



City of Crete

365 Migration

KIDQ20967-02

Project Scope 365 Migration

Background & Project Objective

City of Crete (COC) is currently utilizing Exchange Server 2016 on-premises for its email operations and would like to migrate to Microsoft 365 to improve its security posture as well as utilize the online collaboration tools. Kidwell recommends utilizing Microsoft 365 Business Premium licensing for each user because of the suite of tools such as Conditional Access Policies that can be utilized to secure Microsoft 365 login integrity whenever possible. COC has requested the use of Microsoft 365 Business Basic + Entra ID Premium P1 for a few select users that do not require the installed Microsoft Apps for Business. Kidwell recommends utilizing Kidwell's Managed Backup for Microsoft 365 powered by Veeam to backup all Microsoft 365 data including Exchange Online, SharePoint Online, OneDrive for Business and Teams. COC is currently utilizing Barracuda Email Gateway Defense for messaging hygiene and Kidwell recommends remaining with that service at this time.

Project Engineering

Phase I – Microsoft 365 Migration Planning and Staging

- Kidwell will review all on-prem mailboxes work with COC to determine which mailboxes need to be migrated or archived, and of those being migrated, if they should be migrated to user, shared, or resource mailboxes.
- Kidwell will work with COC to identify devices or servers relaying email through the on-premises Exchange server. These would include any applications that email reports or alerts directly and any multifunction copiers/printers that scan to email.
- Kidwell will create a Microsoft 365 tenant or review if one already exists.
- Kidwell will verify domain ownership in the Microsoft 365 Tenant to utilize the vanity domain crete.ne.gov (and any additional domains if utilized).

Phase II – Migration and Microsoft 365 Backup Configuration

- Kidwell will disable the security defaults in Microsoft 365 to disable MFA for the purposes of the migration.
- Kidwell will set up a service account and grant access to all mailboxes as required for the mailbox data migration.
- Kidwell will set up a Microsoft 365 service account with access to the Microsoft 365 tenant.
- Kidwell will set up a UPN suffix if required and update the UPN for all mailbox users in Active Directory to reflect the default email domain crete.ne.gov.
- Kidwell will set up Azure AD Connect to utilize Pass-through Authentication and utilize Password Hash synchronization as the backup authentication method for user accounts to the Microsoft 365 tenant.
- Kidwell will work with COC to procure the appropriate Microsoft 365 licenses and apply them to the Microsoft 365 user accounts.
- Kidwell will enable password-writeback and group writeback to on-premises Active Directory with enhanced Single Sign On capability where possible.
- Kidwell will set up a migration job to begin staging mailbox content to Microsoft 365.

- Kidwell will work with COC to provide guidance on deploying/upgrading/migration Microsoft Office applications to Microsoft 365 Apps for Business including configuration for Shared Workstation Access (devices that have multiple users accessing the same shared workstations).
- Kidwell will provision the Kidwell Managed Backup for Microsoft 365 services with the configuration set to backup the entire organization and enable Single Sign-On to the self-services restore portal and designate the local admins with the Restore Operator role to provide those users access to restore data for all user mailboxes unless otherwise specified.
- Kidwell will deploy the BitTitan migration agent to user workstations to facilitate the migration of the Outlook profile for each user to Microsoft 365 at the time of cutover.
- Kidwell will monitor email migration staging from the on-premises Exchange server and troubleshoot any issues until they are resolved.
- Kidwell will test mail flow utilizing a test mailbox on Microsoft 365 to validate mail flow is functional outbound.
- Kidwell will notify COC when mail has synced and is ready to be cutover to Microsoft 365.
- Kidwell will deploy and configure the Kidwell Managed Backup for Microsoft 365 service and validate that backups of the staged mailbox content has been completed successfully.
- Kidwell will coordinate a cutover date and time with COC.
- Kidwell will work with COC to adjust MX record TTL's as needed for a prompt mail flow cutover.
- Kidwell will verify all mailboxes are fully staged prior to cutover mail flow to Microsoft 365.
- Kidwell will provide information for updating mobile device profiles after cutover.

Phase III – Cutover

- Kidwell will validate all mailboxes are fully staged and begin a cutover synchronization.
- Kidwell will work with COC's domain hosting provider to adjust DNS records including but not limited to MX, SPF and Autodiscover and modify the messaging hygiene configuration if applicable.
- Kidwell will test inbound and outbound mail flow using a test mailbox once the DNS changes have been propagated and verified.
- Kidwell will assist in redirecting any servers relaying email through the on-premises Exchange server to Microsoft 365 directly. Kidwell will work with COC to identify and provide migration guidance for any devices or applications that are relaying to Exchange directly though this impact should be minimal as a DNS redirect was used during a previous Exchange migration. Possibly impacted services would include any applications that email reports directly, any multifunction copiers/printers that scan to email, and any SCADA devices and services.

Phase III – Post-Migration Cleanup & Security Enablement

- Kidwell will work with COC to manually migrate over any users that were not successfully migrated by the migration assistant utility.
- Kidwell will verify all final syncs have completed successfully prior to on-prem Exchange decommission.
- Kidwell will set up all users to be forced to use Multi-Factor Authentication utilizing Conditional Access policies.
 - Kidwell will configure conditional access policies as agreed upon with COC. Typical policies include the following but can be tailored to meet specific business use cases.
 - Require MFA for all users including Global Administrators when accessing M365 services.
 - Disable legacy (Basic) authentication methods if applicable.
 - Disable M365 services access from outside of the United States.

- Kidwell will set the MFA types to allow the following authentication methods:
 - Push notification through Microsoft Authenticator app.
 - One-Time Passcode verification via a mobile app.
- Kidwell will provide an email to a technical point of contact and the assigned Managed Services Engineer to be sent to all users with instructions to install the authenticator app on mobile devices and a link to enroll in Multi-Factor Authentication.
- Kidwell will validate all mail flow has been stopped to the on-premises Exchange server.
- Kidwell will remove the premise Exchange server from the environment.
- Kidwell will update any firewall rules that referenced the Exchange services.
- Kidwell will document the new Microsoft 365 infrastructure and configuration.

Items not included in proposal:

- Kidwell will not set up email or multi-factor authentication on mobile devices.
- Kidwell will not set up & configure SharePoint in Microsoft 365 beyond what is listed in the above scope.
- Kidwell will not set up Mobile Device Management policies in Microsoft Intune.
- Kidwell will not be migrating Archived.pst files or other .PST files.
- Kidwell will not be providing any Microsoft Volume Licensing.

Assumptions:

- Kidwell assumes that the data to reside in the Microsoft 365 services including but not limited to Exchange Online, SharePoint Online, OneDrive for Business and Teams is not subjected to compliance requirements such as CJIS, etc, and that the State of Nebraska or US Federal regulations do not require the use of Microsoft 365 GCC (Government Community Cloud) and that the standard Microsoft 365 commercial cloud is acceptable to host the Microsoft 365 services for all divisions and departments of the City of Crete.
- Kidwell assumes the client agrees to an annual commitment for all Microsoft 365 licensing billed in monthly increments. If licenses procured under the annual commitment paid monthly are cancelled prior to the end of the annual term, billing will continue for those licenses until that annual term has expired. Alternatively, the client can opt for a month-to-month commitment paid monthly for added flexibility, but at the Microsoft specified 20% premium over annual commitment rates. Additional licenses can be added to annual commitment terms at any time which will be co-terminated to the end of the current annual commitment.
- Kidwell assumes that no more than 62 (60 Annual, 2 Month-to-Month) Microsoft 365 Business Premium and 11 Business Basic licenses will be required to host all user mailboxes. If more licenses are required, Kidwell will process a change order to apply additional licenses to the COC tenant.
- Kidwell assumes that the User/Mailbox requirements will be met utilizing Microsoft 365 Business Premium and Business Basic + Entra ID Premium P1 feature set.
- Kidwell assumes that no more than 78 user mailboxes will be migrated. If more licenses are required, Kidwell will process a change order to apply additional licenses to the COC tenant.
- Kidwell assumes that no more than 45 shared or resource mailboxes will be migrated to Microsoft 365. If more licenses are required, Kidwell will process a change order to apply additional licenses to the COC tenant.

- Kidwell assumes that no more than 75 user mailboxes will initially require backup. Any additional mailboxes requiring backup will be billed at the same rate and adjusted monthly as needed.
- Kidwell assumes that no public folder mailboxes will need to be migrated.
- Kidwell assumes that City of Crete is aware that certain Exchange items and permissions cannot be migrated including but not limited to personal distribution lists, dynamic distribution lists, mailbox/mailbox calendar/mailbox contacts sharing settings, Outlook client-side rules, etc.
- Kidwell assumes that City of Crete can supply credentials to their DNS host for domain verification and MX record cutover or City of Crete or their DNS hosting provider can work directly with Kidwell to make these modifications as needed if Kidwell does not already have the credentials on file in the documentation repository.
- Kidwell assumes City of Crete will continue to renew their Microsoft 365 licensing on the terms agreed upon (monthly or annual commitments).
- Kidwell assumes City of Crete will continue to renew the Kidwell Managed Backup for Microsoft 365 subscription.
- Kidwell assumes City of Crete will continue to renew their domain registration.
- Kidwell assumes City of Crete understands that Kidwell will only be migrating the user's active Exchange Mailbox. All local archived.pst and any secondary .pst's will not be migrated and will rely on users and IT Administration and the assigned Kidwell MSA Engineer to help users move that data to Microsoft 365 if applicable.
- Kidwell assumes that each workstation in use can be upgraded to Microsoft 365 Apps for Business, or the previous version of Microsoft Office can be removed and Microsoft 365 Apps for Business deployed as a new application.

Acceptance Criteria:

The project will be accepted as complete when the above items in project engineering section are met.

Important Contact Information:

Solutions Expert: Jason Muehlhausen – jmuehlhausen@kidwellinc.com – 402.817.3472

Service Desk: servicedesk@kidwellinc.com – 402.473.7787

Project Manager: Joey Beard – jbeard@kidwellinc.com – 402.473.7774

Executive Director of Technology: Shawn Phillips – sphillips@kidwellinc.com – 402.898.4257

Additional Notes:

Kidwell does not warrant the functionality of hardware moved.

Troubleshooting ISP/Telco Lines not included.

Work to be done during regular business hours (Monday-Friday 8am – 5pm) unless other arrangements have been made with Kidwell or indicated as part of the scope document.

All hardware/software will be installed in accordance with the manufacturer's specifications.

Diagnosing existing hardware/software problems not included.

Kidwell does not warrant the functionality of owner's existing hardware or software. Kidwell will work with owner and/or software/hardware provider on T&M basis per owner's request.

Changes to proposed configurations are not included.

All Microsoft software will be installed using Microsoft Best Practices. Additional modifications and configurations are outside of the scope of this project.



Kidwell will provide service to the manufacturer's warranty for 30 days. After 30 days, Kidwell will work with the manufacturer on a T&M basis per owner's request.

Kidwell will warrant the installation per the scope for 30 days from acceptance.

Modifications made by the customer to the original installation will void Kidwell's warranty.

Any custom configurations are outside the scope of this project.



City of Crete

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KIDQ20967-02
7/31/2025

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Description	Qty	Unit Price	Extended Price
Microsoft 365 Business Premium - 1 Year - Billed up Front	62	\$264.00	\$16,368.00
Microsoft 365 Business Basic - 1 Year - Billed up Front	11	\$72.00	\$792.00
Microsoft 365 Entra ID Premium P1 - 1 Year - Billed up Front	11	\$72.00	\$792.00
Kidwell Hosted Backup for Microsoft 365 - 1 Year - Billed Up Front	75	\$36.00	\$2,700.00
BitTitan MigrationWiz User Bundle Licenses	78	\$17.00	\$1,326.00
BitTitan MigrationWiz Mailbox Migration Licenses	45	\$14.00	\$630.00
Kidwell IT Implementation Services	1	\$14,700.00	\$14,700.00

Grand Total: \$37,308.00

By signing, CUSTOMER ACKNOWLEDGES that they have reviewed and understand all attached terms and conditions of this agreement.

Notes:

- * Sales Tax has not been included.
- * 50% Deposit Due Upon Signing.

Terms:

- * Payment to be made as follows:
- * Accounts not paid within thirty days are subject to a finance charge of 1% monthly, and an annual rate of
- * Note: This proposal may be withdrawn by Kidwell if not accepted within thirty days.

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Serving
Nebraska
Since 1948

Authorized Kidwell Signature: Trevor Kinnett Date: 7/31/2025

Customer Signature: _____ Date: _____

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