



**Professional Services Work Order – OP137797
Network Infrastructure Assessment / R1.0**

CLIENT INFORMATION		
<u>CUSTOMER NAME</u> Fort Bend County	<u>DATE</u> 3/13/2019	
<u>STREET ADDRESS</u> 500 Liberty Street	<u>CITY, STATE, ZIP</u> Richmond, TX 77469-3108	
<u>PERSON REQUESTING PROFESSIONAL SERVICES</u> Charles King	<u>PHONE</u> (281) 341-4584	<u>EMAIL ADDRESS</u> Charles.King@fortbendcountytexas.gov
<u>NWN ACCOUNT MANAGER</u> Marc Friedhoff	<u>PREPARED BY</u> Eric Marshall	

SERVICES REQUESTED
<p><u>DESCRIPTION OF SERVICES TO BE PERFORMED:</u></p> <p>The scope of this service engagement is for NWN to provide a RISC Networks' exclusive Business Technology Analytics engagement for Fort Bend County. The project is an engagement consisting of data collection and review. After the completion of the engagement, NWN and RISC Networks will deliver the final reports to Fort Bend County and will review the final reports with to Fort Bend County.</p> <p><u>Discovery, Inventory and Initial Performance Review</u></p> <ol style="list-style-type: none"> 1. The first portion of the Analytics engagement includes discovery of the IP network and a web meeting to review the initial Asset list. 2. NWN will review the Asset list with Fort Bend County and NWN to verify that all necessary devices have been identified. If additional scans or additional configuration (SNMP) are required the customer can provide this information at this time. 3. Performance collection will begin. 4. A second web meeting will be scheduled during this week to review the critical interfaces list and provide a remediation recommendation to Fort Bend County. <p><u>Performance and Capacity reviews and Remediation</u></p> <ol style="list-style-type: none"> 5. All performance KPI (Key Performance Indicators) will be reviewed in one meeting during this phase to determine what bottlenecks exist in the environment. In addition, more directed of any Analytics tracking will be performed at this time. 6. Remediation of uncovered issues will be reviewed and cross checked against KPI. <p><u>Final Performance Reviews and Report Reviews</u></p> <ol style="list-style-type: none"> 7. An onsite meeting will provide final performance review and remediation analysis as well as presentation of the deliverables.

Deliverables:

NWN and RISC Networks will deliver the following analysis reports to the customer once the engagement is complete. Sample reports can be found on the following URL:

<https://www.riscnetworks.com/wp-content/uploads/2017/11/core-it-analysis.pdf>

- **MyITAssessment Report** - A comprehensive network assessment report based on RISC Networks Patent Pending UCEL engine that aligns customer issues directly to potential solutions in simple and easy-to-use reports. By identifying existing and potential problems or opportunities for optimization in the network, data center, unified communication and cloud environments, customers can efficiently understand, improve and optimize their IT network. Deliverables include reports that map issues and opportunities to potential solutions to achieve the IT goal.
- **Asset Report** - The asset report is provided in XLSX format for easy sorting and filtering. It provides a detailed vendor neutral inventory of the following devices:
 - Routers
 - Switches
 - Windows Servers
 - Windows Workstations
 - Linux/Unix Servers (where SNMP is available)
 - VMware Hosts
 - VMware Guests
 - Cisco CallManagers
 - IP Phones
 - Complete list of inaccessible devices that can be used to detect unmanaged devices and/or rogue IPs such as BYOD devices
- **Device End-of-Life Report** - MyITAssessment Solution Mapper engagements include detailed information regarding the lifecycle of network equipment in your environment. This report is based on multiple data sets. First, is Cisco Discovery Services. It provides excellent analysis of equipment and software lifecycle as well as security vulnerability details. Customers must accept the Cisco Terms and Conditions in order to access this data. All major milestones are provided for reference and use by the customer as they plan their lifecycle management strategies. For assessments that do not accept the Terms and Conditions for utilizing CDS or that have non-cisco equipment, MyITAssessment.com utilizes its own lifecycle database to attempt to match devices for End of Life. This match is limited to equipment only (no software or security) and provides excellent information regarding Cisco and non-Cisco equipment.

Scope Assumptions:

Customer will provide the following for this engagement:

- Provide resources and availability for virtual appliance to be installed on customer's network meeting the RISC setup requirements. (Setup requirements to be provided separately).
- Provide SNMP Read-Only community strings (v1 or v2 or v3) to NWN in order to set up the RISC virtual appliance.
- All infrastructure that the customer would like to have assessed from the RISC virtual appliance must be reachable & responsive by necessary management protocols in order to be included in the scope of the report.
- Provide outbound Internet access without proxy server intervention for RISC Virtual Appliance. This access can be restricted to only SSL (HTTPS port 443) if needed. Optional deployment topologies are outlined in the available on a limited basis at www.riscnetworks.com.

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- Make the customer's IT personnel available to NWN in order to review and confirm RISC Networks' initial Inventory reports.
- Provide Windows Domain Administrator credentials for each Windows Domain and Workgroup that the customer would like to have assessed.
- Provide AXL Username and Password for Cisco Communications Manager if participating in RISC Networks' Cisco Unified Communications Assessment.
- Provide VMware credentials that allow access to the VMware vSphere monitoring API. (NOTE: Credentials can be tested by browsing to <http://x.x.x.x/mob> where x.x.x.x is the IP address of individual ESX servers.)

FINANCIALS

Service Type (select one)	X	Fixed	
Payment Type (select one)	X	Purchase Order	NWN Block
TOTAL PROJECT PRICE			\$0.00

CUSTOMER AGREEMENT

KP George, Fort Bend County Judge	<i>KP George</i>	August 6, 2019
Authorized Client Representative Signature & Title		Date
<i>Man J. Medhoff - Senior Account Executive</i>		
NWN Management Approval		Date

TERMS & CONDITIONS

- Texas DIR-TSO-2542 contract serves as the general terms and conditions of these services. This proposal presents the specific details of this project under that agreement. Any point of conflict defaults to the terms and conditions presented in Texas DIR-TSO-2542 contract.
- NWN Standard Business Hours are Monday thru Friday, 8am to 5pm. All work effort noted above is estimated to be completed during this timeframe. If after-hours work is required, then a change order will be required.
- Travel Expenses are included in the Fixed Price listed above.
- If deemed necessary, NWN will sub contract work to a third party expert and will notify customer of such.
- Any area not specifically presented in the Scope section of this proposal is considered outside the scope of this project. Changes to the scope as detailed in this proposal require an estimate review and must be approved by mutual agreement. Additional (or lower) charges may apply to incorporate the requested changes. Changes will not become effective until agreed upon in writing by both the Client and NWN.
- Project pricing assumes Customer credit line has been established with NWN Corporation.
- The prices quoted above shall remain valid for a period of thirty (30) days.
- Payment terms are: NET 30 Days. In the event that Customer should fail to pay the total purchase price within a thirty (30) day period, NWN shall be entitled to collect an interest charge on the lesser of either 1.5% of the unpaid purchase price per month or the maximum amount allowed by applicable laws. NWN shall also be entitled, in addition to all other remedies available by law or in equity, to recover reasonable attorney fees and/or other expenses in collecting the purchase price or otherwise enforcing or successfully defending itself in respect to this sales contract.

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

**OFFICE USE ONLY
CERTIFICATION OF FILING**

Certificate Number:
2019-524578

Date Filed:
08/01/2019

Date Acknowledged:
08/07/2019

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.
NWN Corporation
Houston, TX United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.
Fort Bend County

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.
DIR-TSO-4192
Network engineering services. Network assessment called a RISC Assessment.

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.

6 UNSWORN DECLARATION

My name is _____, and my date of birth is _____.

My address is _____ (street) _____ (city) _____ (state) _____ (zip code) _____ (country).

I declare under penalty of perjury that the foregoing is true and correct.

Executed in _____ County, State of _____, on the _____ day of _____, 20____.
(month) (year)

Signature of authorized agent of contracting business entity
(Declarant)