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AWS, GIS Configuration & Implementation for
VILLAGE OF WELLINGTON

Statement of Work

Version 4 | December 4, 2020

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1   Introduction

VILLAGE OF WELLINGTON ("VILLAGE OF WELLINGTON") has engaged ROK Technologies, LLC (ROK) to perform high-level services related to VILLAGE OF WELLINGTON's AWS Configuration and GIS implementation.

This Statement of Work (SOW) is dated _____ sets forth the scope of services and deliverables to be provided by ROK and the terms and conditions under which the services shall be conducted.

2   Project Background

VILLAGE OF WELLINGTON wishes to perform services related to the creation and configuration of an AWS deployment and GIS implementation related services to support VILLAGE OF WELLINGTON Esri software.

ROK – ROK delivers nearly 20 years of GIS cloud expertise to help your organization succeed in migrating and maintain your ArcGIS software in the cloud.

As part of this initiative, VILLAGE OF WELLINGTON is looking to have a production ready deployment of the necessary AWS components to support their Esri software. Examples include the underlying AWS Tenant, the primary Virtual Network, Storage Accounts, backups and other related items.
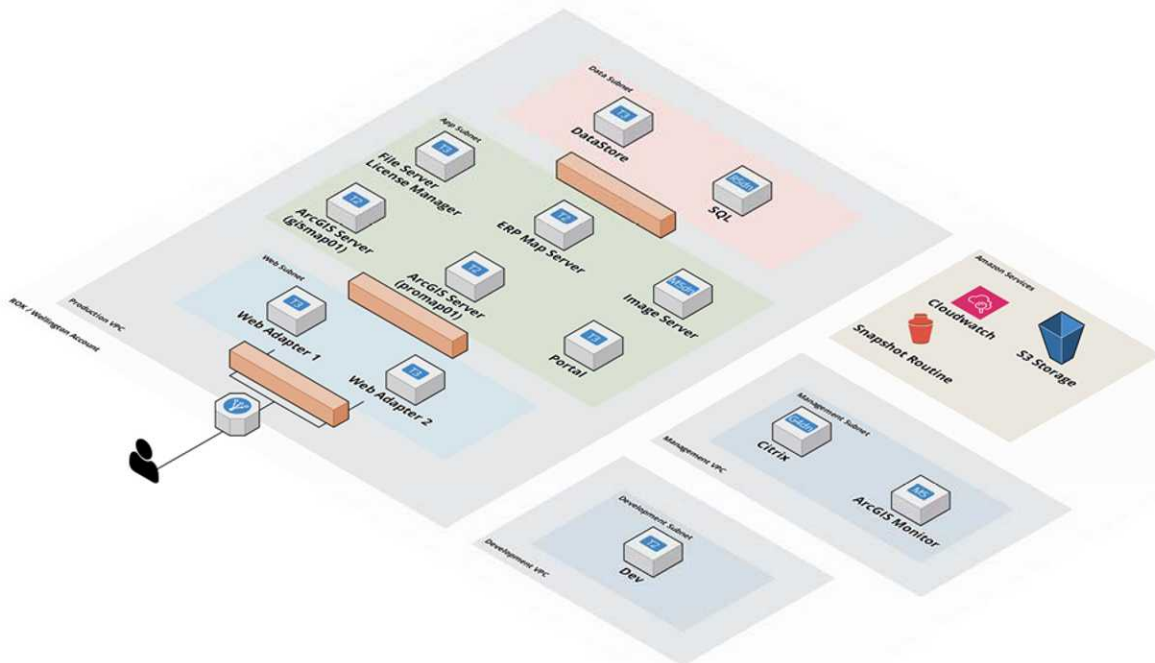
3 Project Objectives

The following high-level objectives will be completed as part of this project.

Phase 1 AWS Environment Deployment

Phase 2 Install and Configure Esri Software

Phase 3 Asset Migration

Phase 4 QA, Testing, and Training

***ROK will work to train the staff at VILLAGE OF WELLINGTON on the new components and workflows throughout the process.

4 Current Environment Readiness

This Statement of Work assumes that VILLAGE OF WELLINGTON' physical and cloud-based environments and network infrastructures are prepared to accommodate the equipment and services to be provided by ROK within the scope of this project. Upon discovering any deficiency that would prevent or otherwise hinder project execution, ROK shall notify VILLAGE OF WELLINGTON of the deficiency in writing and work in good faith with VILLAGE OF WELLINGTON to adjust the project schedule to accommodate remediation of the issue. Services that are dependent on the remediation of the deficiency will be postponed or suspended until the remediation is complete. ROK is not liable for any delays to the overall project plan necessitated by remedial activities and shall be held harmless for changes in the schedule resulting from such activities.

At present, ROK is not aware of any limitations to a successful engagement.

4.1 Project Prerequisites

The following items have been identified as critical to the overall success of this engagement and should be completed prior to commencement of this engagement:

1. Project stakeholders identified, and necessary design and discussion sessions scheduled.
2. Administrative access to environments related to the scope of this engagement.
3. Licensing required for successful deployment of the items described in this statement of work.
4. Timely access to VILLAGE OF WELLINGTON's IT personnel for Q&A support.

4.2 Customer Environment Access Protocol

As part of ROK's commitment to assuring secure and protected Village of Wellington environments. ROK requires the use of named accounts for all ROK resources who will engage in activities that involve access to on- premises or cloud-based Village of Wellington-owned systems. ROK strongly recommends not utilizing shared accounts. The use of shared accounts can lead to an increase in system vulnerability, as well as a reduction in auditing and compliance capabilities. VILLAGE OF WELLINGTON accepts all liability for the use of shared accounts.

ROK asks that the following policies be applied to accounts created for ROK resources engaging in project work:

- Based on the initial project plan, the account expiration be set to 8 AM on the day following the scheduled project completion. The ROK Project Manager shall request extensions as necessary to accommodate project delays, change orders, or other events that may cause a project to take longer than initially anticipated.
- Named user accounts shall be configured to require password resets per the Village of Wellington's standard policy and shall not be set to disable required password changes.
- The length and complexity of named user account passwords shall be configured per the Village of Wellington's standard policy. ROK suggests that passwords be at least 10 characters in length and utilize a combination of upper and lower-case numbers, numeric values, and special characters i.e., strong passwords.
- A named user account shall be granted no more than the minimal required permissions to perform the specific tasks assigned to the ROK resource.
- For larger projects that involve multiple systems, care shall be taken to not grant a single named user account access across those systems in such a way that could lead to a system-wide compromise. For example, the ability to create and set permissions on Active Directory accounts, as well as the ability to modify Access Control Lists on network security devices shall not be granted. In these cases, separate accounts may be created, or ROK resources will collaborate sufficiently to complete the necessary objectives.

If VILLAGE OF WELLINGTON requires and would like assistance in remediating insecure environments to ensure that the policies above can be implemented and enforced, ROK can provide these services through a separate agreement. If any deviations to this policy are required to satisfy project objectives, ROK requests that the specific deviation and justification be communicated to the assigned Project Manager, so it may be evaluated, and potential alternative approaches identified. This will also allow the ROK Project Manager to communicate the removal of approved deviations when they are no longer required to satisfy the project's objectives.

5   Scope Exclusions

The following tasks are beyond the scope of services to be provided by ROK during this engagement:

1. Any task not explicitly described as within the scope of this engagement.

6   Deliverables

At the conclusion of this engagement, ROK shall deliver the finalized versions of the deliverables produced and maintained throughout the course of project activities:

ID	Deliverable	State	Description
ENV	Configured Environment	Completed	• All services in project scope completed and available for use. • Configuring the ArcGIS platform to be ready for 3rd Party Integrations, as specified by the 3rd party
DOC	Project Documentation	Delivered	• Project documentation in the form of daily work logs and knowledge transfer.

7   Estimated Duration

The estimated duration of this engagement is approximately eight (8) weeks. This estimated duration is reflective of the work effort associated with each activity and is subject to change due to changes in scope, issues encountered, planned maintenance windows and other business reasons encountered during execution. The actual duration will be finalized during the project initiation.

This schedule assumes that change control procedures will not introduce delays in the execution of project tasks.

8   Project Fees and Billing

The services associated with this project shall be provided on a Fixed Fee and Materials basis. Project fees shall be billed at inception. The labor fees associated with this project are estimated at $19,500 and assume 78 hours of work.

Terms of payment are Net 30 Days. Late fees will be applied on invoices greater than 60 days from the date invoiced.

9   Assumptions and Customer Responsibilities

9.1   General Assumptions

This SOW is based upon the following assumptions:

1. ROK will perform project work as required by the work breakdown structure without more than a 2-day break of activity with the exception of any planned Holidays, unless this break is requested by VILLAGE OF WELLINGTON.

2. ROK will provide project personnel knowledgeable with the aforementioned products based on the skills required at the appropriate times and in accordance with the work breakdown structure.

3. The normal "on-hours" work day for the project will be 8:00 AM to 6:00 PM Eastern Time, Monday through Friday. "Afterhours" is work performed between 6 PM and 8 AM Monday through Thursday (Friday at 8 AM) and is billed at 1.5X the standard rate. Weekend and Holiday is any work performed between 6PM Friday and 8 AM Monday or on a National Holiday, and is billed at 2X the standard rate.

9.2 Customer Responsibilities

If the project is to be successful, VILLAGE OF WELLINGTON must commit to the following obligations:

1. VILLAGE OF WELLINGTON will provide a single point of contact for project coordination between VILLAGE OF WELLINGTON and ROK and that *person* will be responsible for ensuring VILLAGE OF WELLINGTON project personnel are on target with their assigned duties in accordance with the work breakdown structure.
2. VILLAGE OF WELLINGTON will provide ROK with all relevant system and network documentation, as requested.
3. VILLAGE OF WELLINGTON will make all essential stakeholders available to ROK throughout the duration of this engagement.
4. VILLAGE OF WELLINGTON will make the majority of the administrative and configuration information available to ROK prior to the commencement of this engagement.
5. VILLAGE OF WELLINGTON will make timely decisions in collaboration with ROK regarding escalated or critical issues as they arise during the project.
6. VILLAGE OF WELLINGTON will provide suitable work area spaces with desks, chairs, and telephones, as well as necessary customer systems accounts and passwords.
7. VILLAGE OF WELLINGTON will assume responsibility for management and coordination of all non-ROK managed vendors.
8. VILLAGE OF WELLINGTON will provide access with proper licenses to all necessary tools, software, and third party products required for ROK and VILLAGE OF WELLINGTON to complete their assigned project tasks.
9. VILLAGE OF WELLINGTON will maintain active vendor maintenance agreements for the technology impacted by this project or will otherwise obtain vendor maintenance as required to support this project throughout its duration.
10. VILLAGE OF WELLINGTON will notify ROK project management of any unscheduled or scheduled projects outside of this implementation that might interfere with the project schedule.
11. VILLAGE OF WELLINGTON will obtain any downtime windows reasonably required to keep the project on schedule.

12. VILLAGE OF WELLINGTON will provide ROK with high priority access to the VILLAGE OF WELLINGTON IT team members with knowledge of current technology configurations and operational processes and with responsibility for administering the technologies that will be impacted by this project.

13. VILLAGE OF WELLINGTON will provide ROK with advance notification of any change that is to be introduced in the IT environment and together assess the potential impact of the change to this engagement prior to its implementation. When VILLAGE OF WELLINGTON's business needs preclude advance notification, such as timely response to a critical support issue, VILLAGE OF WELLINGTON shall notify ROK of such a change within the same business day that the change is implemented.

14. VILLAGE OF WELLINGTON shall provide ROK with the primary contact for each vendor supporting the VILLAGE OF WELLINGTON IT infrastructure as requested, including, but not limited to, ISP and circuit providers.

_____*Customer Initials*

10 Change Control Process

As ROK and VILLAGE OF WELLINGTON collaborate on this project, it is possible that either party will find reasons to change the scope, timeline, or overall budget.

While this need might be identified by a member of VILLAGE OF WELLINGTON's team or a member ROK's team, ROK's Project Manager will handle documentation and communication of the change to VILLAGE OF WELLINGTON's designated point of contact. ROK and VILLAGE OF WELLINGTON shall work together in good faith to assess the impact of the change and determine whether the proposed change shall be accepted or rejected.

11 Project Team

ROK Team

The Project Manager is the person responsible for ensuring that the Project Team completes the project. The Project Manager develops the Project Plan with the team and manages the team's performance of project tasks. It is also the responsibility of the Project Manager to secure acceptance and approval of deliverables from the Project Sponsor and Stakeholders. The Project Manager is responsible for communication, including status reporting, risk management, escalation of issues that cannot be resolved in the team, and, in general, making sure the project is delivered in budget, on schedule, and within scope.

Engineers are responsible for executing tasks and producing deliverables as outlined in the Project Plan and directed by the Project Manager, at whatever level of effort or participation has been defined for them.

Stakeholders are all those groups, units, individuals, or organizations, internal or external to our organization, which are impacted by, or can impact, the outcomes of the project

VILLAGE OF WELLINGTON Team

ROK engineers will work with a Primary Contact for each architecture type throughout the project. This person is responsible for maintaining the systems after the ROK engineers have completed the project and providing key data as the project is being completed. This person will shadow ROK's engineers as needed and should review documentation.

The Secondary Contact is someone who can handle issues and escalations should the primary contact be indisposed during the project and after the project is complete. This person will shadow ROK's engineers as needed and should review documentation.

12 Acceptance

This Statement of Work dated_____ constitutes the full agreement ("Agreement") between ROK and VILLAGE OF WELLINGTON for the services described herein.

The undersigned parties acknowledge their acceptance of this Agreement and the terms and conditions described herein. Furthermore, the undersigned parties certify that they are authorized representatives of their respective companies with full authority to sign this SOW and enter into this Agreement on behalf of their respective organizations. If the Village Council doesn't approve in January, the SOW can be cancelled.

Services	Price
AWS Implementation	$19,500.00
Services Subtotal (not including travel)	$19,500.00

Accepted By:

ROK Technologies, LLC   VILLAGE OF WELLINGTON

Signature   _____   Signature   _____
                                                                              (Initials required at end of section 10)

Printed Name   Alex Coleman_____   Printed Name   _____

Title   CEO_____   Title   _____

Date   12/4/2020_____   Date   _____