onboarding services 2. Service Desk Support 3. Remote monitoring 4. Operational support 5. Monthly reviews and reports 6. Quarterly business reviews to help adopt O365 solutions. For more information, please visit <https://www.convergeone.com/mmc>

### ***About ConvergeOne***

Founded in 1993, ConvergeOne is a leading global IT service provider of collaboration and technology solutions for large and medium enterprises. We have spent decades building upon our technology offerings which span the core technology markets – Customer Experience, Cybersecurity, Data Center, Enterprise Networking, and Unified Communications. We deliver these solutions across a number of delivery models including on-premise, and in private, hybrid, and public clouds as well as the proprietary ConvergeOne Cloud, regardless of our customers' existing infrastructure. ConvergeOne serves as a trusted advisor to more than 13,000 customers, including 66 percent of the Fortune 100 and 50 percent of the Fortune 500 across the healthcare, finance, manufacturing, education, and energy industries.

ConvergeOne is your partner for achievement. We have selected more than 300 technology partnerships to customize specific business outcomes including Avaya, Cisco, IBM, Genesys, and Microsoft. These partners recognize ConvergeOne's world-class expertise and continue to award us their "Partner of the Year".

ConvergeOne has built strategic relationships with Avaya, Cisco, Dell Technologies, Genesys, IBM, Microsoft, VMware, and other best-in-class industry partners, enabling us to integrate leading-edge hardware, software, and applications into end-to-end, multi-vendor solutions. Our portfolio includes Contact Center, Unified Communications, Mobility, VoIP/IP Telephony, Video, and Converged Network Integration, as well as Consultative, Installation / Implementation, Monitoring, and Maintenance / Support. Not limited by proprietary products and services, this portfolio gives us the flexibility to create a "vendor-agnostic" solution based on a customer's unique business criteria and communications requirements.

## ***Security and Compliance***

**SOC 2 Type II Compliant** – ConvergeOne is proud of our successful completion of the Service Organization Control (SOC) 2 Type II audit. Completion of the audit indicates that the policies, communications, procedures and monitoring of controls have been implemented by ConvergeOne and tested by an independent certified public accounting firm. The achievement is attestation that ConvergeOne exceeds the security, compliance and safety-related requirements for controls and safeguards when hosting our customers' data.

**HITRUST + HIPAA Compliant** – ConvergeOne has met all the requirements toward attaining the HITRUST certification and is officially HIPAA compliant.

**PCI DSS Compliant** – ConvergeOne's Customer Success Center organizations have received PCI Certification (Payment Card Industry).

## ***ConvergeOne Benefits and Value***

ConvergeOne is a leading independent integrator of best-in-class communications solutions and services. We pride ourselves on providing a world-class customer experience. We team with our customers to develop innovative solutions and deliver consistent services that propel them to the forefront of their industries and position them to be their customers' champions. By doing so, we hope to become their trusted partner and advisor.

**ConvergeOne has achieved World Class Status for a third consecutive year!** In the IT service industry, the average Net Promoter Score (NPS), as reported by ClearlyRated, is 38; which means that ConvergeOne's 2020 score of 71 is almost double the industry average. This NPS is a testament to our ability to provide customers with the highest level of customer satisfaction, responsiveness, and expertise in the areas of collaboration, customer experience, and digital infrastructure. This is the third year in a row that our score has placed us in the "World Class" NPS category, which is reserved for only the most customer-centric companies.



## ***ConvergeOne Differentiators***

Our team includes credentialed design and implementation specialists with experience in *Governance, Risk, and Compliance (GRC)* consulting, data privacy and information security assessment and operations.

Our solution incorporates several "framework" elements enhancing our service delivery:

- SOC2 Attested and ITIL Compliant Service Delivery Processes and Procedures:
  - Established integrated quality management program
  - Audits and controls



- Extended standards and training
- Consultants familiar with HIPAA, HITECH, GLBA, and the NIST information security frameworks
- Committed to continuously improve deployed toolsets to achieve internal and customer efficiencies and benefits
- Continued investments in portfolio and platform elements
- Recognizing Jefferson Parish's as a key account and a strategic partner.

In supporting clients with GRC consulting, ConvergeOne relies on an approach that focuses first on the customer's business objectives and how regulatory, legal, contractual, and policy framework requirements intersect with public, internal, and oversight stakeholder expectations. Using established and standard regulatory frameworks to define the control environment, ConvergeOne assesses a client's current state, identifies gaps and qualitatively identifies risk associated with those gaps, and then delivers a Plan of Action and Milestones (POAM) with recommendations prioritized to efficiently and effectively reduce identified risk with an appropriate amount of invested resources.

### ***ConvergeOne and Microsoft***

The ConvergeOne Microsoft Practice specializes in the Modern Workplace sector of Microsoft Solutions, with a heavy emphasis on Collaboration. This includes the following platforms: Teams, Skype for Business, Exchange, SharePoint, OneDrive, Azure, Windows 10, and Enterprise Voice. ConvergeOne also offers services around Microsoft Security Solutions, including Intune, Advanced Threat Protection, Azure Information Protection, and AzureAD.

Over the past six years we have made significant investments to be in the position to help new and existing customers with Microsoft solutions, spanning Professional Services for new installations, upgrades, and migrations to Managed Services for low-cost, high-value operational support. We have a nationwide footprint of professionals with a local boutique touch. Our experience spans large, global enterprises to smaller midmarket accounts in healthcare, education, government, and most major industries.

As a Microsoft Gold Partner, ConvergeOne holds the highest level of competencies in Cloud workloads and on-premise Microsoft technologies, which allows us direct access to the Tier 3/4 engineers at Microsoft for support escalation. The ConvergeOne Microsoft practice have two (2) Microsoft MVPs on staff, which allows us to be ahead of the curve of new features and applications Microsoft is launching. ConvergeOne has been at the forefront of cutting-edge Microsoft solutions, by being involved in TAP(Technology Adoption Program) programs. Our experience spans on premise technologies to the latest solutions in Office 365 and Azure.

- |                                |  |
|--------------------------------|--|
| ● Gold Messaging               | ● Gold Datacenter                          |
| ● Gold Data Analytics          | ● Gold Cloud Productivity                  |
| ● Silver Communications        | ● Gold Small and Midmarket Cloud Solutions |
| ● Gold Application Development | ● Gold Enterprise Mobility Management      |

- Gold Collaboration and Content
- Gold Cloud Platform
- Microsoft Skype Operations Framework Certified High Potential Partner.
- Gold Windows and Devices
- Microsoft Cloud Solutions Provider (CSP)

ConvergeOne continually invests in training, multi-vendor certifications, and development — enhancing our added value by expanding our knowledge base and our ability to support all the latest technologies.



## MIGRATION

### ***ConvergeOne Project Manager and Project Delivery Process***

ConvergeOne assigns a designated project management resource for each deployment. This resource provides a single point of contact for the customer, develops and maintains the project plan, and regularly tracks and reviews issues and actions necessary to complete the project.

ConvergeOne recommends a phased approach for discovery, design, and deployment for our solution. The ConvergeOne Project Manager will work with Jefferson Parish to develop a mutually agreed upon list of milestone dates. Key activities will be performed by both ConvergeOne and Jefferson Parish on or before the designated dates to ensure successful implementation.

### **ConvergeOne Project Delivery Process**

***Initiation*** – The initiation phase is the beginning of a project. The goal of this phase is to ensure that all requirements to begin the project have been met, provide initial communication to project stakeholders, allocate resources and schedule initial activities. The following outlines the key areas and activities within this phase.

***Planning and Design*** – The planning and design phase is where the project plan, design, test plan and acceptance plan are developed. The goal of this phase is to ensure that all planning and documentation is complete and agreed upon by the customer stakeholders prior to beginning the implementation phase where the agreed upon plan and design will be executed.

***Deploy*** – The implementation phase of the project is where the plan and design are executed. The goal of this phase is to implement the solution including the testing, acceptance and commissioning required to bring the solution into production.

***Close Out*** – The Close out phase of the project is where final project deliverables are provided to the customer and/or the managed services team for the purpose of taking on day-2 support of the implemented solution. The goal of this phase is to transition project technical knowledge through discussion and documentation.

***Project Acceptance*** – Project acceptance is requested once all project work is complete and transitioned to the customer and/or managed services. This is obtained by meeting with the project stakeholders in a project close out meeting and then presenting the project acceptance document via email.

### ***ConvergeOne Assumptions***

ConvergeOne made the following assumptions in order to determine its pricing:

- The exchange migration mailbox will assume using native migration techniques and no 3rd party migration tools (such as. BitTitan) is included.
- This project entails three (3) days of onsite support post migration for go-live support and administrative training. Any additional support or training will be provided on a Time and Material (T&M) basis.
- Configuration changes to third-party systems not listed in this proposal is out of scope.
- Placement of endpoint devices is out of scope.
- End-user training is not included in this scope.
- Troubleshooting issues related to the core deployments of Active Directory, existing Lync/Skype for Business infrastructure, Office 365 tenant, and underlying hardware and storage is out of scope of this proposal and will be billed separately on a time and materials basis.
- Troubleshooting issues related to the network infrastructure is out of scope for this proposal and will be billed separately on a time and materials basis.
- Configuration, firmware updates, or troubleshooting of devices purchased through a vendor other than ConvergeOne will be billed separately on a time and materials basis.

## FORMS

This section includes the following forms, which start on the next page:

**Bid Form (Non Public Work)**

**Standard Insurance Requirements for Bidding Purposes**

ConvergeOne Certificate of Insurance (Evidence Only)

**Non-Public Works Affidavit**

**Louisiana Proof of Registration**

DATE: 6/23/2021

Page: 6

BID NO.: 50-00134903

**BID FORM**  
Non Public Works

All Public Work Projects are required to use the Louisiana Uniform Public Work Bid Form

All prices must be held firm unless an escalation provision is requested in this bid. Jefferson Parish will allow one escalation during the term of the contract, which may not exceed the U.S. Bureau of Labor Statistics National Index for all Urban Consumers, unadjusted 12 month figure. The most recently published figure issued at the time an adjustment is requested will be used. A request must be made in writing by the vendor, and the escalation will only be applied to purchases made after the request is made.

Are you requesting an escalation provision?

YES X NO \_\_\_\_\_

MAXIMUM ESCALATION PERCENTAGE REQUESTED 10 %

INITIAL BID PRICES WILL REMAIN FIRM THROUGH THE DATE OF September 3, 2021

For the purposes of comparison of bids when an escalation provision is requested, Jefferson Parish will apply the maximum escalation percentage quoted by the bidder to the period to which it is applied in the bid. The initial price and the escalation will be used to calculate the total bid price. It will be assumed, for comparison of prices only, that an equal amount of material or labor is purchased each month throughout the entire contract.

**DELIVERY: FOB JEFFERSON PARISH**

INDICATE DELIVERY DATE ON EQUIPMENT AND SUPPLIES

Not Applicable

LOUISIANA CONTRACTOR'S LICENSE NO.: (if applicable) 69718

**THIS SECTION MUST BE COMPLETED BY BIDDER:**

FIRM NAME: ConvergeOne, Inc.

ADDRESS: 10900 Nesbitt Avenue South, (Headquarters)

CITY, STATE: Bloomington, MN

ZIP: 55437

TELEPHONE: ( 651 ) 994-6800

FAX: ( 651 ) 994-6801

EMAIL ADDRESS: Contact@ConvergeOne.com

In the event that addenda are issued with this bid, bidders MUST acknowledge all addenda on the bid form. Bidder must acknowledge receipt of an addendum on the bid form by placing the addendum number as indicated. Failure to acknowledge any addendum on the bid form will result in bid rejection.

Acknowledge Receipt of Addenda: NUMBER: 1 (dated 6/30/2021)

NUMBER: 2 (dated 7/13/2021)

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

TOTAL PRICE OF ALL BID ITEMS: \$ 109,016.00

AUTHORIZED

SIGNATURE: 

Rui Goncalves

Printed Name

TITLE: General Counsel

SIGNING INDICATES YOU HAVE READ AND COMPLY WITH THE INSTRUCTIONS AND CONDITIONS.

NOTE: All bids should be returned with the BID NUMBER and BID OPENING DATE indicated on the outside of the envelope submitted to the Purchasing Department.

## INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00134903

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
1	1.00	JOB	<p>TWO YEAR CONTRACT FOR A MICROSOFT OFFICE 365 MIGRATION PROJECT FOR THE JEFFERSON PARISH 24TH JUDICIAL DISTRICT COURTS</p> <p>0001 Microsoft Office 365 Migration Project for the 24th Judicial District</p> <p>Courts</p> <p>Phase 1: Planning and communication</p> <ul style="list-style-type: none"> <li>- Overall project planning and communication</li> <li>- Scope project, quote and submit for approval to client</li> </ul> <p>Phase 2: Remote</p> <ul style="list-style-type: none"> <li>- Tenant setup &amp; configuration</li> <li>- Verify AD sync</li> <li>- Prep exchange server</li> <li>- Create mail enabled security group</li> <li>- Configure outlook anywhere on prem exchange server</li> <li>- Create migration batch</li> <li>- Configure domain email routing to 365</li> <li>- Monitor migration status of batch run</li> <li>- Change MX record</li> <li>- Activate accounts for migrated users- assign licenses</li> <li>- Create autodiscover record</li> </ul> <p>Phase 3: Onsite</p> <ul style="list-style-type: none"> <li>- Onsite troubleshooting &amp; assist all users</li> </ul>	<p>\$26,864.00 One-time</p>	<p>\$26,864.00 One-time</p>
2	50.00	EA	<p>0002 Microsoft Office 365 Government F3 per user per month</p> <p>This will be a monthly Recurring Charge.</p>	<p>\$3.52/User/ Month</p>	<p>\$176.00/ Month</p>
3	170.00	EA	<p>0003 Microsoft Office 365 User GCC G3 Microsoft Office 365 User Government</p> <p>Community Cloud G3 per user per month.</p> <p>This will be a monthly recurring charge.</p>	<p>\$17.60/User/ Month</p>	<p>\$2,992.00/ Month</p>
4	170.00	EA	<p>0004 Axcient Office 365 Backup Unlimited storage per user per month.</p> <p>This will be a monthly recurring charge.</p> <p>Two (2) Year Contract for a Microsoft Office 365 Migration.</p>	<p>\$1.50/User/ Month</p>	<p>\$255.00/ Month</p>



## **STANDARD INSURANCE REQUIREMENTS FOR BIDDING PURPOSES**

All required insurance under this bid shall conform to Jefferson Parish Resolution No. 113646 or No. 113647, as applicable. Contractors may not commence any work under any ensuing contract unless and until all required insurance and associated evidentiary requirements thereto have been met, along with any additional specifications contained in the **Invitation to Bid**. Except as where otherwise precluded by law, the Parish Attorney or his designee, with the concurrence of the Director of Risk Management or his designee, may agree on a case-by-case basis, to deviate from Jefferson Parish's standard insurance requirements, as provided in this Section. Vendors requesting deviation therefrom shall submit such requests in writing, along with compelling substantiation, to the Purchasing Department prior to the bid's due date. Any changes to the insurance requirements will be reflected in the bid specifications and addenda. Prior to contract execution and at all times thereafter during the term of such contract, contractors must provide and continuously maintain all coverages as required by the foregoing Resolutions, and the contract documents. Failure to do so shall be grounds for suspension, discontinuation or termination of the contract.

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For bidding purposes, bidders must submit with bid submission a current (valid) insurance certificate evidencing the required coverages. Failure to comply will cause bid to be rejected. The current insurance certificate will be used for proof of insurance at time of evaluation. Thereafter, and prior to contract execution, the low bidder will be required to provide final insurance certificates to the Parish which shall name **the Jefferson Parish, its Districts Departments and Agencies under the direction of the Parish President and the Parish Council** as additional insureds regarding negligence by the contractor for the Commercial General Liability, Workmen's Compensation Insurance and the Comprehensive Automobile Liability policies. Additionally, said certificates should reflect the name of the Parish Department receiving goods and services and reference the respective Jefferson Parish bid number.

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### **JEFFERSON PARISH REQUIRED STANDARD INSURANCE**

#### **☐ WORKER'S COMPENSATION INSURANCE**

As required by Louisiana State Statute, exception; Employer's Liability, Section B shall be \$1,000,000 per occurrence when Work is to be over water and involves maritime exposures to cover all employees not covered under the State Worker's Compensation Act, otherwise this limit shall be no less than \$500,000 per occurrence.

**Note: If your company is not required by law to carry workmen's compensation insurance, i.e. not a Louisiana company, sole employee of the company, then bidders must request a workmen's compensation insurance declaration affidavit prior to the bid opening date. This insurance declaration affidavit must be fully completed, signed, properly notarized and submitted with the bid. A scanned copy may be submitted with the bid; however, the successful bidder must submit the original affidavit in its original format and without material alteration upon contract execution. Failure to comply will result in the bid submission being**



rejected as non-responsive. The Parish reserves the right to award bid to the next lowest responsive and responsible bidder in this event.

☐ **COMMERCIAL GENERAL LIABILITY**

Shall provide limits not less than the following: \$1,000,000.00 Combined Single Limit per Occurrence for bodily injury and property damage.

☐ **COMPREHENSIVE AUTOMOBILE LIABILITY**

Bodily injury liability \$1,000,000.00 each person; \$1,000,000.00 each occurrence.  
Property Damage Liability \$1,000,000.00 each occurrence.

**Note:** This category may be omitted if bidders do not/will not utilize company vehicles for the project or do not possess company vehicles. Bidder must request an automobile insurance declaration affidavit prior to the bid opening date. This insurance declaration affidavit must be fully completed, signed, properly notarized and submitted with the bid. A scanned copy of the completed, signed and properly notarized affidavit may be submitted with the bid; however, the successful bidder must submit the original affidavit in its original format and without material alteration upon contract execution. Failure to comply will result in the bid submission being rejected as non-responsive. The Parish reserves the right to award bid to the next lowest responsive and responsible bidder in this event.

**DEDUCTIBLES** - The Parish Attorney with concurrence of the Director of Risk Management have waived the deductible section of the Terms and Conditions for all Invitations to Bid, until further notice.

**UMBRELLA LIABILITY COVERAGE**

An umbrella policy or excess may be used to meet minimum requirements.

**FOR CONSTRUCTION AND RENOVATION PROJECTS:**

The following are required unless otherwise specified in the bid. Such insurance is due upon contract execution.


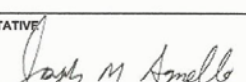
1) **OWNER'S PROTECTIVE LIABILITY**

To be for the same limits of liability for bodily injury and property damage liability established for commercial general liability.

2) **BUILDER'S RISK INSURANCE**

The contractor shall maintain Builder's Risk Insurance at his own expense to insure both the owner (Parish of Jefferson) and contractor as their interest may appear.

## ConvergeOne Certificate of Insurance (Evidence Only)

 <b>CERTIFICATE OF LIABILITY INSURANCE</b>		DATE (MM/DD/YYYY) 10/1/2021 12/3/2020				
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.						
<b>IMPORTANT:</b> 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).						
<b>PRODUCER</b> Lockton Companies 444 W. 47th Street, Suite 900 Kansas City MO 64112-1906 (816) 960-9000	<b>CONTACT</b> NAME: _____ PHONE (A/C, No, Ext): _____ FAX (A/C, No): _____ E-MAIL: _____ ADDRESS: _____					
<b>INSURED</b> 1373931 CONVERGEONE, INC. 10900 NESBITT AVE SOUTH BLOOMINGTON MN 55437	<b>INSURER(S) AFFORDING COVERAGE</b>					
	<b>INSURER A:</b> Great Northern Insurance Company					
	<b>INSURER B:</b> Federal Insurance Company					
	<b>INSURER C:</b> Chubb Indemnity Insurance Company					
	<b>INSURER D:</b> Endurance American Specialty Insurance Co.					
	<b>INSURER E:</b> _____ <b>INSURER F:</b> _____					
<b>COVERAGES ***** CERTIFICATE NUMBER: 17174352 REVISION NUMBER: XXXXXXXX</b>						
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 SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER: _____	N N	3605-71-75	12/1/2020	12/1/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$ _____
A	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	N N	73618303	12/1/2020	12/1/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED _____ RETENTION \$ _____	N N	7819-21-64	12/1/2020	12/1/2021	EACH OCCURRENCE \$ 25,000,000 AGGREGATE \$ 25,000,000 \$ XXXXXXXX
C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N N/A	7177-66-99	10/1/2020	10/1/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	<b>TECHNOLOGY E&amp;O LIABILITY/ PRIVACY LIABILITY</b>	N N	PRO30002165900	12/1/2020	12/1/2021	\$10,000,000 EACH CLAIM \$10,000,000 AGGREGATE
<b>DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)</b> Installation Floater- Great Northern Insurance Company (Chubb), Effective 12/1/2020 - 12/1/2021, Policy #3605-71-75, \$2,000,000 Limit; EXCESS TECHNOLOGY E&O LIABILITY/ PRIVACY LIABILITY -STEADFAST INSURANCE COMPANY (ZURICH), EFFECTIVE 12/1/2020- 12/1/2021, POLICY #EOC 0569554 - 00, \$10,000,000 LIMIT EXCESS OF \$10,000,000						
<b>CERTIFICATE HOLDER</b> 17174352 FOR INFORMATIONAL PURPOSES			<b>CANCELLATION</b> See Attachment SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 			



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Miscellaneous Attachment: M548994 Master ID: 1373931, Certificate ID: 17174352

**NAMED INSUREDS**

CONVERGEONE HOLDINGS, INC.

CONVERGEONE, INC

PROVIDEA CONFERENCING, LLC

SPS HOLDCO, LLC

SPS-PROVIDEA LIMITED

CONVERGEONE GOVERNMENT SOLUTIONS, LLC DBA STRATEGIC  
PRODUCTS AND SERVICES

CONVERGEONE UNIFIED TECHNOLOGY SOLUTIONS, INC.

CONVERGEONE MANAGED SERVICES, LLC

CONVERGEONE TECHNOLOGY UTILITIES, INC.

CONVERGEONE SYSTEMS INTEGRATION, INC.

CONVERGEONE DEDICATED SERVICES, LLC

VENTURE TECHNOLOGIES, INC

VT CONSOLIDATED, INC.

NETSOURCE COMMUNICATIONS INC.

ALTIVON, LLC

C1A LP PURCHASER, LLC

Non-Public Works Bid

AFFIDAVIT

STATE OF Minnesota

PARISH/COUNTY OF Dakota

BEFORE ME, the undersigned authority, personally came and appeared: \_\_\_\_\_

Rui Goncalves, (Affiant) who after being by me duly sworn, deposed and said that he/she is the fully authorized General Counsel of ConvergeOne, Inc. (Entity), the party who submitted a bid in response to Bid Number 50-00134903, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

**(Choose A or B, if option A is indicated please include the required attachment):**

Choice A \_\_\_\_\_ Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

Choice B X there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

Debt Disclosures

**(Choose A or B, if option A is indicated please include the required attachment):**

**Choice A** \_\_\_\_\_ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

**Choice B**   X   There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

*[The remainder of this page is intentionally left blank.]*

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.



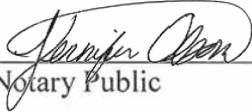
\_\_\_\_\_  
Signature of Affiant

Rui Goncalves

\_\_\_\_\_  
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 20th DAY OF July, 2021.



\_\_\_\_\_  
Notary Public

Jennifer Olson

\_\_\_\_\_  
Printed Name of Notary

31008833

\_\_\_\_\_  
Notary/Bar Roll Number



My commission expires January 31, 2026.



**State of  
Louisiana  
Secretary of  
State**



**COMMERCIAL DIVISION**  
**225.925.4704**

Fax Numbers

225.932.5317 (Admin. Services)  
225.932.5314 (Corporations)  
225.932.5318 (UCC)

Name	Type	City	Status
CONVERGEONE, INC.	Business Corporation (Non-Louisiana)	EAGAN	Active

**Previous Names**

NORTH AMERICAN COMMUNICATIONS RESOURCE, INC. (Changed: 1/15/2016)

**Business:** CONVERGEONE, INC.

**Charter Number:** 35153173F

**Registration Date:** 10/9/2001

**Domicile Address**

3344 HIGHWAY 149

EAGAN, MN 55121

**Mailing Address**

10900 NESBITT AVE S

BLOOMINGTON, MN 55437

**Principal Business Office**

10900 NESBITT AVE S

BLOOMINGTON, MN 55437

**Registered Office in Louisiana**

3867 PLAZA TOWER DR.

BATON ROUGE, LA 70816

**Principal Business Establishment in Louisiana**

5615 CORPORATE BLVD., STE. 400B

BATON ROUGE, LA 70808

**Status**

**Status:** **Active**

**Annual Report Status:** **In Good Standing**

**Qualified:** 10/9/2001

**Last Report Filed:** 9/10/2020

**Type:** Business Corporation (Non-Louisiana)

**Registered Agent(s)**

<b>Agent:</b>	C T CORPORATION SYSTEM
<b>Address 1:</b>	3867 PLAZA TOWER DR.
<b>City, State, Zip:</b>	BATON ROUGE, LA 70816
<b>Appointment Date:</b>	10/9/2001

**Officer(s)****Additional Officers: No**

**Officer:** JOHN A. MCKENNA JR.  
**Title:** President, Director  
**Address 1:** 10900 NESBITT AVE S  
**City, State, Zip:** BLOOMINGTON, MN 55437

**Officer:** JEFFREY NACHBOR  
**Title:** Treasurer  
**Address 1:** 10900 NESBITT AVE S  
**City, State, Zip:** BLOOMINGTON, MN 55437

**Officer:** JAMES CHRISTOPOULOS  
**Title:** Director  
**Address 1:** 10900 NESBITT AVE S  
**City, State, Zip:** BLOOMINGTON, MN 55437

**Officer:** CHRISTOPHER COLPITTS  
**Title:** Director  
**Address 1:** 10900 NESBITT AVE S  
**City, State, Zip:** BLOOMINGTON, MN 55437

**Officer:** RUI GONCALVES  
**Title:** Secretary  
**Address 1:** 10900 NESBITT AVE S  
**City, State, Zip:** BLOOMINGTON, MN 55437

**Amendments on File (3)**

Description	Date
Stmt of Chg or Chg Prin Bus Off	1/29/2008
Stmt of Chg or Chg Prin Bus Off	10/18/2015
Name Change	1/15/2016

**Print**



# JEFFERSON PARISH

## DEPARTMENT OF PURCHASING

CYNTHIA LEE SHENG  
PARISH PRESIDENT

RENNY SIMNO  
DIRECTOR

September 2020

### **Changes to Jefferson Parish Bidding Information**

The Jefferson Parish Purchasing Department would like to make vendors aware of the following changes:

**Total Bid Price Must Include the Cost of Naming Jefferson Parish as Additional Insured:**

Bidder acknowledges that Bidder recovered the cost of any required insurance in the contract price as required by La.R.S. 9:2780.1 and that Bidder recovered any such cost for the purposes of insuring an obligation to indemnify Jefferson Parish, defend Jefferson Parish, or hold Jefferson Parish harmless and that Bidder's indemnity liability is limited to the amount of the proceeds that are payable under the insurance policy or policies that Bidder has obtained.

**Electronic Procurement:** Beginning November 1, 2020, Jefferson Parish will no longer accept manual bid submissions; and will only accept bid submissions electronically via our e-Procurement system, Central Bidding. Central Bidding can be accessed by visiting either [www.centralbidding.com](http://www.centralbidding.com) or [www.jeffparishbids.net](http://www.jeffparishbids.net). All bidders will be required to register with Central Bidding. Jefferson Parish vendors are able to register for free by accessing the following link:  
<https://www.centrauctionhouse.com/registration.php>.

**Probable Construction Cost:** Per Jefferson Parish Administrative Policy, the probable construction cost is not revealed in the Jefferson Parish Bidding Documents. Jefferson Parish Administrative Policy has changed and a range of the probable construction cost will be stated in the Jefferson Parish bidding document, entitled Important Notice to All Bidders – Bid Requirements. Per Louisiana Public Bid Law, the probable construction cost will be read at the bid opening.

**Insurance Requirement:** All bidders must provide proof of valid insurance in the required amounts as stated in the Standard Insurance Requirements for bidding purposes. Failure to provide the proof of valid insurance in all of the required coverage amounts will result in bid rejection.

GENERAL GOVERNMENT BLDG. – 200 DERBIGNY ST., SUITE 4400, GRETN, LA 70053  
OFFICE 504.364.2678

JOSEPH S. YENNI BLDG. – 1221 ELMWOOD PARK BLVD., SUITE 404, JEFFERSON, LA 70123  
OFFICE 504.364.2678  
EMAIL: [PURCHASING@JEFFPARISH.NET](mailto:PURCHASING@JEFFPARISH.NET) WEBSITE: [WWW.JEFFPARISH.NET](http://WWW.JEFFPARISH.NET)

## **ATTACHMENT A**

### **ConvergeOne Managed Microsoft Cloud**

## CONVERGEONE MANAGED MICROSOFT CLOUD

The following are the descriptions of the elements of the ConvergeOne Managed Microsoft Cloud offer.

### ***On-boarding Services***

**Delivery:** Remote

Managed Microsoft Cloud (“MMC”) requires on-boarding services for new customers, allowing them to maximize the value of services they’ve purchased. This is achieved by defining and addressing business alignment objectives, providing support process training, and environment discovery.

- Definition of Business objectives, requirements and Responsibility Matrix (RACI)
- Discovery and health assessment of existing environment
- On-boarding plan and schedule
- Support channel setup and training
- Escalation process and contact discovery.

### ***Service Desk Support***

**Delivery:** Remote

**Coverage Type:** Unlimited

**Coverage Hours:** 24x7

ConvergeOne’s Customer Success Center (“CSC”) is available 24 hours per day, seven (7) days per week to assist your technical support team with diagnosing and resolving technical issues. Remote Technical Support enables services under coverage to perform correctly in accordance with their warranties, specifications, user manuals and/or other related documentation. Remote Technical Support is accessible via Toll Free telephone number, e-mail or customer portal.

Case Management: Incidents and problems requiring the engagement of ConvergeOne or manufacturer technical experts are escalated to Tier-2 or Tier-3 Service Desk handling. In all cases, ConvergeOne provides Case Management service, engaging the appropriate technical engineering experts, and remaining engaged with the client, ConvergeOne and manufacturer experts until the incident is resolved.

***Service Level Agreement – Incident Response***

Severity	Description	Response <sup>[1]</sup>
Level 1 - Critical	The supported service is non-operational, stopping business operations with no acceptable work around, resulting in a loss of service affecting all users at a single site.	30 Minutes
Level 2 – Major	The supported service is operating with severely reduced functionality causing significant impact to business operations, with the loss of service impacting more than twenty-five percent (25%) of all users at a single site or inability to access System Administration.	1 Hour
Level 3 - Minor	The supported service is operating with reduced functionality causing little or no impact to business operations, or the loss of service to less than twenty-five percent (25%) of all users at a single site.	8 Hours
Level 4 - Informational	Requests for general feature information or other non-maintenance related support requests. Includes Moves, Adds Changes and Deletions (MACD) and administration requests.	2 Business Days

[1] Response objective applies to remote service desk support only and does not apply to on-site services.  
On-site support dispatch is next business day.

***Remote Monitoring***

Delivery: Remote

Coverage Hours: 24x7

The Remote Monitoring service provides a proactive fault monitoring of your covered Microsoft services on a 24x7x365 basis. ConvergeOne engineers will evaluate the information and create a problem ticket if appropriate.

The monitoring solution will send alerts via email to notify ConvergeOne support of any issues detected with a "Critical" severity.

ConvergeOne will remediate monitoring alerts for services covered under this agreement, provided there is an existing support contract in place. These efforts may involve collaboration with Customer's internal support teams for local assistance.

***Simple Moves, Adds, Changes, and Deletes (MACD)***

Delivery: Remote

Coverage Type: Unlimited

Coverage Hours: 8:00AM – 5:00PM, Monday-Friday Central Time, excluding ConvergeOne observed holidays.



ConvergeOne will remotely administer documented standard day-to-day MACD needs including user and license management. Requested tasks may be initiated via standard support channels to the ConvergeOne Customer Success Center (CSC).

### ***Monthly Reviews and Reporting***

**Delivery:** Remote (1-hour)

**Coverage Type:** 1 session/month

**Coverage Hours:** Recurring scheduled sessions with minimum two (2) weeks advance notice

ConvergeOne will conduct a regular monthly meeting to ensure a high level of customer satisfaction a team alignment of service request and change backlog performance.

ConvergeOne will provide Microsoft's standardized management reports in the monthly meeting. The monthly meeting will include a review of:

- Service Requests and resolutions
- Change requests
- Service Level Agreements
- Feature changes and backlog.

ConvergeOne's reporting will also include general observations and recommendations based on industry best practices and ConvergeOne's experience. Additional metric collection and reports will be billed on a Time & Materials (T&M) basis.

### ***Quarterly Business Reviews***

**Delivery:** Remote (2-4 hours)

**Coverage Type:** One (1) session/90 days

**Coverage Hours:** Recurring scheduled sessions with minimum two (2) weeks advance notice

ConvergeOne will conduct a scheduled quarterly business review with business executives to review changing business requirements and objectives, as well as update and align the customer's Microsoft Cloud solutions road-map<sup>[2]</sup>. The Quarterly Business Review will include:

- Service usage and investment review
- Performance review of the previous quarter
- Goals and objectives for the next quarter
- Customer relevant new feature/product releases
- Major roadblocks or obstacles
- Customer Health Index.

ConvergeOne's reporting will also include general observations and recommendations based on industry best practices and ConvergeOne's experience. Additional metric collection and reports will be billed on a Time & Materials (T&M) basis.

- [2] Microsoft Cloud solutions roadmap is a mutually agreed upon road-map outlining service deployments and configuration improvements for the next year, defined on a quarterly basis.

### ***Administration and Operations***

ConvergeOne's Administration and Operations services provide the proactive vendor recommended operational management of covered Microsoft Cloud Services, including recurring tasks, product updates, complex change requests, and enablement of additional solutions or features that were not previously configured. ConvergeOne will work closely with your administration team to develop and execute service operations, change management, and quarterly technical initiatives related to covered services.

**Delivery:** Remote

**Coverage Type:** Unlimited

**Hours:** 8:00AM – 5:00PM, Monday-Friday Central Time, excluding ConvergeOne observed holidays.

### **Microsoft 365**

Managed Microsoft Teamwork provides support and operations for the following Microsoft 365 services<sup>[3]</sup>:

#### ***Office 365***

- Exchange Online
- Exchange Online Protection
- Exchange Online Archiving
- OneDrive for Business
- SharePoint Online
- Skype for Business Online
- Office Applications
- Office for the web
- Microsoft Planner
- Microsoft Stream
- Microsoft Sway
- Microsoft Teams
- Office 365 Groups.

#### ***Security & Compliance***

- Office 365 Security & Compliance
- Identity and device access
- Windows Defender ATP.

***Enterprise Mobility + Security<sup>[4]</sup>***

- Microsoft Cloud App Security
- Microsoft Intune
- Azure Active Directory
- Azure Information Protection
- Azure Advanced Threat Protection.

[3] Office 365 service descriptions are available at <https://docs.microsoft.com/en-us/office365/servicedescriptions/office-365-service-descriptions-technet-library>

[4] Microsoft 365 documentation and definitions available at <https://docs.microsoft.com/en-us/microsoft-365/enterprise/>

**Microsoft Azure**

Managed Microsoft Azure provides support and operations for the following Azure services:

- Compute
- Databases
- Identity
- Management and Governance
- Migration
- Networking
- Security
- Storage
- Windows Virtual Desktop.

***Design and Planning***

**Delivery:** On-site (6-hour minimum + T&E) or Remote (2-hour minimum)

**Coverage Type:** Design workshops for the customers Microsoft Cloud Solutions Road-Map

**Coverage Hours:** Scheduled sessions with minimum two (2) weeks advance notice

ConvergeOne's Design and Planning Services offer design workshops lead by industry experts to align new and existing Microsoft cloud services to your business's changing objectives and initiatives. The design sessions help identify goals, requirements, timelines and success criteria for solutions that are:

- Covered by an MMC Administration and Operations contract
- Defined on the Microsoft Cloud Solutions Road-Map developed during Quarterly Business Reviews
- Licensed for use by the customer through ConvergeOne or directly with Microsoft.

Each design workshop will be focused on a specific Microsoft cloud service with a defined agenda. Multiple sessions may be scheduled provided that the targeted Microsoft cloud services are on the approved Customer's Microsoft Cloud Solutions Road-Map.

### ***Dedicated Project Management***

**Delivery:** Remote

**Coverage Type:** Scheduled Monthly, Quarterly, and as needed ad-hoc meetings

**Coverage Hours:** Scheduled sessions with minimum two (2) week's advance notice

Microsoft Managed Cloud offers dedicated project management, in which ConvergeOne will designate a Project Manager (PM) responsible for overseeing a continuous agile based project covering the planning, deployment, major change requests, and operations of covered Microsoft cloud services. This individual will act as the customer's single point for contact for scheduling, progress reporting, and questions related to MMC services delivery and will work closely with the customer to guide quarterly deployment objectives on a mutually agreed upon schedule.

- Conduct joint ConvergeOne/Customer meetings
- Conduct monthly and quarterly review meetings
- Develop and maintain agile project plans related to customers covered Microsoft Cloud services, including backlog, sprints, tasks, issues, risks, roles and responsibilities
- Schedule and manage required ConvergeOne resources and partners

### ***Service Exclusions***

Any service or solution not listed above or purchased by the customer through ConvergeOne or direct through Microsoft is not included or covered by ConvergeOne services. In addition, the following services are not included in any MMC service offering, although they may be purchased separately through an additional ConvergeOne project statement of work.

- Migration of Microsoft Cloud service data across Microsoft tenants
- Migration of data from a third party (Non-Microsoft) service to the Customer's Microsoft tenant
- Data migrations not supported using native Microsoft tools
- Configuration of Microsoft services in a manner inconsistent with defined Microsoft support.