



Sequel Data Systems Inc.

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Active Directory Enhancements

Prepared for Burnet County

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Executive Summary

Burnet County ("Client") has engaged Sequel Data Systems, Inc. ("Sequel") to provide professional services for the following:

- Active Directory (AD) Domain Reorganization
- File share permissions review and reorganization
- Assist with setting up another server as a domain controller.
- Identify AD Quick Win Enhancements

Client Environment

- Estimated 400 users
- Currently one server for Domain Controller on Hyper-V, and it's virtual Note: there is another server that will be deployed as DC
- Unitrends device is used for backups
- 35 departments over 9 buildings
- Server 2019

Scope of Work

AD Domain Reorganization

- Client will outline desired spheres of administrative control, which includes the name for organizations.
- Create Base Organizational Unit (OU) for the various organizations, including Sheriff Offices.
- Create up to 3 GPOs for the new OUs.
- Delegate controls of OUs to proper organizations and/or users for the Sheriff Offices.
- Client will continue with delegating controls of OUs to proper organizations.

File Share Reorganization

- Review NTFS versus Sharing for files.
- Capture current permissions before changing permissions.
- Client will identify folders that other organizations need to have access to.
- Client will identify what the access permissions need to be.
- Modify permissions.
- Capture new permissions and make a comparison.
- Client will test and modify permission, if needed.

Secondary Domain Controller

- Client will have installed Server 2019 and apply all patches and updates.
- Client will rename to preferred domain controller name.
- Client will assign static IP address for the new domain controller.
- Add domain controller role services.
- Add as a secondary domain controller.

- Verify replication.
- Client will add secondary domain controller to their backup systems.

AD Quick Win Enhancements

- Turn on recycle bin.
- Rotate Kerberos keys.
- Discuss AdminCount Cleanup.
- Discuss certificates and management. Note: Client might need to purchase certificates based on discussion.
- Add SSL to domain controllers.
- Remediate ms-DS-MachineAccountQuota.
- Set up Password Complexity-Min age.
- Review the Best Practices Analyzer for the Forest and both Domains and fix any issues.
- Ensure functional level of forest and domains is at 2016 or higher.
- Discuss LAPS.

Deliverables

- Working meetings
- Knowledge transfer

Out of Scope

Sequel is responsible to perform only the Consulting Services described in this Statement of Work. Any additional services discussed or implied that are not defined explicitly by this SOW will be considered out of Scope. This includes any installation, configuration, or design work not expressed above. This also includes the development and documentation of any test plans or results and Client Training.

- Third-party tool licensing, planning, designing, installation, configuration, validation, troubleshooting, or integration services.
- Integration with any system not listed above.
- Certification of the platform or solution against any regulatory compliance, internal Client standards, or any standard other than passing the functional validation of the project.
- Any installation, configuration, or design work not expressed above.
- Any VMware technologies not specifically listed above including Bridging, VPN, Load Balancing, Activity or Flow monitoring, Service Composer, Identity or Layer 3 Edge Firewall, NSX Data Security, VMware vShield Endpoint.
- Deployment of any additional components outside the technical scope stated in this SOW.
- Resolving any other physical or underlying network, storage, host, CPU, or connectivity issues.
- Client training outside of the defined knowledge transfer phase.
- Any application coding or scripting.
- Resolving of any physical network or connectivity issues.
- Any HA configuration of vCenter or the Platform Services Controller.

Resource and Skills

Sequel will provide the following resources to be participants for this project. The resources will be partially or fully responsible for deliverables where appropriate.

Role	Involvement
Solution Architect	Full time
Solution Architect	As needed
Director of Cloud Services	Part time
IT Project Manager	As needed

Assumptions

The project scope and associated price quoted within this Statement of Work are based on the following assumptions. Should any element(s) of these assumptions be lacking during execution of services, additional time and associated fees and expenses may be required to complete this Statement of Work.

- The program and associated price quoted within this Statement of Work are based on the following assumptions. Should any element(s) of these assumptions be lacking during execution of services, additional time, associated fees, and expenses may be required to complete this Statement of Work. Any Client requested work and or materials beyond the original scope of work described in this proposal is subject to additional charges.
- Sequel is not responsible for lost data and recommends that the Client perform a full working backup of their network prior to the commencement of services.
- Please note that the time designated for knowledge transfer is throughout the project and Sequel is responsible for providing a resource dedicated to this project and the extent of the knowledge transfer is dependent upon the availability of this resource.
- Minimum lead time for scheduling is fourteen (14) business days from our receipt of the signed SOW. Should you require more aggressive scheduling, please contact Sequel to determine availability.
- Sequel will not develop applications as a part of this Statement of Work.
- Sequel is not responsible for delays caused by failures, including but not exclusive to systems, personnel or environmental causes or in receiving data.
- Any restrictions or requirements regarding the engineer's use of personal equipment must be stated in advance of the commencement of the project.
- Sequel will not provide licenses, hardware, or software under the terms of this agreement.
- Technical resource(s) will be made available during the time of this project.
- All parties agree that personnel shall not be asked to perform, nor volunteer to perform, engineering and/or consulting tasks that lie outside the skill sets and experience of personnel. Personnel have the right to decline on a service request if the request falls outside the scope of their experience and expertise.

- All hardware and/or software and licensing required to perform the above services will be provided by and is the responsibility of Client. All wiring, hardware, and software required to perform the above services are in working order.
- Client will provide a technical point of contact during the duration of this project.

Client Responsibilities

- Client to provide a list of admins for each group i.e. Sheriff's admin. If it has a group, please provide the group name.
- Client to create groups to allow for easier management of access. Note: Client should not be assigning permissions directly to user account; it should be done by being added to a group.
- Client will outline desired spheres of administrative control, which includes the name for organizations.
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- Client will assign a Project Manager that will be responsible for identifying the necessary resources for Client Responsibility project tasks. This individual will also be responsible for ensuring tasks are completed in a timely manner.
- Access to facilities and computer systems as required for Sequel to perform the tasks outlined in this SOW.
- A proper work environment for consultant and proper remote access for remote work.
- A point of contact to coordinate all design, installation, and troubleshooting tasks.
- A valid VPN account for the entire life of the project for remote configuration, monitoring, troubleshooting, training, etc.
- Current support contracts and license for all components in the scope of this project for the duration of this project.
- A properly designed and documented test plan for their environment for each phase of this project.
- Provide testing scenarios and outcomes that will be validated by customer to ensure configuration meet their requirements.
- Client will do final validation testing and sign-off for each phase of this project.
- Applications and servers will be on supported licenses; in the event an issue occurs, client will work with appropriate Vendor(s) to resolve issue.
- Equipment is on active support maintenance contracts; in the event an issue occurs, client will work with appropriate Vendor(s) to resolve issue.
- In the event of an issue, the Client will need to create support tickets with vendors and work with them to resolve them.
- Confirm backup of systems and validate backups were successful in the event of having to revert.
- Dedicated Client Staff Resources are available during project implementation.
- Client stakeholders will be accessible for making decisions or assisting with escalation of issues.
- Any Client requested work and or materials beyond the original scope of work described in this proposal is subject to additional charges.
- Any equipment rentals needed will be provided by Client, renting themselves or covering the cost.
- Any media or license keys required during the project.

- Handle any end user communication required.
- Final validation testing and sign-off of this project.

Change Control Process

The change control process is used to affect changes to the scope or cost of the project and the subsequent changes to the Statement of Work or project plan. Controlling changes keeps the project within scope, as defined in the Technical Proposal, Cost Proposal, Statement of Work, System Architecture and Design and project plan. Project Change Control ensures that only mandatory changes are addressed. Change Requests can be initiated by either the Sequel Project Manager or by the Client Project Manager. The Client Project Manager can then assess the cost and benefit tradeoffs associated with requested changes. The Consultant Project Manager and the Client Project Manager are the points of contact for administering change control. Each is responsible for identifying and controlling changes, and both must approve change requests prior to their investigation and implementation.

Price and Payment Schedule

Sequel Professional Services will perform as much work outlined in this Statement of Work during working hours of Monday – Friday, 8:00 A.M. CST – 5:00 P.M. CST. If Client requires work to be done after-hours i.e. on nights or weekends, a minimum of 14 days' notice to Sequel must be given; Client will pay the after-hour rate for work done outside of the standard business hours.

This is an estimate of the time required to complete the tasks of this SOW. There is no guarantee it can or will be implemented within this timeframe:

Services Breakdown:	Rate	Unit	Total
Level 2 Microsoft Engineer Remote or Level 2 Systems Engineer Remote Note: this includes after-hours work, which will consume time at 1.5x rate	\$225.00	72	\$16,200.00
Project Management	\$157.25	8	\$1,258.00
TIPS Contract 210101 Technology Solutions, Products, and Services			
Total Estimated Cost to Client			\$17,458.00

Link to Sequel's TIPS Contract

<https://www.tips-usa.com/vendorProfile.cfm?RecordID=DA2F859ED3E2833B1A52EB6D5E92C7CC>

Payment Schedule

This project will be billed upon completion.

Travel Expenses

Travel is not expected to be required for this project as work can be performed remotely.

Terms and Acceptance

Terms: Prices are valid for 30 days provided work commences within 30 days of this agreement date. Any travel and living expenses arising out of changes to this agreement will be billed at actual cost unless otherwise specified

in a Project Change Request (PCR). Sequel Professional Services must be notified at least two weeks in advance to schedule this project. Changes to the start date once the work is booked are subject to SPS resource availability. Sequel will invoice Client, at Terms Net 30, for the services performed under this agreement. Prompt payments are greatly appreciated, but if there is a delay, there will be a 1.5% penalty.

No Solicitation to Hire: During the term of this agreement and for a period of one (1) year following termination or expiration of this AGREEMENT, the Client agrees not to solicit to hire, hire or cause to hire any SPS personnel, employees, or subcontractors directly or indirectly without express written permission from the Sequel Professional Services. If the Client, or any affiliate of the Client, extends an offer of employment, or a contract for services to any SPS personnel or employees, then the Client shall pay SPS, as liquidated damages, an amount equal to fifty percent (50%) of the annual salary or contract payments that would have been due to such Personnel or employee. The parties agree that the foregoing liquidated damage is the party's best estimate of the damages caused by the extension of an offer of employment, or a contract for services to any SPS personnel or employees. Notwithstanding the damages provided for in this paragraph, SPS shall be entitled, in addition to any other remedies at law or in equity, to obtain injunctive relief.

Limited Warranty: Sequel warrants to the Client that the Work provided hereunder will be performed in a workmanlike manner and will substantially conform to the agreed to specifications at the time of performance. Unless otherwise expressly agreed in writing by Sequel, Sequel warrants the Work for a period of 30 days from the date of the performance of the Work to the Client or its designated receiver of the services. Sequel does not warrant results or achievements of the Work and Sequel is not responsible for the work or activity of any non-Sequel employed personnel (excluding Sequel authorized subcontractors). EXCEPT AS SET FORTH IN THIS SECTION, SEQUEL MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE SERVICES, INCLUDING WARRANTIES OF (A) MERCHANTABILITY, (B) OF FITNESS FOR A PARTICULAR PURPOSE OR USE, (C) OF NON-INFRINGEMENT OF THIRD PARTY RIGHTS; AND (D) ARISING FROM A COURSE OF DEALING, CUSTOM OR USAGE OF TRADE OR COURSE OF PERFORMANCE NOTWITHSTANDING.

Limitation of Liability: In no event shall Sequel's liability arising in connection with or under this statement of work (whether under the theories of breach of contract, tort liability, misrepresentation, fraud, warranty, negligence, strict liability, or any other theory of law) exceed the purchase price of the services.

Limitation of Damages: Buyer shall in no event be entitled to, and Sequel shall not be liable for indirect, special, incidental, or consequential damages of any nature, including, but not limited to, loss of profit, promotional and/or manufacturing expenses, overhead, injury to reputation and/or loss of Clients.

Acceptance: All parties agree to the responsibilities and work outlined in this agreement. Upon completion of the Services, Sequel will present the Client with an acceptance form for signature, evidencing the Client's acceptance of the Services. The Client agrees to promptly sign and return the acceptance form to Sequel or, in the alternative, to notify Sequel of any issues concerning the Services. If Sequel does not receive the acceptance form within five (5) business days from receipt, the Services will be deemed accepted by the Client. The Client agrees to pay Sequel for the Services performed under this agreement. This agreement must be signed by all parties and returned to SPS with a Purchase Order from the Client for the services outlined above prior to any resources being allocated or deployed by SPS.

SOW Acceptance

		Burnet County Active Directory Enhancements Proposal ID: OP-208600	
<u>Services by:</u> Sequel Data Systems, Inc. Professional Services		<u>Agreed to by:</u> Burnet County	
By: _____ Authorized signature		By: _____ Authorized signature	
Name:	Shane Scott	Name:	
Date:		Date:	
Phone:	512.918.8841	Phone:	
E-mail:	Shane.Scott@sequeldata.com	E-mail:	