

STATEMENT OF WORK

This Statement of Work adopts and incorporates by reference the terms and conditions of the Master Services Agreement dated as of , between Sondhi Solutions, LLC, an Indiana limited liability company (“**Sondhi Solutions**”) and Town of Whitestown, IN. This Statement of Work is effective beginning April 1, 2021 and will remain in effect until either it is terminated in accordance with the Master Services Agreement or all work contemplated under the Statement of Work is performed. Transactions performed under this Statement of Work will be conducted in accordance with and be subject to the terms and conditions of this Statement of Work and the Master Services Agreement. Capitalized terms used but not defined in this SOW have the meanings assigned to them in the Master Services Agreement.

SCOPE

Sondhi Solutions will provide the Client with Managed IT Services (the “Services”). The following scope is intended to be a guideline to key tasks that are required to complete this project and are aligned with industry best practices for operational support, availability and basic security. The tasks and any associated hours included within this scope have been provided below:

On-Site Technical Resource

Sondhi Solutions will provide an onsite technical resource during the following times: Monday - Friday 8am-4pm. The onsite technical resource may be available later if critical issues arise.

This resource will be responsible for the following:

- Help Desk Management
- Service Desk Management providing support to PC and Mac devices
- Printer and Print Server Management/Vendor Oversight
- Wireless Access Point and Controller
- System Monitoring/Alerting
- Application Monitoring
- UPS Maintenance Management
- Monthly Maintenance/Patching
- IP Address Management
- Password Management
- Documentation Maintenance
- Software License Management

Centralized Senior and Specialized Resources:

Sondhi Solutions will provide up to twenty (20) hours per month of specialized resources as needed to service the client’s needs. Typically, these resources would be leveraged to conduct the following recurring maintenance tasks:

- External DNS Management and Certs
- ISP - Circuit Management (per circuit)
- Hypervisor Management
- Windows Server/VM Management
- Linux Server/VM Management
- Firewall Management
- Load Balancer Management
- Router Management

- Switch Management
- Device Configuration Management
- Annual External Vulnerability Assessment
- Office 365 Administration
- Azure/AWS Management

Information Technology Management:

As needed, Sondhi Solutions will provide the following IT management capabilities to ensure overall program success:

- 3rd Party Vendor Application Management
- Annual IT Disaster Recovery Maintenance/Testing
- Executive Status Reports and Meetings
- Project Management.
- Information Technology Policies and Procedures.

COST

1. Sondhi Solutions shall invoice the Client **\$10,586.00** on a monthly basis for the aforementioned services.
2. Any software licenses procured on behalf of the Client will be billed separately and will be included on monthly invoices.
3. Any travel costs associated with this agreement will be billed back to the Client and includes but are not limited to mileage, meals, fares, baggage fees, tolls, lodging and other travel-related expenses as necessary.

To evidence the Parties' agreement to this Statement of Work, they have executed it as of the Effective Date.

Town of Whitestown, IN

SONDHI SOLUTIONS LLC

By: _____

By: _____

Name: _____

Name: Jason Johns

Title: _____

Title: President

