Town of Georgetown
Regular Meeting
October 17, 2022
6:30 P.M.

Pledge of Allegiance

Roll Call:

Council members present: Chris Loop, Ben Stocksdale, Gary Smith, Kathy Haller, and Billy Haller. Also attending: Kristi Fox, Bob Woosley, Julia Keibler, Haley James, and Sergeant Travis Speece.

Approval of Minutes

Gary Smith made a motion to approve the Regular Town Council Meeting Minutes on September 19, 2022. Seconded by Kathy Haller and approved 4-0. Ben Stocksdale abstained.

Trash Request for Proposal Opening

Sweetland Limited Inc.

Option 1: Base bid per residential service of $14.00 per month. Base bid per commercial or municipal service of $14.00 per month. Base bid per commercial or municipal property with dumpster $18.00 cubic yard per month. Total annualized bid of $230,000.00.

Option 2: Base bid per residential service with single can $15.00 per month, double cans $16.50 per month. Base bid per commercial or municipal service with single can $15.00 per month, double cans $16.50 per month. Base bid per commercial or municipal property with dumpster $18.00 cubic yard per month. Total annualized bid with single can of $246,000.00. Total annualized bid with double cans of $271,000.00.

Ecotech

Option 1: Base bid per residential service of $15.75 per month with a 4% increase in years 3, 4 and 5. Base bid per commercial or municipal service of $32.00 per month with a 4% increase in years 3, 4 and 5. Base bid per commercial or municipal property with dumpster to see attached list for monthly fee. Total annualized bid of $278,775.00.

Option 2: Base bid per residential service of $16.35 per month with a 4% increase in years 3, 4 and 5. Base bid per commercial or municipal service of $32.00 per month with a 4% increase in

years 3, 4 and 5. Base bid per commercial or municipal property with dumpster to see attached list for monthly fee. Total annualized bid of $289,395.00.

Sweetland would have these prices locked in for five years.

Chris Loop would like to take some time to weigh the pros and cons of each proposal and determine which would be the best fit for the next five years. There would then be a resolution brought forth in a public hearing. The earliest that this will happen would be at the November meeting.

Clerk Treasurers Report

Mandy Perigo submitted a mileage reimbursement for $11.27. She went to the courthouse once and to the post office four times.

Chris Loop made a motion to approve the expense report for Mandy Perigo. Seconded by Gary Smith and approved 5-0.

Sergeant Travis Speece

Trick for Treat for the town will be on Monday, October 31 from 6:00 – 8:30 P.M. There is also Halloween at the ballpark on October 26 from 5:30 – 7:30 P.M. It will be a trunk or treat.

Public Works

The trash cans that we ordered are going to be delivered later this week. They will be delivered to the town shop and will coordinate with Jamie Schilmiller.

Town Attorney

Nothing to report.

Town Engineer

The fire house renovation will have a sidewalk improved along Miller Lane. There will be a cut out for the baby box and there will be a sitting wall. A connecting ramp will be installed to the baby box from the street. Out front they will reseal the parking lot and restripe it. There will be at least eight parking spaces. On Mary Collins the traffic moves along too fast, and they have asked if speed bumps, or a stop sign could be installed.

The East Knable Road Lift Station Project has not started construction, but the shop drawings have been submitted for review.

The parking lot improvements have been completed by Lincoln Springs. The next thing that we will need to do is work with INDOT and make the requested changes to the crosswalk and truncated domes.

We are waiting on INDOT concerning Main Street Sidewalk Improvements Phase II. They have not really gotten back to us with anything. Bob Woosley would like to go ahead and put the steps in. They are outside of the right of way. He will continue to try to get answers.

Community Crossings Matching Grant for roadway paving is getting wrapped up. The quantities were incorrect and an additional $77,000.00 is needed. This will end of being more of a 60-40 split with the grant.

Chris Loop made a motion to approve $38,500.00 from MVH Restricted and $38,500.00 from Local Roads and Streets to cover the $77,000.00 overage on paving. Seconded by Ben Stocksdale and approve 5-0.

Duke Electric was over today for the Ballpark Field Lights. Another breaker needs to be put in and Custer will be coming back.

Work has started on the blowers at the Wastewater Treatment Plant. Two new blowers have been installed and are currently being tested. Blower 3 has not given us any problems and was installed when we expanded the plant. They still need to paint the doors, but it should be completed within a month.

Lift Station signage is needed. Bob Woosley would like to request approval for some emergency signs at the lift stations.

Chris Loop made a motion to approve $1,125.00 for emergency lift station signage and for this to be paid from the Waste Water Capital Improvement Fund. Seconded by Kathy Haller and approved 5-0.

Autumn Cove had an old pump removed and it needed some repairs. Straeffer has offered to refurbish the pump for a cost of $1,209.00. A new pump like this would cost about $6,200.00. The pump could then be a spare that would work in Autumn Cove and Lakeland.

Gary Smith made a motion to approve $1,209.00 from Straeffer Pumps and for that to be paid from Waste Water Capital Improvement. Seconded by Chris Loop and approved 5-0.

Legacy Springs continues to have issues. Due to past work preform there are now three things that need to be addressed. The motor starters for both pumps need to be replaced for $1,955.87. The blower and connections need to be removed. It is very loud and can stir up gases and other odors. The price to do this is $1,520.00. Pump 1 needs to be reconditioned and have the propeller replaced. It is damaged severely and needs a lot of work. The price to fix this is $11,295.00.

Ben Stocksdale made a motion to allow TNT Technologies to complete all three repairs for Legacy Springs Lift Station for $14,771.37 and for this to be paid out of Waste Water Capital Improvement Fund. Seconded by Kathy Haller and approved 5-0.

The culvert in Copperfield has been completed by the town crew.

The second project that we have in Copperfield is waiting on the surveyor Harold Hart with the data. This will not be a simple fix but will be much more involved.

The road by the town shop has buckled due to flooding on August 6, 2022. It flooded out coming underneath the railroad tracks. It is still drivable, but the asphalt will need to be replaced. We will plan to fix this next spring.

At the Plan Commission meeting we talked about North Tucker Road, and it will be worked on by Floyd County. We will be following up with them. They will be placing a culvert so that emergency vehicles can get in and out.

Plan Commission

Brookstone Phase 5 was preliminarily approved by the Plan Commission. There will be 156 homes with conditions to improve North Tucker Road so that there is a safe entry for first responders.

Redevelopment Commission

A façade grant was given out tonight.

Agenda Items

Cyber Security Proposals

Our cyber security insurance was denied because we did not have proper security measures in place. The Town Council asked for additional quotes for services that would help us meet those requirements. Julia Keibler specifically asked each of the three companies to provide a quote for the services that the insurance company now requires. The companies were able to do that, as well as, provided additional cyber security strategies. (See attached quotes.)

Appsalute: Recurring monthly charges of $1,392.00 and a one-time product charge of $3,500.00.

Cybertek: Recurring monthly charges of $2,347.50.

Sondhi Solutions: Recurring monthly charges of $1,376.00 and additional recurring monthly charges of $268.00.

Chris Loop asked the Town Council to take these under advisement for analysis. There may be additional questions. There may be some grant opportunities to help pay for this.

New Employee

Gary Smith made a motion to approve hiring Haley James at $17.00 hour for the Clerk Treasurer's office. Seconded by Billy Haller and approved 5-0.

Kathy Haller made a motion to approve hiring Catherine Powers at $18.00 for the Clerk Treasurer's office. Seconded by Chris Loop and approved 5-0.

Kathy Haller made a motion to approve an increase in pay to $18.50 for Tammy Hubbard. Seconded by Chris Loop and approved 5-0.

2023 Budget Adoption

First Reading of G-22-04 Ordinance for Appropriations and Tax Rates

Ben Stocksdale made a motion to approve G-22-04 Ordinance for Appropriations and Tax Rates. Seconded by Chris Loop and approved 5-0.

Second Reading of G-22-04 Ordinance for Appropriations and Tax Rates

Kathy Haller made a motion to approve G-22-04 Ordinance for Appropriations and Tax Rates. Seconded by Gary Smith and approved 5-0.

2043 Mary Ella Drive

Mr. Broshears did not receive his bill in the mail. He is requesting the penalty of $7.20 be removed.

Chris Loop made a motion to waive the $7.20 sewer utility late fee on 2043 Mary Ella Drive. Seconded by Ben Stocksdale and approved 5-0.

Claims Docket

Gary Smith made a motion to approve the claims docket. Seconded by Kathy Haller and approved 5-0.
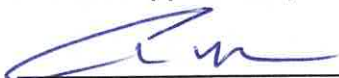
Rededication of Fire Station

On October 22, 2022 there will be a rededication of Fire Station #1. Chris Loop met with Chief Banta and proposed that the Town pay for the food. A taco truck has been contacted out of Jeffersonville and they have agreed to cater for 100 people.

Chris Loop made a motion to approve $1,214.00 for catering for the Fire Station Rededication and for this to be paid out of Gaming. Seconded by Kathy Haller and approved 5-0.

Adjournment

Gary Smith made a motion to adjourn the meeting. Seconded by Chris Loop and approved 5-0.
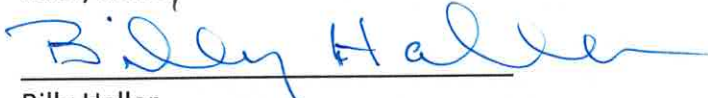
Minutes approved by:

Christopher Loop, President

Ben Stocksdale, Vice President

Kathy Haller

Billy Haller

Gary Smith

Attest:

Julia Keibler, Clerk Treasurer

APPSALUTE

We have prepared a quote for you

Town of Georgetown 2022 Security Managed Service

Quote # 001730 v1

Prepared for:
Town of Georgetown

Prepared by:
Erick Hill

AppSalute

Products

Description		Recurring	Price	Qty	Ext. Recurring	Ext. Price
Quarterly PCI Scans with Cyber Security Scorecard	**Quarterly Vulnerability Scans with Cyber Security Scorecard with review**	$20.00	$0.00	5	$100.00	$0.00
Server Monthly Management	**Server Monthly Management** Server Monthly Management Backup, Disaster Recovery Patching	$600.00	$0.00	1	$600.00	$0.00
Service- T&M	**Installation and Consulting** Installation and Consulting	$0.00	$175.00	20	$0.00	$3,500.00
Misc HWSW	**MalwareBytes EDR for Desktop**	$4.00	$0.00	25	$100.00	$0.00
Misc HWSW	**MalwareBytes EDR for Server**	$13.00	$0.00	1	$13.00	$0.00
Misc HWSW	**Duo MFA**	$4.00	$0.00	26	$104.00	$0.00
PSO-24-SIEM-S3	**Monthly License per seat includes 24x7 Perch Security SOC w/ 3 month of alert storage - 2 Hour SLA**	$19.00	$0.00	25	$475.00	$0.00
					Recurring Subtotal:	$1,392.00
					Subtotal:	$3,500.00

Town of Georgetown 2022 Security Managed Service

Prepared by:

Louisville Office
Erick Hill
erickhill@appsalute.com

Prepared for:

Town of Georgetown

,
Julia Keibler
(812) 951-3012
julia.keibler@georgetown.in.gov

Quote Information:

Quote #: 001730
Version: 1
Delivery Date: 10/17/2022
Expiration Date: 10/31/2022

Quote Summary

Description	Amount
Products	$3,500.00
Total:	$3,500.00

Recurring Expenses Summary

Description	Amount
Products	$1,392.00
Recurring Total:	$1,392.00

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Louisville Office

Signature: *RE Hill*

Name: Erick Hill

Title: President

Date: 10/17/2022

Town of Georgetown

Signature: _____

Name: Julia Keibler

Date: _____

cybertek.
A venza. COMPANY

Quote Prepared For:

Julia Keibler
Town of Georgetown
9111 State Road 64
Georgetown, IN 47122
United States

julia.keibler@georgetown.in.gov

(812) 951-3012

Ship To:

Julia Keibler
Town of Georgetown
9111 State Road 64
Georgetown, IN 47122
United States

julia.keibler@georgetown.in.gov

(812) 951-3012

Quote Prepared By:

David Neel

210 West Main Street
New Albany, Indiana 47150
United States of America

david.neel@cybertekmssp.com

812-945-9838

Item	Quantity	Description	Unit Price	Ext. Price
		Ring 0 Services: Internet		
1	25	Secure Email Services	$31.70	$792.50
2	1	Advanced Email Threat Protection Priced: Per Mailbox/Month		
3	1	Advanced Email Encryption Priced: Per Mailbox/Month		
4	1	Microsoft Office 365 E3 Priced: Per Mailbox/Month		
		Ring 1 Services: Perimeter		
5	1	CyberTek Managed Firewall Services: Priced: Per Firewall/Month	$100.00	$100.00
		Ring 2 Infrastructure Devices		
6	1	CTM - Project Cleanup of the physical wiring structure, and document	$0.00	$0.00
		Ring 3 OS Security		
7	25	CTM Secure Workstation	$43.00	$1,075.00
8	1	End User Support 24/7/365 (HelpDesk Workstation)		
9	1	System Patching Microsoft & Third Party Patching (CVE)		
10	1	SentinelOne Complete w/Vigliance including SOC services Priced: Per Node/Month		
11	1	Cyber Threat Monitoring (SOC, FIM, Log Correlation & Archiving) Priced: Per Node/Month		
12	1	CTM Secure Server	$130.00	$130.00
13	1	Acronis CyberProtect Cloud - Server Backup by Device		
14	1	End User Support 24/7/365 (HelpDesk Server)		
15	1	System Patching Microsoft & Third Party Patching (CVE)		
16	1	SentinelOne Complete w/Vigliance including SOC services Priced: Per Node/Month		

Item	Quantity	Description	Unit Price	Ext. Price
17	1	Cyber Threat Monitoring (SOC, FIM, Log Correlation & Archiving) Priced: Per Node/Month		
18	2	Ring 4 Staff Care	$125.00	$250.00
19	1	Onsite Services (2 - 1hr visits a Month) Onsite visits physicals needs and education services for staff		

Monthly Reporting and Compliance:
Hardware asset reports
Ticketing summary

Quarterly Reporting and Compliance
Network Reports and Audits
Compliance monitoring and statuses

SubTotal	$2,347.50
Tax	$0.00
Shipping	$0.00
Total	$2,347.50

Town of Georgetown		CyberTek MSSP	
Signature		Signature	
Title		Name	
Name		Title	
Date		Date	

Interest charges on past due accounts and collection costs as well as overdue amounts shall be subject to a monthly finance charge. In addition, customer shall reimburse all costs and expenses for attorney's fees included in collecting any amount past due. Additional training or professional services can be provided at our standard rates.

Georgetown, IN
Information Technology Proposal – Original Scope

Submitted: October 4, 2022
Expiration: November 4, 2022
Version: 1.0

Contact:
Jeff Roeder, Director of External Affairs
jroeder@sondhisolutions.com

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SOLUTIONS

47 S. Pennsylvania Street | Suite 400 | Indianapolis, IN | 46204

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EXECUTIVE SUMMARY

Thank you for the opportunity to further discuss our approach to Managed Services and Cyber Security. As requested, below is a direct comparison to the offering that you had in hand. This is a complimentary document for your use, intended to be partnered with a separate proposal that outlines our vision how you can be best served going forward.

Our Solution

After receiving the line items of services, this solution includes:

- Desktop Management
- DUO two factor authentication
- Network Detection, Office 365 Monitoring, and SOC as a service
- Server monthly management
- Office 365 E5
- SIEM Monitoring
- Quarterly CPI scans with cybersecurity scorecard

Cost

The following pricing is based on 25 end-user devices, 3 network device, and 1 server.

Managed Services	Price	QTY	Cost Per Month
Desktop Management	$85.00	25	$2,125.00
Server Monthly Management	$99.00	4	$396.00
Network Detection and SOC as a Service	$42.00	25	$1,050.00
Office 365 Monitoring	$42.00	4	$168.00
Quarterly CPI scans with cybersecurity scorecard	$300.00	1	$300.00

Total Monthly Recurring Support Cost $4,039.00

Managed Services	QTY	Price	Price Per Month
Microsoft 365 E5	25	$57.00	$950
Duo - MFA	25	$2.00	$50.00

Total Monthly Recurring Support Costs $1,000.00

Cost Details

Software Licenses – We will bill any software licenses procured on behalf of Georgetown separately on a monthly invoices.

Technical Resources – We based estimated hours on 25 End-User devices. We will bill endpoints beyond the quantity listed incrementally at $85 per device.

Infrastructure Pricing – We based our infrastructure pricing on the existing three network devices and one server. We will bill any additional infrastructure devices at $99.00 per network device and $150.00 per server.

Cybersecurity Pricing – We based cybersecurity pricing on 25 end-user devices, three network devices, and one server. We will bill devices beyond the quantity listed incrementally at $36 per end-user device and $42 per server/firewall.

Price Increases - Sondhi Solutions will not increase prices for the these services during the initial twelve (12) months after signing the Statement of Work (SOW). Any future increases will be made upon sixty (60) days written notice and acceptance.

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Customer Benefits

Integrated Support

our team works within your existing IT support processes, providing a seamless experience for end users with no hassle for IT management.

Knowledge Management

ensures continuity of services because of our rigorous knowledge management and training practices. Multiple consultants are trained and knowledgeable of your environments ensuring little to no downtime if the primary consultant is unavailable.
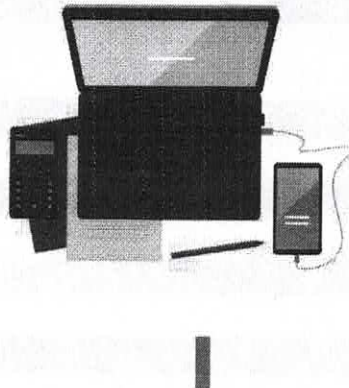
Community

involvement to commit to assisting clients in their endeavors to best serve their community.

Partnership

through opportunities or challenges you may face as the technical landscape continues to evolve so you can rest easy knowing you're never without a helping hand.

Why Sondhi Solutions for Your IT Needs

Flexibility

to meet your needs and not just what we have "in our scope" like other competitors.

Continuity

hiring, training, and retaining quality technologists is difficult, time-consuming, expensive, and competitive. Minimize your downtime by having a pipeline of deskside support technicians who are qualified, cross-trained, and available to step in on short notice.

Expertise

we are more than desktop support including CCNA, CISSP, CAPM, CSM, CSPO, ITIL, MCP, MCSA, MCTS, PMP, Six Sigma, SPHR, CPO, COBIT 5. Our team of senior consultants can provide expert guidance or assistance with Networking, Cybersecurity, Application Development, and Management.

Experience

10 years assisting 80+ clients in meeting their technology needs.

OUR CUSTOMERS

While not an exhaustive list, Sondhi Solutions is proud to highlight the following exceptional client relationships that provide us with the background and expertise to support Georgetown. Throughout our 10 years in business, we have serviced over 200 clients.

Table 1 – Our Customers demonstrate our background and expertise to support Georgetown's project.

Customer	Application	Infrastructure	Strategy	Security	Talent
City of Greenfield, IN				✓	
City of Greenwood, IN				✓	
State of Indiana	✓		✓	✓	✓
State of Arizona Fish	✓		✓	✓	✓
City of Indianapolis, IN	✓	✓			✓
Indiana Bureau of Motor Vehicles	✓	✓	✓		✓
City of Lawrence, IN	✓	✓	✓	✓	✓

Customer	Application	Infrastructure	Strategy	Security	Talent
City of Lebanon, IN	✓	✓	✓		
[redacted]			✓		✓
City of Whitestown, IN	✓	✓	✓		
[redacted]					✓
IEDC, IN	✓				
[redacted]					
Indiana State Department of Health					✓
[redacted]					
Indiana Bond Bank		✓	✓		
[redacted]					
Indiana Statewide 911 Board	✓				
[redacted]					✓
Market Street Group, IN					
[redacted]					
Town of Speedway, IN	✓	✓	✓	✓	
[redacted]					

PROJECT DETAILS

Desktop Management

Sondhi Solutions will provide our remote Service Desk Team during the following times: Monday - Friday, 8 AM - 4 PM. Our Service Desk Team may be available later if critical issues arise. These resource(s) 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
- System Monitoring/Alerting
- Application Monitoring
- Monthly Maintenance/Patching
- IP Address Management
- Password Management
- Documentation Maintenance
- Software License Management
- DUO MFA

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SUBMITTING A TICKET

Should a user need to submit a ticket, several options are available to contact the Sondhi Solutions Service Desk Team.

Online Portal – Users can easily access our online portal to submit their tickets. Online is the preferred method because it allows the user to better define the issues at hand.

Email – When the user emails the Service Desk account (example: iyisupport@sondhisolutions.com), it will immediately begin the ticket. When the user opens a ticket, they will receive an email confirmation from the service. This email confirmation will confirm the user provided their name, phone number, location, and information about the problem.

Phone – Users can directly call the Sondhi Solutions Service Desk to open the ticket. Depending on the severity/urgency of the issue, the Service Desk Technician may open the ticket schedule and callback or fix it on the spot.

SERVICE LEVEL AGREEMENTS

Our successful service level agreement includes the following priority level and times:

Table 2 – Priority Levels

Trouble	Level	Response Time	Resolution Objective
Service Not Available – All users and functions are affected.	Critical	30 minutes	1 hour
Significant Degradation of Service – A large number of users or critical business functions are affected.	High	1 hour	4 hours
Limited Degradation of Service – A limited number of users are affected, and the business process can continue.	Medium	4 hours	16 hours
Small Service Degradation – The business process can continue. 1 user is affected.	Low	8 hours	40 hours

Table 3 - Tier Support Levels

Support Levels	Description
Tier 1 Support	All support incidents begin with a Tier 1. The Tier 1 identifies the issue and provides clear documentation. They also start basic hardware/software troubleshooting.
Tier 2 Support	If the Tier 1 cannot solve the ticket, they escalate to a Tier 2. The Tier 2 solves more complex support issues on hardware/software.
Tier 3 Support	If the Tier 2 cannot solve the ticket, they escalate to a Tier 3. A Tier 3 is our most qualified and experienced technicians. They can collaborate with 3rd party vendors to resolve the most complex issues.

Server Monthly Management

Sondhi Solutions manages and maintains your Infrastructure, including Servers, Storage, LAN, and WAN, to ensure maximum uptime and system reliability. Services include:

- Wireless Access Point and Controller
- UPS Maintenance Management
- Hypervisor Management
- Windows Server/VM Management
- Linux Server/VM Management
- Firewall Management
- Load Balancer Management
- Router Management
- Switch Management
- Device Configuration Management

Network Detection, Office 365 Monitoring, and SOC as a Service

24X7 ENDPOINT DETECTION AND RESPONSE

Our Endpoint Detection and Response (EDR) solution responds to today's endpoint threats, including ransomware and 0-day attacks. The solution protects against ransomware, known and unknown malware, trojans, hacking tools, memory exploits, script misuse, bad macros, and living off-the-land attacks. It covers all stages of risk prevention and incident response — identification of threats and protection, detection and response to incidents, and system recovery in the event of a security breach — thus meeting the expectations of SOC and CSIRT / CERT units. Features include:

- On-agent Storyline™ tracking builds actionable context in real-time.
- On-agent static AI replaces signatures and predicts malicious files.
- On-agent behavioral AI identifies and stops fileless attacks happening within Storylines in real time.
- Autonomous operation. No cloud reliance for always-on protection.

SIEM MONITORING OF SERVERS AND FIREWALLS

With cyber-attacks becoming more prevalent, businesses of all sizes need visibility across their entire network to spot malicious activities. We provide advanced SIEM services with real-time alerting, importing log records and activity monitoring, automated correlation of security events, threat intelligence support, and advanced reporting for compliance. Our SOC monitoring ties in with the advanced security for endpoints and the SIEM tool. This is important because it monitors the servers that host most data and the firewall for intrusion attempts allowing for notification when malicious actors may be within the network.

Quarterly Vulnerability Assessments

Protect yourself against data breaches with annual vulnerability assessments that provide an essential defense tool in depth. The assessments provide early and consistent identification of threats and weaknesses in IT security. After finding any threats/weaknesses, we provide remediation actions to close gaps and project sensitive systems and information. The process includes detecting and classifying system weaknesses in networks, communications equipment, and computers. In addition to identifying security holes, vulnerability scans also predict how effective countermeasures are in case of a threat or attack. Knowing these vulnerabilities allows effective patching and configuration to close the gaps within the network.

Georgetown, IN
Information Technology Proposal

Submitted: October 4, 2022
Expiration: November 4, 2022
Version: 1.0

Contact:
Jeff Roeder, Director of External Affairs
jroeder@sondhisolutions.com

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47 S. Pennsylvania Street | Suite 400 | Indianapolis, IN | 46204

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SONDHI SOLUTIONS

EXECUTIVE SUMMARY

Thank you for the opportunity to submit a proposal to be Georgetown's IT Managed Service Solution. Our goal is to provide you with the highest levels of service and security today and help you plan for the needs of tomorrow.

Areas of Opportunity

At Sondhi Solutions, our team of experts provides you with an IT managed services solution that:

- Proactively provide solutions for your technology pain points.
- Timely respond to all your technology needs.
- Provide IT leadership to help transform your business needs into reality.

Our Solution

We believe strengthened security and support will give Georgetown the IT solution needed for success. The following pricing is based on 8 end-user devices, 3 network device, and 1 server.

Managed Services	Price Per Month
Managed Services - Endpoint Support	$680.00
Help Desk Management; Service Desk Management providing support to PC and Mac devices; Printer and Print Server Management/Vendor Oversight; System Monitoring/Alerting; Application Monitoring; Monthly Maintenance/Patching; IP Address Management; Password Management; Documentation Maintenance; Software License Management	
Managed Services - Infrastructure	$249.00
Wireless Access Point and Controller; UPS Maintenance Management; Hypervisor Management; Windows Server/VM Management; Linux Server/VM Management; Firewall Management; Load Balancer Management; Router Management; Switch Management; Device Configuration Management	
Managed Services - Cybersecurity	$447.00
24x7 Endpoint Detection and Response; 24X7 SIEM Monitoring of Servers and Firewalls; User Phishing Training; Annual Vulnerability Assessments; Dark Web Monitoring; Impersonation Detection	

Total Monthly Recurring Support Cost $1,376.00

Managed Services	QTY	Price	Price Per Month
Microsoft 365 Business Premium	8	$24.00	$192.00
Barracuda Total Protection Inbound and Outbound Security - Archiving, Compliance and eDiscovery; Backup, Recovery, and Business Continuity; Impersonation Protection	8	$9.50	$76.00

Total Monthly Recurring Support Costs $268.00
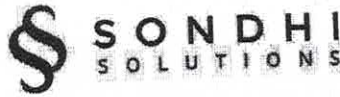
Cost Details

Software Licenses – We will bill any software licenses procured on behalf of Georgetown separately on a monthly invoices.

Technical Resources – We based estimated hours on 8 End-User devices. We will bill endpoints beyond the quantity listed incrementally at $85 per device.

Infrastructure Pricing – We based our infrastructure pricing on the existing three network devices and one server. We will bill any additional infrastructure devices at $99.00 per network device and $150.00 per server.

Cybersecurity Pricing – We based cybersecurity pricing on 8 end-user devices, three network devices, and one server. We will bill devices beyond the quantity listed incrementally at $36 per end-user device and $42 per server/firewall.

Price Increases - Sondhi Solutions will not increase prices for the these services during the initial twelve (12) months after signing the Statement of Work (SOW). Any future increases will be made upon sixty (60) days written notice and acceptance.

Strategic Planning

Most organizations overlook the IT investments necessary to support a new offering or expand on their existing business. Sondhi Solution's team of Leadership and Service Delivery Managers will work with Georgetown to ensure that your IT budget is invested wisely and predictably.

Adopting Sondhi Solutions as your strategy leader provides you with the security expertise to make strategic decisions without the costs of hiring an internal Chief Information Officer (CIO). As your strategy leader, we can help set strategic priorities and initiatives, identify return-on-investment (ROI), and manage your day-to-day security direction.

We provide support in the following areas:

- Capacity Planning
- Emerging technologies research
- Business Continuity Design and Testing
- Procurement Assistance

Customer Benefits

Integrated Support
our team works within your existing IT support processes, providing a seamless experience for end users with no hassle for IT management.

Knowledge Management
ensures continuity of services because of our rigorous knowledge management and training practices. Multiple consultants are trained and knowledgeable of your environments ensuring little to no downtime if the primary consultant is unavailable.

Community
involvement to commit to assisting clients in their endeavors to best serve their community.

Partnership
through opportunities or challenges you may face as the technical landscape continues to evolve so you can rest easy knowing you're never without a helping hand.

Why Sondhi Solutions for Your IT Needs

Flexibility
to meet your needs and not just what we have "in our scope" like other competitors.

Continuity
hiring, training, and retaining quality technologists is difficult, time-consuming, expensive, and competitive. Minimize your downtime by having a pipeline of deskside support technicians who are qualified, cross-trained, and available to step in on short notice.

Expertise
we are more than desktop support including CCNA, CISSP, CAPM, CSM, CSPO, ITIL, MCP, MCSA, MCTS, PMP, Six Sigma, SPHR, CPO, COBIT 5. Our team of senior consultants can provide expert guidance or assistance with Networking, Cybersecurity, Application Development, and Management.

Experience
10 years assisting 80+ clients in meeting their technology needs.

OUR CUSTOMERS

While not an exhaustive list, Sondhi Solutions is proud to highlight the following exceptional client relationships that provide us with the background and expertise to support Georgetown. Throughout our 10 years in business, we have serviced over 200 clients.

Table 1 – Our Customers demonstrate our background and expertise to support Georgetown's project.

Customer	Application	Infrastructure	Strategy	Security	Talent
City of Greenfield, IN			✓		
City of Greenwood, IN				✓	
State of Indiana	✓		✓	✓	✓
State of Arizona Fish	✓		✓	✓	✓
City of Indianapolis, IN	✓	✓			✓
Indiana Bureau of Motor Vehicles	✓	✓	✓		✓
City of Lawrence, IN	✓	✓	✓		✓

Customer	Application	Infrastructure	Strategy	Security	Talent
City of Lebanon, IN	✓	✓	✓		
City of Noblesville, IN		✓	✓		✓
City of Whitestown, IN	✓	✓	✓		
City of Squires					✓
IEDC, IN	✓				
IndyGo, IN					
Indiana State Department of Health					✓
Indiana Courts					
Indiana Bond Bank		✓	✓		
Indiana GOP					
Indiana Statewide 911 Board	✓				
Ohio Valley Gas Corp					✓
Market Street Group, IN					
Town of Zionsville, IN					
Town of Speedway, IN	✓	✓	✓	✓	
Indiana Secretary of State					

PROJECT DETAILS

We can improve your IT operation's efficiency and dependability, to give your people time back in their day and expert support when they need it. We are your ideal partner to maximize your output and support your leadership's vision.

Managed Services – Deskside Support

Sondhi Solutions will provide our remote Service Desk Team during the following times: Monday - Friday, 8 AM - 4 PM. Our Service Desk Team may be available later if critical issues arise. These resource(s) 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
- System Monitoring/Alerting
- Application Monitoring
- Monthly Maintenance/Patching
- IP Address Management
- Password Management
- Documentation Maintenance
- Software License Management

SUBMITTING A TICKET

Should a user need to submit a ticket, several options are available to contact the Sondhi Solutions Service Desk Team.

Online Portal – Users can easily access our online portal to submit their tickets. Online is the preferred method because it allows the user to better define the issues at hand.

Email – When the user emails the Service Desk account (example: iyisupport@sondhisolutions.com), it will immediately begin the ticket. When the user opens a ticket, they will receive an email confirmation from the service. This email confirmation will confirm the user provided their name, phone number, location, and information about the problem.

Phone – Users can directly call the Sondhi Solutions Service Desk to open the ticket. Depending on the severity/urgency of the issue, the Service Desk Technician may open the ticket schedule and callback or fix it on the spot.

SERVICE LEVEL AGREEMENTS

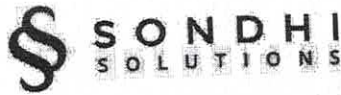Our successful service level agreement includes the following priority level and times:

Table 2 – Priority Levels

Trouble	Level	Response Time	Resolution Objective
Service Not Available – All users and functions are affected.	Critical	30 minutes	1 hour
Significant Degradation of Service – A large number of users or critical business functions are affected.	High	1 hour	4 hours
Limited Degradation of Service – A limited number of users are affected, and the business process can continue.	Medium	4 hours	16 hours
Small Service Degradation – The business process can continue. 1 user is affected.	Low	8 hours	40 hours

Table 3 - Tier Support Levels

Support Levels	Description
Tier 1 Support	All support incidents begin with a Tier 1. The Tier 1 identifies the issue and provides clear documentation. They also start basic hardware/software troubleshooting.
Tier 2 Support	If the Tier 1 cannot solve the ticket, they escalate to a Tier 2. The Tier 2 solves more complex support issues on hardware/software.
Tier 3 Support	If the Tier 2 cannot solve the ticket, they escalate to a Tier 3. A Tier 3 is our most qualified and experienced technicians. They can collaborate with 3rd party vendors to resolve the most complex issues.

Managed Services – Infrastructure

Sondhi Solutions manages and maintains your Infrastructure, including Servers, Storage, LAN, and WAN, to ensure maximum uptime and system reliability. Services include:

- Wireless Access Point and Controller
- UPS Maintenance Management
- Hypervisor Management
- Windows Server/VM Management
- Linux Server/VM Management
- Firewall Management
- Load Balancer Management
- Router Management
- Switch Management
- Device Configuration Management

Managed Services – Cybersecurity

24X7 ENDPOINT DETECTION AND RESPONSE

Our Endpoint Detection and Response (EDR) solution responds to today's endpoint threats, including ransomware and 0-day attacks. The solution protects against ransomware, known and unknown malware, trojans, hacking tools, memory exploits, script misuse, bad macros, and living off-the-land attacks. It covers all stages of risk prevention and incident response — identification of threats and protection, detection and response to incidents, and system recovery in the event of a security breach — thus meeting the expectations of SOC and CSIRT / CERT units. Features include:

- On-agent Storyline™ tracking builds actionable context in real-time.
- On-agent static AI replaces signatures and predicts malicious files.
- On-agent behavioral AI identifies and stops fileless attacks happening within Storylines in real time.
- Autonomous operation. No cloud reliance for always-on protection.

24X7 SIEM MONITORING OF SERVERS AND FIREWALLS

With cyber-attacks becoming more prevalent, businesses of all sizes need visibility across their entire network to spot malicious activities. We provide advanced SIEM services with real-time alerting, importing log records and activity monitoring, automated correlation of security events, threat intelligence support, and advanced reporting for compliance. Our SOC monitoring ties in with the advanced security for endpoints and the SIEM tool. This is important because it monitors the servers that host most data and the firewall for intrusion attempts allowing for notification when malicious actors may be within the network.

USER PHISHING TRAINING

Georgetown will have access to a library of over 1300 security awareness training content items, including interactive modules, videos, games, posters, and newsletters. The AI-Driven Phishing feature helps you deliver a personalized simulated phishing experience to every user. Our phishing platform leverages machine learning to automatically choose the best phishing security test template for each user based on their phishing and training performance metrics. Our solution includes management of training and campaigns, such as the poster to the right.

VULNERABILITY ASSESSMENTS

Protect yourself against data breaches with annual vulnerability assessments that provide an essential defense tool in depth. The assessments provide early and consistent identification of threats and weaknesses in IT security. After finding any threats/weaknesses, we provide remediation actions to close gaps and project sensitive systems and information.


The process includes detecting and classifying system weaknesses in networks, communications equipment, and computers. In addition to identifying security holes, vulnerability scans also predict how effective countermeasures are in case of a threat or attack. Knowing these vulnerabilities allows effective patching and configuration to close the gaps within the network.

IMPERSONATION DETECTION

Email attacks are becoming increasingly complex, with many designed to target users and bypass email security gateways. You need to stay ahead of cybercriminals to protect your business and data. Our impersonation detection solution protects against all 13 email threat types. We provide the most comprehensive protection against email threats, from spam and ransomware to socially engineered

Microsoft Azure Management

Based on our current knowledge of the environment and your leadership expectations, Sondhi Solutions proposes to assume management of your Microsoft Azure cloud environment. This management encompasses network administration of the cloud environment, monthly maintenance for servers
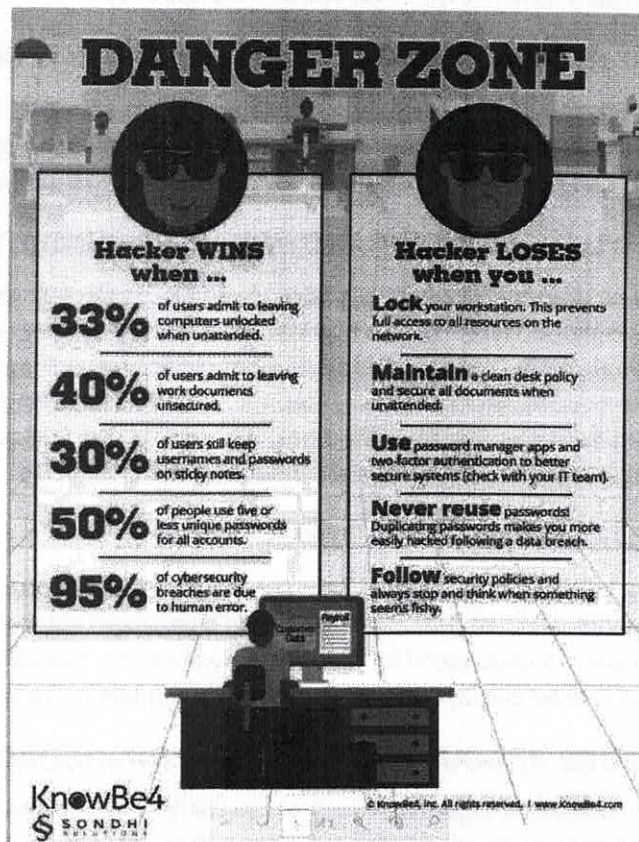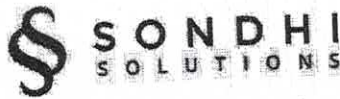
(patches/updates), and streamlined support for the Azure platform by working synergistically with our software development team that already has deep insight into your environment and needs.

24/7 RESOURCE MONITORING AND ALERTING

Our Remote Management and Monitoring system provides always-on Monitoring and email alert capabilities for nearly any metric of your Windows Server operating system, including network availability, CPU and RAM utilization, Error Log events, or any custom alerts you need.

VIRTUAL NETWORK AND VPN MANAGEMENT

Our engineers utilize best practices to design, implement, and maintain your ARM deployment model Azure Virtual Network. This service provides management and support of all inter-VNet and cross-subnet network traffic, including that between your VM Network Interface resources and out to the public internet. This includes configuration of Network Security Groups which protect inbound and outbound traffic at both the Azure VNet and VM levels. If an Azure VNet Gateway is utilized for VPN connections to your cloud environment, it will also be monitored and supported.

AZURE UTILIZATION DASHBOARD

You will be provided access to a customized Azure Resource Utilization Dashboard to provide you with real-time data insights. The Dashboard pulls usage data from your Azure subscription and presents it in an easy-to-understand format, using visualizations that can help you identify trends. Historical usage data can also be displayed to help you plan and budget for your Azure cloud services.

AZURE RESOURCE UTILIZATION DASHBOARD

Our dedicated support services are available to assist with any issues you encounter with your Azure environment. Varying tiers of support options allow you to choose the level of service that's right for your organization.

AUTOMATE REMOTE ACCESS

Gain access to powerful system administration and reporting tools for your cloud resources with our Automate RMM software. This cloud-hosted collection of tools is presented to you via an easy-to-use web interface that allows you to control and manage nearly every aspect of your systems.

SHUTDOWN/STARTUP AUTOMATION

Our engineers can create custom Azure Automation runbooks that can automatically spin your Azure VMs up or down on a schedule you choose. Automated provisioning and de-provisioning of Azure resources can reduce your hourly usage to provide a significant cost savings.

BACKUP SCHEDULING AND RECOVERY

Allow our experienced backup engineers to implement, monitor, and maintain Azure Backup services to protect your Azure VM resources. We will handle the setup of backup agents, author backup jobs for your VMs, and provide support in the event a restore from backup is required.

CLOUD-SPEND AND OPTIMIZATION REVIEW

During these reviews, you will sit down with our Azure cloud experts to discuss the health and overall status of your cloud environment. We will also work with you to identify or update your organization's cloud goals and provide insight into how you can achieve those goals with the Azure cloud platform. In-depth analysis reports will be provided to review your Azure cloud services usage, and ensure that your environment is optimized for cost-effectiveness and best practices.