

BILL NO. 362

ORDINANCE NO.

357

**A SPECIAL ORDINANCE OF THE VILLAGE OF INNSBROOK, MISSOURI
AUTHORIZING THE EXECUTION OF AN INFORMATION TECHNOLOGY
SERVICES AGREEMENT WITH NOC TECHNOLOGY.**

**BE IT ORDAINED BY THE BOARD OF TRUSTEES OF THE VILLAGE OF
INNSBROOK, MISSOURI, THAT:**

SECTION 1. The agreement attached hereto as Exhibit "A" and incorporated herein by reference is approved as a contractual obligation of the Village of Innsbrook, Missouri.

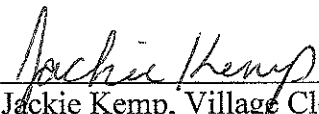
SECTION 2. The Village Chairman and the Village Clerk are hereby authorized and directed to execute said agreement on behalf of the Village of Innsbrook, Missouri, and to affix the municipal seal thereto and attest the same.

PASSED, APPROVED and ADOPTED by the Village Trustee of the Village of Innsbrook, Missouri, this 12th day of November 2024.

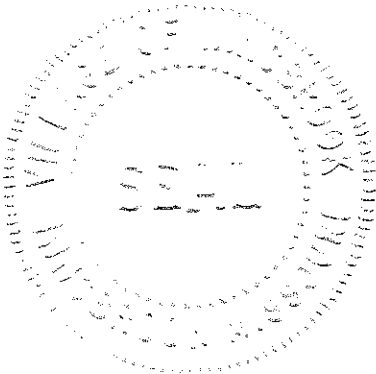


Dan Reuter, Village Chairman

ATTEST:



Jackie Kemp, Village Clerk





ITaaS Premium PROPOSAL

Prepared for: Village of Innsbrook

Expires: 15-Nov, 2024

Project details: Innsbrook - ITaaS

Executive Summary

In today's rapidly evolving technological landscape, adopting advanced IT solutions is not just an option; it's imperative for maintaining competitive advantage. NOC Technology excels in guiding businesses through the critical transition from traditional IT management to sophisticated, managed IT services. This transformation not only modernizes your IT infrastructure but also enhances operational efficiency, scalability, and security.

Our mission is to empower businesses like Village of Innsbrook restrictive maintenance of extensive in-house IT systems by adopting a managed IT solution. This strategic shift is designed to enable your business to operate with greater flexibility, minimize upfront investments in IT infrastructure, and unlock new levels of security and operational efficiency.

We understand the unique challenges and requirements that Village of Innsbrook faces, and we ensure that the integration process is smooth, secure, and minimally disruptive to daily operations.

Our comprehensive migration strategy for transitioning to managed IT services includes four key stages:

- 1. Initial Assessment and Risk Management:** Conduct a thorough audit of your current IT setup and identify key areas for enhancement, focusing on risk management and security improvements.
- 2. Technology Integration and Optimization:** Implementing advanced technologies such as next-gen firewalls, enhanced intrusion detection systems, and robust data protection solutions to ensure a seamless integration with your existing infrastructure.
- 3. Go-Live and Continuous Monitoring:** Officially launching the managed services while establishing 24/7 monitoring to ensure all systems function optimally and securely, supported by real-time troubleshooting and rapid response support.
- 4. Ongoing Strategy and Support:** Providing continuous strategic guidance and operational support to ensure that Village of Innsbrook's infrastructure remains aligned with business goals and industry standards, coupled with regular updates and training to keep your team at the forefront of IT developments.

NOC Technology is dedicated to transforming your IT operations through strategic IT management. By choosing us as your partner, you're not just enhancing your technology; you're investing in a future where your business is more secure, cost-effective, and resilient. Let us help you make this pivotal transition to advanced IT services so you can focus on what you do best: growing your business.

With more than 15 years in the industry, NOC Technology excels in delivering comprehensive IT solutions to businesses across various sectors. Our services encompass a full range of IT development solutions paired with an unparalleled implementation strategy tailored to meet diverse business objectives. From the initial phase of understanding your specific needs to the stages of integration, optimization, and ongoing support, we ensure a seamless and thorough process. Our commitment extends beyond project completion as we continue to offer support to our clients, ensuring their ongoing success and satisfaction.

Understanding your needs is our priority, and we are confident that our expertise and proven track record position us ideally to manage your co-managed IT services project successfully.

About us

Welcome to NOC Technology, where we're redefining IT support for small and medium-sized businesses. At NOC, our mission is straightforward yet impactful: to empower businesses with reliable, stress-free IT solutions, transforming the way they operate and enabling them to thrive in an ever-evolving digital landscape.

Our Core Values

At the heart of NOC Technology are our core values: Ownership, Collaboration, Adaptability, and Proactivity. These values guide everything we do, from our interactions with clients to the way we approach challenges and opportunities. They are the bedrock of our company culture, fostering a team that's dedicated, responsive, and always looking ahead.

Our Purpose

Our purpose is to shape better businesses and communities. We believe that by providing top-notch IT support, we can help businesses focus on what they do best, driving growth and creating positive ripple effects in their communities.

Our Niche

We specialize in reliable and stress-free IT support for SMBs. NOC Technology understands the unique challenges faced by smaller businesses, and we're here to ensure that IT issues are no longer a roadblock to success.

Our Approach

Our approach is distinguished by a commitment to people and community, a human-centered approach, and silent success. We don't just solve IT problems; we build relationships, understand our clients' needs and goals, and work silently in the background to ensure their success.

The NOC IMPACT

Our proven process, THE NOC IMPACT, encapsulates our methodical approach to delivering exceptional service. Through Inspect, Map, Provision, Achieve, Cultivate, and Thrive stages, we ensure a comprehensive, tailored IT support experience that meets and exceeds our clients' expectations.

Why Choose Us?

Choosing NOC Technology means partnering with a team that's committed to your success. With our unique blend of values, purpose-driven mission, specialized niche, and the NOC IMPACT, we're not just your IT provider—we're your IT partner, dedicated to ensuring your business not only succeeds but thrives.

Join Our Community

We invite you to join the growing number of businesses that have chosen NOC Technology as their trusted IT solution partner. Together, let's shape a future where your business reaches its fullest potential, supported by cutting-edge IT solutions and a team that truly cares.

Our Team

Below, you'll find your key points of contact at NOC Technology.



Jon Lober

CEO

With over 20 years of business leadership experience, Jon leads the company.



Tina Karch

Director of Finance & HR

Dedicated to providing human-centered approach, Tina handles the finances & HR.



Ted Coppedge

Director of Operations

With a knack for leading by example, Ted manages the day-to-day operations.



Chris Corrigan

Director of Client Success

An exceptional leader, Chris brings profound professional insights, fun and substantial value to our team

the NOC impact

NOC
TECHNOLOGY



INSPECT

Determine right fit for each other
Understand and identify client needs
(We present and find the IT professional)

I



MAP

Design & present solution
Provide and set expectations
Identify transition

M



PROVISION

Engage in kick-off meeting
Reveal necessary access
Create knowledge base

P



ACHIEVE

Implement solution
Celebrate client success

A



CULTIVATE

Technology business reviews
Strategic planning
System maintenance & support

C



THRIVE

Strengthen relationship
Grow client with new solutions

T

ITaaS Premium

Our ITaaS service is designed to transform and optimize your IT infrastructure through a scalable and flexible approach, providing a clear pathway to fully managed IT solutions. This service encompasses all critical aspects of your IT environment to ensure robust security, increase resilience, and enhance operational efficiency.

Comprehensive ITaaS Assessment

Infrastructure Evaluation

- **Detailed Analysis:** Conduct a thorough analysis of your current IT infrastructure, including hardware, software, network architecture, and cloud services. Identify strengths, weaknesses, and areas for improvement.
- **Scalability Assessment:** Evaluate the scalability of your existing systems to ensure they can support future growth and increased demand.

Security Vulnerability Assessment

- **Thorough Security Check:** Perform an in-depth security assessment to identify vulnerabilities and gaps in your current systems. This includes penetration testing, threat analysis, and reviewing security policies.
- **Compliance Verification:** Ensure your IT environment meets industry standards and regulatory requirements to avoid legal issues and penalties.

Performance and Efficiency Analysis

- **Operational Efficiency:** Evaluate the performance of your IT systems to ensure they are operating efficiently. Identify any inefficiencies that could be improved with better resource allocation or upgraded technology.
- **Cost Analysis:** Analyze current IT expenditures to identify cost-saving opportunities through optimized resource utilization and subscription models.

Strategic Recommendations

Security Enhancements

- **Tailored Security Upgrades:** Based on the assessment, provide customized recommendations for enhancing your security posture. This could include upgrading to next-generation firewalls, implementing advanced threat detection and response systems, and enhancing endpoint protection.
- **Data Protection Strategies:** Develop strategies for data encryption, secure access controls, and regular security audits to safeguard sensitive information.

Infrastructure and Network Optimization

- **Network Improvement:** Recommend optimizations for your network infrastructure to improve performance and reliability. This might involve upgrading hardware, reconfiguring network settings, or implementing new technologies.
- **Cloud Integration:** Propose solutions for integrating cloud services to enhance flexibility, scalability, and disaster recovery capabilities.

IT Management Solutions

- **Enhanced Management Tools:** Suggest solutions for improved IT management, such as implementing remote monitoring and management tools, asset tracking systems, and privileged access management.
- **Automation Implementation:** Identify areas where automation can be introduced to streamline operations and reduce manual intervention.

Implementation Roadmap

Prioritized Action Plan

- **Actionable Steps:** Provide a prioritized action plan that outlines the steps needed to address the identified issues and implement the recommended solutions. This plan will include timelines, resource requirements, and estimated costs.
- **Resource Allocation:** Detail the necessary resources, including personnel, technology, and budget, to ensure successful implementation.

Seamless Integration

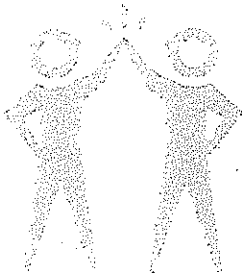
- **Minimized Disruption:** Ensure that all recommended changes and upgrades are seamlessly integrated into your existing IT environment with minimal disruption to your operations.
- **Change Management:** Develop a change management strategy to facilitate smooth transitions and user adoption.

Ongoing Support and Monitoring

- **Continuous Support:** Offer continuous support and monitoring to ensure your IT systems remain secure, efficient, and compliant. This includes regular reviews and updates to adapt to evolving business needs and technological advancements.
- **Proactive Maintenance:** Implement proactive maintenance strategies to prevent issues before they occur and ensure optimal system performance.

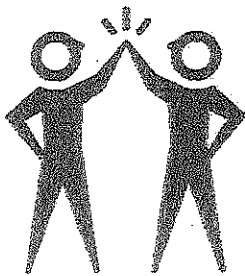
We aim to provide your business with fully managed IT solutions that enhance security, resilience, and operational efficiency. Our expert team is committed to supporting your organization every step of the way.

See Immediate Benefits



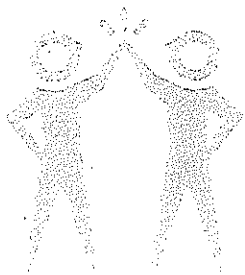
1. **Improved Operational Efficiency:** Simplified IT processes and automated workflows will immediately improve operational efficiency, reducing the burden on IT staff and non-IT staff alike.
2. **Enhanced Security:** Village of Innsbrook will benefit from immediate improvements in security with access to advanced security measures such as threat detection, encryption, and continuous monitoring, all managed by experienced IT professionals. This ensures robust protection of sensitive data and compliance with industry standards.

Strengthen Business Continuity



1. **Robust Disaster Recovery Plans:** ITaaS helps develop and refine your disaster recovery plans, ensuring that all critical data is backed up and recovery procedures are in place. This proactive approach minimizes downtime and ensures that your business can quickly resume operations after unexpected disruptions, maintaining continuous service for your clients.
2. **Comprehensive Risk Management:** ITaaS allows you to implement strategic safeguards and contingency plans by identifying potential risks and vulnerabilities. These measures strengthen your overall business continuity framework, ensuring your organization can withstand and rapidly recover from adverse events, thereby preserving operational stability and protecting your bottom line.

Gain Long Term Value



1. **Future-Proof IT Infrastructure:** ITaaS ensures your IT infrastructure remains up-to-date with the latest technologies and industry standards. This continuous modernization helps prevent obsolescence and allows your business to leverage new tools and capabilities as they emerge, ensuring sustained competitiveness and operational efficiency.
2. **Predictable and Optimized IT Spending:** By adopting ITaaS, Village of Innsbrook will benefit from predictable, subscription-based pricing models that align IT spending with actual usage. This financial model helps in budgeting and financial planning and optimizes resource allocation, reducing waste and ensuring that investments directly contribute to business growth and efficiency.

Professional Service Team



Project Manager

Nathan Hooker

Point of Contact for facilitating effective communication and collaboration between all parties.



Onboarding Specialist

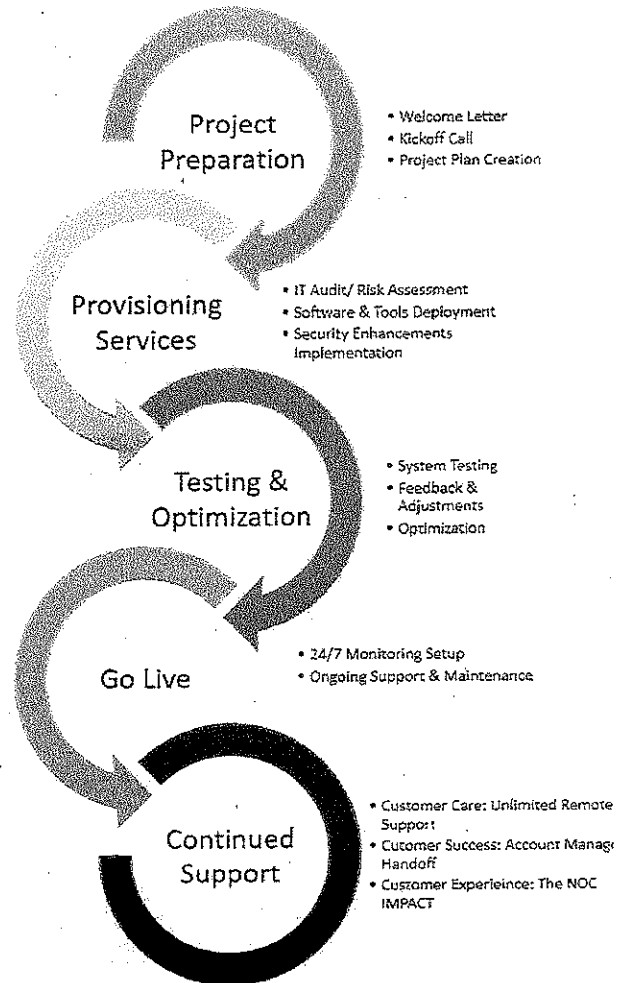
Jacob Moman

Technical Resource for designing and implementing tailored IT configurations.

Key Stakeholder Implementation Best Practices

- Gather all user lists, system configuration details, and network access credentials
- Set up dedicated communication channels and regular check-ins between the onboarding specialist, project manager, and BHS's IT team

Implementation Review



Kickoff Call

The Professional Services team will help guide you through your specific implementation process. Your project manager will contact you within three business days to schedule your Kickoff Call.

We will review the implementation and account activation processes for all locations. Your project manager will work with you to define the key

stakeholders and project owner milestone responsibilities.

We will review the following:

- ✓ Project Scope and Objectives
- ✓ Roles and Responsibilities
- ✓ Communication Plan
- ✓ Project Plan Overview
- ✓ Resource Allocation
- ✓ Change Management Process

Scope of Work

NOC Technology will provide a Full IT Assessment to Village of Innsbrook:

1. Project Preparation

1. **Kickoff Meeting:** Conduct an initial meeting with key Village of Innsbrook stakeholders to outline the project, establish communication protocols, and set expectations.
2. **Comprehensive IT Audit:** Perform a full audit of Village of Innsbrook existing IT infrastructure, security measures, and workflows to identify areas for improvement and integration points.
3. **Risk Assessment:** Complete a detailed risk analysis to prioritize the security needs and compliance requirements.
4. **Project Plan Creation:** Develop a detailed project plan that includes timelines, milestones, resource allocation, and roles and responsibilities.

2. Provisioning Services

1. **Infrastructure Upgrades:** Begin integrating and setting up upgraded systems such as the next-gen WatchGuard firewalls and SentinelOne Vigilance.
2. **Software and Tools Deployment:** Roll out essential tools, including advanced email security solutions, DNS filtering, and Mobile Device Management (MDM) systems.
3. **Security Enhancements Implementation:** Implement two-factor authentication, privileged access management, and application whitelisting.
4. **Initial Staff Training:** Provide training sessions for Village of Innsbrook's staff to familiarize them with the new systems and security protocols.

3. Testing and Optimization

1. **System Testing:** Conduct comprehensive testing of the new systems and security measures to ensure they function as intended and meet all specified requirements.
2. **Feedback and Adjustments:** Gather feedback from Village of Innsbrook's users to identify any issues or potential improvements.
3. **Optimization:** Make necessary adjustments to configurations and setups to optimize performance and usability.

5. Go-Live

1. **Official Go-Live:** Transition all systems to operational status, with continuous monitoring to ensure stability and performance.
2. **24/7 Monitoring Setup:** Establish around-the-clock monitoring to identify and respond to any issues that arise post-implementation immediately.
3. **Ongoing Support and Maintenance:** Implement a routine maintenance schedule and provide ongoing support to address any emerging needs or challenges.

6. Continuous Support


1. **Post-Implementation Review:** Conduct a thorough review of the implementation process to evaluate its success against the original objectives and KPIs.
2. **Regular Updates and Continuous Training:** Schedule regular updates to systems and continuous training for new features and security practices to keep Village of Innsbrook's staff up-to-date.
3. **Strategic Review Meetings:** Hold quarterly strategic review meetings with BHS leadership to ensure the IT services align with business goals and plan for future needs.

Project Milestones

Phase	Description	Time
Project Kickoff		Scheduled after Signing
Initial Assessment and Planning	Conduct a comprehensive evaluation of Village of Innsbrook's current IT systems, gather requirements, and create a strategic IT roadmap aligned with business goals.	10 working days
Provisioning Services	Based on the initial assessment outcomes, install and configure necessary IT hardware and software.	15 working days
Testing & Optimization	Perform rigorous testing and optimization of all systems to ensure efficiency and readiness for deployment.	10 working days
Go-Live	Officially activate all new IT systems and transition operations, with support teams ready to address immediate post-launch issues.	7 working days
Project Closure		

Project Estimates

Monthly

 All Mandatory

Description	Price	Qty.	Disc.	Amount
-------------	-------	------	-------	--------

Monthly Recurring

ITaaS - Premium | Workstation

\$125.00

1

\$0.00

\$125.00

Each

End-to-end workstation care featuring automated maintenance, security protocols, patch management, and performance monitoring. Includes cyber awareness training, asset tracking, and IT policy development

Monthly Recurring

Cloud Managed Data Protection | Workstation

\$50.00

1

\$0.00


\$50.00

Each

Reliable data safeguarding for workstations. Includes automated cloud backups, quick data recovery, and archiving options. Supports seamless business operations with user-friendly protection for end-point devices.

Storage in our global private cloud is included, so you can rest assured that your backups are stored off the local network and out of the reach of ransomware.

Hardware

 All Mandatory

Description	Price	Qty.	Disc.	Amount
-------------	-------	------	-------	--------

Monthly Recurring

Watchguard FireBox T45 | Total Security Suite | Monthly

\$125.00

1

\$0.00

\$125.00

Each

Throughput and Connections
 Firewall: 1.44 Gbps
 VPN (UDP): 1.58 Gbps
 Antivirus: 874 Mbps
 UTM (Full Scan): 557 Mbps
 VPN (IMIX): 460 Mbps
 IPS (Full scan): 716 Mbps


VPN Tunnels: 30
Integrated Wireless: No

Total Security Suite

The Total Security Suite includes all services offered with the Basic Security Suite plus AI-powered malware protection, enhanced network visibility, endpoint protection, Cloud sandboxing, DNS filtering, and the ability to take action against threats right from WatchGuard Cloud, our network visibility platform.

Ubiquiti UniFi - 8 port Switch - (8) GbE RJ45 ports (2) 1G SFP ports	\$284.29 Each	1	\$0.00	\$284.29
Ubiquiti UniFi AP Pro 6	\$206.70 Each	1	\$0.00	\$206.70
Ubiquiti UniFi AC Pro Wireless Access Point				
AP-AC-PRO				

Onboarding

 All Mandatory

Description	Price	Qty.	Disc.	Amount
Project Onsite Labor	\$700.00	1	\$0.00	\$700.00

Upfront \$1,190.99

Monthly \$300.00

Tax \$0.00

Total \$1,490.99

Terms and Conditions

1. Scope of Services

- **1.1 Services Provided:** The service provider will deliver the services outlined in the Scope of Work, including system configuration, training, and support, in accordance with the defined project milestones.
- **1.2 Changes to Scope:** Any changes to the scope of services must be agreed upon in writing by both parties, and may be subject to additional charges.
- **1.3 Services Length:** This agreement shall be for 36 months. Either party may terminate this agreement early for convenience upon 30 days written notice to the other party. In the event of early termination by the client, the client shall pay the service provider the full remaining balance owed for the length of the term.

2. Project Timeline and Delays

- **2.1 Completion Date:** The service provider commits to adhering to the timeline as agreed in the project proposal. Any delays beyond the service provider's control (e.g., client delays or unforeseen technical issues) may result in adjustments to the timeline.
- **2.2 Notification of Delays:** Both parties agree to promptly notify the other of any issues that could impact the project schedule.

3. Payment Terms

- **3.1 Fees:** The client will pay NOC Technology a total fee as agreed in the project proposal or contract. Payment breakdowns and milestones will be as specified in the payment schedule.
- **3.2 Deposit:** The client must pay a 30% deposit of the total fee prior to the start of the project. This deposit is required to secure the project start date and will be deducted from the total project fee.
- **3.3 Invoicing:** NOC Technology will invoice the client upon completion of specified milestones. Each invoice is payable within 30 days of receipt.
- **3.4 Late Payment:** Late payments may incur interest at a rate of 1.5% per month, calculated on a daily basis.

4. Client Responsibilities

- **4.1 Access and Support:** The client will provide access to all necessary systems and support to enable the service provider to deliver the services efficiently.
- **4.2 Contact Person:** The client will appoint a primary contact person to coordinate with the service provider.

5. Confidentiality

- **5.1 Confidential Information:** Both parties agree to keep all proprietary information confidential and to use such information only for purposes of executing the project.
- **5.2 Data Protection:** The service provider will comply with all applicable data protection laws regarding the handling of personal data.

6. Warranties and Liabilities

- **6.1 Service Warranty:** The service provider warrants that the services will be performed professionally and in accordance with industry standards.
- **6.2 Limitation of Liability:** The service provider's liability under this agreement shall be limited to the total amount paid by the client for the services under this proposal.

7. Termination

- **7.1 Termination for Cause:** Either party may terminate the agreement if the other party breaches its obligations and fails to correct the breach within a reasonable timeframe.
- **7.2 Termination for Convenience:** Either party may terminate the agreement with prior written notice of 30 days. In the event of early termination by the client, the client shall pay the service provider the full remaining balance owed for the length of the term.

8. Dispute Resolution

- **8.1 Resolution Process:** In the event of a dispute, both parties agree to first attempt to resolve the disagreement amicably through negotiation.
- **8.2 Binding Arbitration:** If a dispute cannot be resolved through negotiation, it shall be resolved by binding arbitration in accordance with the rules of the American Arbitration Association.

9. General Provisions

- **9.1 Governing Law:** This agreement shall be governed by and construed in accordance with the laws of the jurisdiction in which the service provider is located.
- **9.2 Entire Agreement:** This document contains the entire agreement between the parties and supersedes any prior agreements or understandings.

Acceptance and Signatures

If you wish to avail our services, please provide your acceptance by signing below:

All quotes and proposals herein are governed by the Master Service Agreement (MSA) available at: <https://nococtechology.com/msa>. By signing this quote or proposal, you acknowledge and agree to be bound by the terms and conditions outlined in the MSA.

NOC Technology, Service Provider

Village of Innsbrook, Client

(Jon Lober)

(Pat Reuter)

Pat Reuter

Jon Lober

08-Oct, 2024