



NCPA 01-137

NASPO AR3229/43220000-NASPO-19-ACS

LEE GOV S+NOC (1 YEAR)

Prepared for Lee County BOCC

DRIVEN TECH, INC. (DBA DRIVEN TECHNOLOGIES)

Sales Executive: Tony Panella

Pre-sales Engineer: Nick Monos

SOW Generated on July 25, 2024, Version 1

EXECUTIVE SUMMARY

Lee County BOCC ("Customer") has engaged Driven Tech, Inc. (dba Driven Technologies) ("Driven" or "Company") to provide a professional services engagement scope of work.

Lee County has engaged Driven Tech to provide NOC and security managed services for its enterprise-wide network. The NOC will provide eyes on glass and network monitoring 24x7x365 backed by networking engineers. As part of the service Lee County engineering will have access to Driven's security or senior network engineering resources for up to eight hours per month. Hours above 8 hours per month will be billed at the defined hourly rate.

OUT OF SCOPE

- Engineering hours above 8 hours per month will be billed at an hourly rate of \$ 215 / hr.

PROFESSIONAL SERVICES

IMPLEMENT PHASE

Onboarding for Network Monitoring

Subservices included:

- (1) Service Desk Integration
- (1) Implement Auvik / Monitoring
- (1) Handover Monitoring and Response Handbook to Customer

MDR Onboarding

MANAGED SERVICES

NORTEL AND CISCO COLLABORATION ADMINISTRATION AND ENGINEERING

Nortel PBX and Cisco Collaboration resource. Resource will provide remote PBX administration and Cisco UC administration.

NETWORK MONITORING AND MANAGEMENT

Driven's cognitive NOC services provide customers with performance monitoring and alerting combined with next generation machine learning and artificial intelligence to gain insights to improve network operations. Our certified, expert team of network engineers will monitor and manage network devices and telco service provider incidents 24x7x365.

Key Features:

- **Device Monitoring:** Driven will provide device monitoring for any network device with an IP address. Device monitoring includes up/down monitoring.
- **Performance Monitoring:** We will monitor the performance metrics of network devices to identify and address areas of the network that can be optimized. Performance monitoring data is gathered via SNMP and telemetry based streams when available.

- **Alerting and Incident Management:** Our team will configure customized alerts based on your specific network requirements. Whenever an issue or anomaly is detected, we will promptly notify you and provide detailed information about the problem. Our engineers will also take immediate action to investigate and assist resolve the issue, ensuring minimal downtime and maximum network uptime.
- **Performance Optimization:** As part of our service, we will continuously provide recommendations to optimize your network performance and reliability. Our team will analyze performance trends, identify areas for improvement, and implement necessary configurations and optimizations. This proactive approach helps ensure that your network devices operate at their peak performance levels.
- **Configuration Backup:** Device configurations will be backed up daily or at a designated frequency during on-boarding. Configuration files can be compared to highlight changes in configurations.

Driven Tech's team will provide Tier 1 and telco/ISP incident management services.

Driven Tech will provide Lee county with up to 8 hours of engineering per month as part of the managed services contract.. Time above the 8 hours will be billed at the hourly rate of \$ 215/hr.

MDR - MANAGED DETECTION AND RESPONSE

Driven's Manage, Detect, and Respond (MDR) service is an approach to cybersecurity that focuses on proactive threat management, continuous monitoring, and rapid incident response. MDR combines technology, processes, and human expertise to enhance an organization's security posture and effectively respond to cyber threats.

Key Features

- **Prioritization** Managed prioritization helps organizations that struggle with the daily effort of sifting through their massive volume of alerts to determine which to address first. Often referred to as "managed EDR," managed prioritization applies automated rules and human inspection to distinguish benign events and false positives from true threats. The results are enriched with additional context and distilled into a stream of high-quality alerts.
- **Incident Investigation** Driven Technologies will use current automation tools in place within our SOC and human intelligence. Driven Technologies will provide managed investigative services. This will help the Client organization understand threats faster by enriching security alerts with additional context. The information provided will include a better understanding of the alert, who/what was affected, and additional details surrounding the incident.
- **Remediation** Driven Technologies Security Analysts will advise Client on activities to remediate any affected systems. This phase is a shared responsibility between Driven and the Client. It can include the removal or mitigation of identified threats such as malware, affected hosts, compromised user accounts, and identified exploited vulnerabilities. If this step is not properly executed, then the Client is open to attacks or lateral movement from the original incident. Remediation in this phase will be limited to the capabilities available within the Cortex XDR tool.
- **Breach Incident and Response** Managed remediation restores systems to their pre-attack state. These steps ensure that the network is returned to a steady and optimal state and future compromise is prevented. NOTE: Driven Technologies will respond to incidents as described in this SOW, but in the event of a breach/major incident, Driven Technologies will work with Client to engage one of our trusted partners to assist in breach remediation efforts.

SUPPORT SERVICES PALO ALTO FIREWALLS

Provided engineering resources familiar with the customers environment. Driven will provide direct access to Driven Level II and Level III engineering resources.

Client Responsibilities

- Provide RO account for network device configuration backup.
- Provide IP address for network collector.
- Provide VM resources for collector. A physical collector will be provided if VM resources are unavailable.
- Provide LOA for circuit monitoring and incident managed with ISPs.
- Client will assign a primary contact, a method of contact, and an appropriate contact time frame for Driven Technologies to communicate the initiation of a trouble ticket. This point of contact will be responsible for facilitating all communications between Driven Technologies and Client, for issue resolution, activity scheduling, and information collection and dissemination. The timeliness of communications and other activities may directly affect Driven Technologies’ ability to meet agreed upon SLAs
- Client will provide any network drawings and documentation (if available) as needed for Driven Technologies to properly and fully support the Client devices covered under this support agreement.
- Driven Technologies will have access to the Client facilities both physically or electronically as applicable and as needed.
- Client shall provide Driven Technologies with access to Client subject matter experts that will cover each area within the scope of the support agreement.
- Client shall provide a suitable environment for knowledge transfer sessions

Key Assumptions

- Each quarter of every calendar year in which this Statement of Work is in effect, Driven and the Customer will review the hours allocation and utilization. Should Driven and the Customer determine a revision is needed, they may do so. Such revisions shall be documented with written confirmation from both Customer and Driven, and per the terms of this SOW.
- Our XDR managed services will be governed by a comprehensive SLA, which will cover key performance indicators (KPIs), service availability, incident response times, and other relevant metrics to ensure the highest level of service delivery.

Deliverables

- Incident Response Handbook

MANAGED SERVICES INCLUSIONS

Customer will receive a Response Handbook upon completion of onboarding managed services. This handbook will define the Driven Service Level Agreements, support ticket handling, toolsets and processes, escalation paths, and more.

CUSTOMER CONTACT INFORMATION

| | |
|------------------------|------------------------|
| Customer Name | Lee County BOCC |
| Project Name | Lee Gov S+NOC (1 Year) |
| Customer Contact | |
| Customer Contact Email | |

HOW TO ENGAGE DRIVEN FOR SUPPORT REQUESTS

support@driven.tech

- All support requests will be tracked by Driven Technologies utilizing the process below.
- Client emails support@driven.tech, which generates a ticket and notifies the Driven Support Team.

- Client will receive an email notification that the request has been received and the ticket has been created.
- The support ticket will be assigned, and electronically tracked through resolution.

SERVICES PRICING

PRICING SUMMARY

| | |
|--------------------------------|--------------|
| PROFESSIONAL SERVICES TOTAL | \$84,460.00 |
| MANAGED SERVICES MONTHLY TOTAL | \$46,169.25 |
| TOTAL | \$638,491.00 |

PROFESSIONAL SERVICES BREAKDOWN

Fixed Fee Pricing

The fees associated with this engagement are: **\$84,460.00**

Payment Schedule

This service request and the parties’ rights and responsibilities as set forth on July 25, 2024, referred to herein as the “Effective Date,” and shall remain in full force and effect for months.

The following payment schedule will be executed for the professional services fees associated with this project.

| SERVICE FEES | AMOUNT |
|----------------------|-------------|
| UPON PROJECT KICKOFF | \$84,460.00 |
| TOTAL FEES | \$84,460.00 |

MANAGED SERVICES BREAKDOWN

The above listed Managed Service(s) will be in effect for the following term:

| CONTRACT TERM (DURATION) | ESTIMATED START DATE | ESTIMATED END DATE |
|--------------------------|----------------------|--------------------|
| 12 MONTHS | September 6, 2024 | September 5, 2025 |

MONTHLY TOTAL: **\$46,169.25**

TERMS AND CONDITIONS

Company shall provide to the Customer the services (the "Services") set forth in this statement of work issued by Company and accepted by the Customer (each, a "Statement of Work" or "SOW"). Each SOW shall be (i) signed by an authorized representative of each party, (ii) contain all terms and conditions relating to the applicable project as agreed upon by the parties including, without limitation, the fees related to the project and the deliverables to be delivered by Company (the "Deliverables"); and (iii) incorporate, be governed by, and be subject to all terms and conditions set forth in the agreed and signed Master Services Agreement (available upon request). In the event of a conflict between the terms set forth in the Master Services Agreement and the terms set forth in a SOW, the terms of the SOW shall control with respect to that SOW only.

Quote valid for 60 days from generation date.

ACCEPTANCE

IN WITNESS HEREOF, the parties hereto have caused this Statement of Work Agreement to be executed by their duly authorized representatives on the dates set forth below.

Accepted by:

DocuSigned by:
Mike Greenwell
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Lee County BOCC

Name: Mike Greenwell

Title: Chair

Date: July 25, 2024 9/20/2024 | 10:46 AM EDT

[Signature]

Driven Tech, Inc. (dba Driven Technologies)

Name: Vinu Thomas

Title: COO

Date: July 25, 2024

APPROVED AS TO FORM FOR THE
RELIANCE OF LEE COUNTY ONLY:

Signed by:
Andrea Fraser
D7B0A432435E448...

Deputy County Attorney

ATTEST: CLERK OF THE CIRCUIT
COURT

Signed by:
Rachael Rumer
E09FC96CC60741A...

Deputy Clerk

