



# Board of Public Works and Safety

## Agenda Item

### Cover Sheet

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**MEETING DATE:** January 28, 2025

- ☒ Consent Agenda Item
- ☐ New Item for Discussion
- ☐ Previously Discussed Item
- ☐ Miscellaneous

**ITEM #:** 8

**INITIATED BY:** Sarah Reed

- ☒ Information Attached
- ☐ Bring Paperwork from Previous Meeting
- ☐ Verbal
- ☐ No Paperwork at Time of Packets



## STATEMENT OF WORK

<b>Project Name:</b>	AD Health Check	<b>Seller Representative:</b> John Sachaschik +1 (312) 7059044 johnsac@cdwg.com
<b>Customer Name:</b>	CITY OF NOBLESVILLE	
<b>CDW Affiliate:</b>	CDW Government LLC	
<b>Date:</b>	January 23, 2025	<b>Solution Architect:</b> Rob Todd
<b>Drafted By</b>	Natosha Hunt-Mobley	

This statement of work (“**Statement of Work**” or “**SOW**”) is made and entered into on the last date that this SOW is fully executed as set forth below (“**SOW Effective Date**”) by and between the undersigned, CDW Government LLC (“**Provider**,” and “**Seller**,”) and CITY OF NOBLESVILLE (“**Customer**,” and “**Client**,”).

This SOW shall be governed by Seller's "SOW Services," accessed via the "Terms & Conditions" link at <http://www.cdwg.com> (the "Agreement"). If there is a conflict between this SOW and the Agreement, then the Agreement will control, except as expressly amended in this SOW by specific reference to the Agreement. References in the Agreement to a SOW or a Work Order apply to this SOW.

## PROJECT DESCRIPTION

### PROJECT SCOPE

#### EXECUTIVE SUMMARY

Customer would like Seller to perform a Health Check to determine current ADDS status and whether any items require remediation. The following outlines the project approach and estimated level of effort.

During the engagement, Seller will utilize our experience with Microsoft Active Directory Domain Services (“AD DS”) to assess and analyze Customer’s one (1) forest(s), one (1) domain(s) AD DS environment comprised of up to four (4) domain controller(s) for alignment with AD DS best practices. Seller will make prioritized recommendations for potential changes and remediations of items discovered.

This engagement will:

- Develop a clear vision of the high-level solution goals and constraints.
- Unify the project team behind a common vision.
- Investigate the Active Directory Domain Services deployment for gaps and issues.
- Provide a detailed Findings and Recommendations document created specifically for Customer.
- Provide time-boxed hours to help troubleshoot and remediate discovered issues.

#### PROJECT KICK-OFF

Seller will begin with a brief project kick-off meeting with the core Customer project team. The agenda topics will include:

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- Customer and Seller team introductions.
  - Review of company and project vision.
  - Review of health check goals and approach.
  - Establishment of roles and responsibilities.
  - Initial scheduling of project activities.

## **AD DS HEALTH CHECK**

The health check consists of many activities, all of which contribute to a systematic evaluation of your AD DS environment. Seller will require access to the environment in order to perform the examinations and install required tools and scripts. Seller will also require access to Customer subject matter experts to discover organizational goals, requirements, processes and standards.

### ENVIRONMENT EXAMINATION

Seller's Consultant will first become acquainted with the existing AD DS architecture and any auxiliary environments or applications that rely on or affect AD DS.

### DESIGN REVIEW

Seller's Consultant will analyze the current AD design using a combination of tools and discussions to identify gaps or deficiencies in the following areas:

- Forest and Domain Architecture
- Domain Controllers
- DNS and Namespace design
- NetBIOS Name Resolution
- Flexible Single Master Operation (FSMO) Placement
- Replication topology and Site Design
- Group Policy Objects (GPO)
- AD DS Monitoring & Backup Processes
- AD DS Disaster Recovery
- AD DS Antivirus; Patch Management Processes
- Audit Policies
- Security Policies
- Account Lockout Policies

### HEALTH CHECK

The health check evaluates whether the following areas are working properly and identifies any gaps indicating that they are not. The health check will:

- Verify the health of each Domain Controller that is in the current scope
- Verify FSMO ownership propagates properly throughout the Forest
- Verify Site & Subnet topology
- Investigate replication convergence
- Verify FRS or DFS-R is replicating properly
- Identify users with Enterprise Admin, Schema Admin and Domain Admin rights

These activities provide the basis for, and typically contribute to, the Gap Identification and Best Practices Analysis component.

### PROBLEM INVESTIGATION

Seller will investigate known anomalies presented by Customer and problems revealed during the above activities.

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Potential solutions are then identified and can be mitigated through the use of the Remediation hour(s) included in this SOW.

## **REPORT AND PRESENTATION**

Seller will formally present the engagement findings during a review session with Noblesville Community Development Director and/or her designee(s). Any place in this document that refers to a designee of the Noblesville Community Development Director requires a written designation from said individual in order for it to be valid. The Findings and Recommendations document and presentation also provide a high-level road map of next steps and an outline of potential issues. The Findings and Recommendations document and presentation may not be shared with anyone else without Community Development Director and/or designee specific approval in writing.

## **REMEDIATION**

Seller has allocated up to ten (10) time-boxed hour(s) to assist in remediating critical and/or highly important issues discovered during the engagement. Customer and Seller will work together to determine which specific issues, if any, need to be remediated. If additional hours are needed for Seller to fully resolve the issues Customer can request a Change Order. Seller shall not remediate anything without Noblesville Community Development Director approval in writing.

## **PROJECT CLOSURE AND NEXT STEPS**

At the project's conclusion, a closure meeting will be held with Customer and Seller (Delivery and Sales resources) to verify that all business and technical requirements of this engagement have been satisfied. If, during the engagement, next steps or recommendations have been discovered by Seller those options will be presented to Customer for future action.

## **PROJECT EXECUTION**

Engaged engineer(s) is/are expected to provide a minimum of eight (8) hour(s) of project specific services each week until the project is completed unless the project is on hold or suspended. If the work week includes holiday(s) or Seller resource(s) is/are otherwise unavailable, project minimums for the week will be reduced by two (2) hour(s) for each day.

Engaged Project Managers are expected to provide a minimum of two (2) hour(s) of project specific services each week until the project is completed unless the project is on hold or suspended. If the work week includes holidays or Seller resource is otherwise unavailable, project minimums for the week will be reduced by up to (.5) hour(s) for each day.

Customer may request a project be put on hold with written notification to Seller team at least ten (10) business day(s) prior to the start of the requested project hold. If the project hold exceeds ten (10) business day(s), Seller may consider the project to be suspended.

Timelines to reactivate a suspended project will be subject to Seller's resource(s) availability to re-engage. Seller will attempt to re-engage the same resource(s) based on availability, but there is no guarantee that the same resource(s) will be assigned to the engagement. Suspended projects may also require a change order to reactivate to add additional cost to the engagement based on the discretion of the project team.

Seller reserves the right to place a project on hold or suspend it if the minimum weekly effort is not being met.

## **PROJECT ASSUMPTIONS**

1. Seller will only be assessing systems located in the United States.
2. During this engagement, Enterprise Admin rights will not be granted to Seller's Engineer who is performing the testing. Any tools used that require Enterprise Admin rights shall be run or implemented in the presence of the Noblesville Community Development Director and/or her designee(s) who have Enterprise Admin rights.
3. All tools Seller installs or runs will be done so on Customer's hardware. Seller retains all rights to Seller- developed tools.
4. Customer will allow Seller to perform several interviews of stakeholders, sponsors, team members, technical staff, and managers, who will be reasonably available for the time it takes to gather information.
5. In addition, Customer personnel will be available on a timely basis, and when reasonably requested by Seller, Customer personnel will provide input, review the services being performed and the items provided by Seller,

- answer questions, provide signoff, and allow Seller to gather and validate information, perform reviews and obtain other input.
6. Customer personnel will be committed to the degree necessary to successfully complete this project.
  7. The scope and objectives of this project will be jointly managed by Customer and Seller to better ensure completion of the project within the anticipated schedule.
  8. Customer and Seller will follow or coordinate with Seller's Project Management Methodology for this project.
  9. Customer acknowledges that Seller may earn a Microsoft incentive payment if Customer purchases Microsoft products from Seller. Furthermore, Customer hereby consents to Seller receiving any such payment from Microsoft and has no objections in relation thereto.
  10. At the completion of the project, Customer will be responsible for disabling or securing accounts created for the purposes of this project.
  11. Where possible, Seller recommends the use of Multi-Factor Authentication (MFA) for the accounts requiring access to Customer systems.

## CUSTOMER RESPONSIBILITIES

1. Communicating all material project matters to Seller's contact person.
2. Providing at least one qualified technical person with system administration responsibilities for the duration of the project.
3. Providing qualified personnel at your location (or any other location designated by you where services are to be provided) to support your existing equipment for the duration of the project.
4. Providing other qualified, knowledgeable personnel who will perform your obligations under this SOW, make timely decisions necessary to move performance of the services forward, participate in this project to the extent reasonably requested by Seller, and reasonably assist Seller with its performance of the services.
5. Providing Seller's personnel with requested levels of access and privilege to systems and information necessary for Seller's performance of the services, provided that Customer may implement any additional security measures that the Noblesville Community Development Director and/or her designee(s) determine are appropriate.

## OUT OF SCOPE

Specific tasks outside this SOW include, but are not limited to:

1. Remediation above the (10) time-boxed hour(s) included in this engagement is out of scope. If additional hours are needed a Change Order will be created.
2. Investigation or enumeration of applications and application dependencies is out of scope.
3. Upgrading to a new forest functional level/domain functional level.
4. Migrating or consolidating to AD DS objects to another forest/domain and/or new forest/domain.

Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

## ITEM(S) PROVIDED TO CUSTOMER

Item	Description	Format
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<b>AD DS Health Check Findings and Recommendations</b>	<p>This is a document that contains a summary of the information discussed and decisions made during the session. Items within the document are: evaluation of overall architecture, analysis of specific server configurations, identification of problem remediation opportunities, opportunities for improvement and increased return on investment, and recommendations for changes to address gaps or new business requirements.</p>	<p>PDF</p>
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## GENERAL RESPONSIBILITIES AND ASSUMPTIONS

- Customer is responsible for providing all access that is reasonably necessary to assist and accommodate Seller's performance of the Services.
- Customer will provide in advance and in writing and Seller will follow, all applicable Customer's facility's safety and security rules and procedures.
- Customer is responsible for security at all Customer-Designated Locations; Seller is not responsible for lost or stolen equipment, other than solely as a result of Seller's gross negligence and willful misconduct.
- Customer acknowledges that in order to efficiently and effectively perform the Services CDW may need to collect information from Customer's systems by using software tools developed or used by CDW ("Tools"). In some cases, these Tools will need to be loaded onto the Customer's systems to gather necessary information, CDW may not use them to make changes in the Customer's systems consistent with the agreed upon scope unless approved by the Noblesville Community Development Director in writing. Tools will be used only for purposes of performing the Services and will be removed or automatically deleted when CDW has completed use of them. Customer hereby consents to CDW's use of the Tools as set forth in this paragraph.
- Upon completion of the Services, Customer is responsible for disabling or deleting all CDW coworker access credentials and completing any other necessary steps to ensure that access to all of Customer's environments has been permanently terminated for all CDW coworkers and contractors that were part of this engagement.
- This SOW can be terminated by either party without cause upon at least fourteen (14) days' advance written notice.

## PROJECT MANAGEMENT

Seller will assign a project management resource to perform the following activities during the project:

1. **Kickoff Meeting**
  - Coordinate and facilitate kickoff meeting
  - Review SOW including project objectives, schedule, and logistics
  - Identify and confirm project participants
  - Discuss project prerequisites
  - Create and distribute escalation and contact lists
2. **Project Schedule or Plan**

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- Create a project plan that details the schedule and resources assigned to the project. The schedule should align with the estimated project duration as established in the Project Scheduling section.
  - Monitor project scope and expectations
  - Identify and manage project risks
  - Monitor the status and progress of the project and the quality of items provided
  - Communicate at regular intervals as agreed upon
  - Ensure project timelines, dependencies, budgets, and closure are met within the project lifecycle
3. **Status Meetings and Reports**
- Status meetings will be conducted on a regular cadence schedule to proactively identify any issues that may arise in order to mitigate risk
  - Scheduling will be based on agreement with stakeholders, the estimated project duration, and budget available
  - Seller and Customer will discuss action items, tasks completed, tasks outstanding, risks, issues, key decisions, and conduct a budget review
  - The project management resource will document and distribute meeting notes and/or action items for all meetings, and will act as the main POC to Customer, if requested
4. **Change Management**
- When a change to a project occurs, the Seller's project change control process will be utilized
  - The project management resource will facilitate any necessary change order(s) and administrative task(s) as necessary
5. **Project Closure**
- Once verbal scope completion is confirmed, a written Project Closure Acceptance will be provided for client to formally acknowledge
  - If desired, the project team will meet to recap, answer any questions, and address project transition activities and next steps

## CONTACT PERSONS

Each Party will appoint a person to act as that Party's point of contact ("Contact Person") as the time for performance nears and will communicate that person's name and information to the other Party's Contact Person.

Customer Contact Person is authorized to approve materials and Services provided by Seller, and Seller may rely on the decisions and approvals made by the Customer Contact Person but only if said decisions or approvals are approved by the Noblesville Community Development Director in writing (except that Seller understands that Customer may require a different person to sign any Change Orders amending this SOW). The Customer Contact Person will manage all communications with Seller, and when Services are performed at a Customer-Designated Location, the Customer Contact Person will be present or available. The Parties' Contact Persons shall be authorized to approve changes in personnel and associated rates for Services under this SOW.

## CHANGE MANAGEMENT

This SOW may be modified or amended only in a writing signed by both Customer and Seller, generally in the form provided by Seller ("Change Order"). Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

In the event of a conflict between the terms and conditions set forth in a fully executed Change Order and those set forth in this SOW or a prior fully executed Change Order, the terms and conditions of the most recent fully executed Change Order shall prevail.

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## PROJECT SCHEDULING

Customer and Seller, who will jointly manage this project, will together develop timelines for an anticipated schedule (“**Anticipated Schedule**”) based on Seller’s project management methodology. Any dates, deadlines, timelines or schedules contained in the Anticipated Schedule, in this SOW or otherwise, are estimates only, and the Parties will not rely on them for purposes other than initial planning.

The following scheduling scenarios that trigger delays and durations to extend beyond what’s been planned may require a Change Order:

- Site preparation, such as power, cabling, physical access, system access, hardware/software issues, etc. must be completed in a timely manner.
- Project tasks delegated to Customer PMs/Engineers/Techs/Management/Resources must be completed in a timely manner. For example, in the event a project’s prioritization is demoted, and Customer resources are reallocated causing the project’s schedule to extend on account of experiencing interruptions to its momentum requiring complete stop(s) and start(s).
- External projects/dependencies that may have significant impact on the timeline, schedule and deliverables. It is Seller’s assumption that every reasonable attempt will be made to mitigate such situations.

## TOTAL FEES

The total fees due and payable under this SOW (“**Total Fees**”) include both fees for Seller’s performance of work (“**Services Fees**”) and any other related costs and fees specified in the Expenses section (“**Expenses**”).

Seller will invoice for Total Fees. Customer will pay invoices containing amounts authorized by this SOW in accordance with the terms of the Agreement. Unless otherwise specified, taxes will be invoiced but are not included in any numbers or calculations provided herein. The pricing included in this SOW expires and will be of no force or effect unless it is signed by Customer and Seller within thirty (30) days from the Date listed on the SOW, except as otherwise agreed by Seller. Any objections to an invoice must be communicated to the Seller Contact Person within fifteen (15) days after receipt of the invoice.

This SOW may include multiple types of Services Fees; please reference below Services Fees section(s) for further details.

## SERVICES FEES

Services Fees will be calculated on a TIME AND MATERIALS basis.

The invoiced amount of Services Fees will equal the rate applicable for a unit of a service or resource (“**Unit Rate**”) multiplied by the number of units being provided (“**Billable Units**”) for each unit type provided by Seller (see Table below).

Services Fees of \$14,900.00 is merely an estimate and does not represent a fixed fee. Neither the Billable Units of 60 nor the Services Fees are intended to limit the bounds of what may be requested or required for performance of the Services.

The rates presented in the table below apply to scheduled Services that are performed during Standard Business Hours (meaning 8:00 a.m. to 5:00 p.m. local time, Monday through Friday, excluding holidays). When Seller invoices for scheduled Services that are not performed during Standard Business Hours, Services Fees will be calculated at 150% of the Unit Rates. For any unscheduled (i.e., emergency) Services performed at any time of the day, Services Fees will be calculated at 200% of the Unit Rates.

Any non-Hourly Units will be measured in one (1) unit increments when Services are performed remotely or at any Customer-Designated Location(s) (as defined below).

Any Hourly Units will be measured in one (1) hour increments with a minimum of one (1) hour billed each day Services are performed remotely and four (4) hours billed each day Services are performed at any Customer-Designated Location(s). When Hourly Seller personnel must travel more than two (2) hours a day to work at any Customer-Designated Location(s),



there will be a minimum of eight (8) hours billed for each day (less travel time that is invoiced pursuant to the “Expenses” section below).

Upon notice, Seller may adjust the rates below, provided that the rates will remain fixed for at least six (6) months after the SOW Effective Date and then again for at least six (6) months after any subsequent adjustment.

The rates below only apply to Services specified in this SOW as it may be amended by one or more Change Order(s).

Unit Type	Unit Rate	Billable Units	Subtotal
Consultant (Senior) – Per Hour	\$255.00	50	\$12,750.00
Project Manager – Per Hour	\$215.00	10	\$2,150.00
<b>Estimated Totals</b>		<b>60</b>	<b>\$14,900.00</b>

## Expenses

All services under this SOW will be performed remotely; therefore, neither travel time nor direct expenses will be billed for this project.

## TRAVEL NOTICE

The Parties agree that there will be no travel required for this project. All services under this SOW will be performed remotely.

## CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the following locations (“**Customer-Designated Locations**”)

Location	Address
Noblesville Indiana	16 S. 10th St, Noblesville, IN 46060

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## SIGNATURES

In acknowledgement that the parties below have read and understood this Statement of Work and agree to be bound by it, each party has caused this Statement of Work to be signed and transferred by its respective authorized representative.

This SOW and any Change Order may be signed in separate counterparts, each of which shall be deemed an original and all of which together will be deemed to be one original. Electronic signatures on this SOW or on any Change Order (or copies of signatures sent via electronic means) are the equivalent of handwritten signatures.

### CDW Government LLC

### CITY OF NOBLESVILLE

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: Services Contracts Manager

Name: \_\_\_\_\_

Title: Services Contract Manager

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Mailing Address:

Mailing Address:

200 N. Milwaukee Ave.

16 S 10TH ST, ACCTS PAYABLE/N

Vernon Hills, IL 60061

NOBLESVILLE, IN 46060-2809