

NAHAC- IT Support Services

SOW

Prepared By:



October 8, 2018

Statement of Work

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Speridian Technologies

About NAHAC

The Nevada Affordable Housing Assistance Corporation (NAHAC), a nonprofit organization and administrator of the U.S. Treasury sponsored Nevada Hardest Hit Fund.

Speridian has developed NAHAC's Nevada Mortgage Assistance System (NMAS).

NAHAC requires both onsite and offsite Information Support Services to increase NAHAC operational efficiencies.

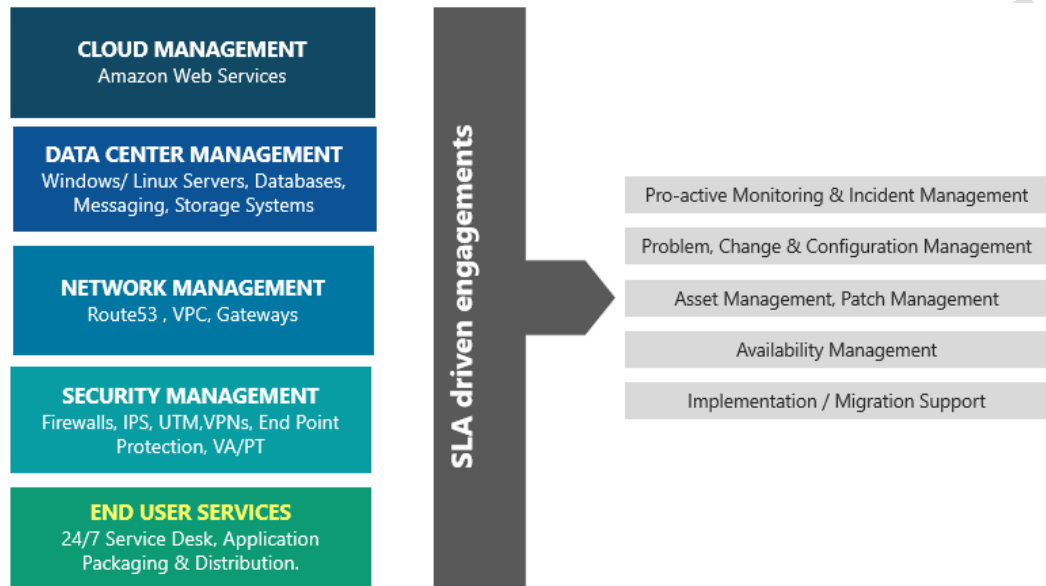
About Speridian

Speridian is a CMMI Level 5 company with a talented group of techno-functional experts who empower organizations to shape the future of their IT landscape. We serve our clients across time zones through our Global Delivery Centers in the USA, Middle East and India. Speridian has been a global provider of cost-effective and quality services to blue-chip clients since 2003. Headquartered in Albuquerque, New Mexico, we have offices in Rockville MD, Portland OR, Miami FL in the United States; Toronto Canada, Trivandrum, Mumbai and Bangalore in India; and Dubai in the UAE.

Established in 2003, Speridian is an organically funded, financially stable and consistently profitable organization with a vision to further grow as a global IT solutions provider, designing, developing and deploying enterprise-wide, technology-enabled software solutions to clients spanning multiple geographies. Speridian is a teeming hub of talent, shaping the future of the IT landscape. Speridian was recently listed for the seventh time in a row in Inc. 500's list of the fastest growing private companies in America. We have been consistently featured in the acclaimed Inc. 5000 list of fast growing IT companies in the US, based on the percentage of revenue growth since 2008. Our talented pool of resources has profound experience in implementing multiple projects across diverse industry verticals for global clients. Speridian handpicks experienced professionals to fill the senior positions and recent graduates from some of the world's most prestigious universities. The collective knowledge base and domain expertise helps us serve our clients better. Speridian has extensive experience of working across multiple verticals including the Public Sector, Manufacturing, Healthcare and Financial Services. Speridian has nearly 700+ qualified consultants globally.

1. Project Scope

With reference to the discussion with NAHAC to assess the feasibility of providing an ‘IT Support Services Solution’ for your Cloud infrastructure, we are proposing a “MANAGED SERVICES SOLUTION” that is envisaged by the stakeholders of NAHAC enterprise along with Speridian collective team of seasoned consultants and IT integration specialists.



2. Description of Services

At your direction, Speridian will provide onsite-offshore support services for the following:

Cloud Infrastructure Setup:

After the initial assessment of NAHAC cloud requirements, the following one-time activities will be planned and Implemented:

- Migration of the existing on-premise file server to the cloud infrastructure. Analyze the current on-premise file share server and conduct a feasibility study about the migration process to the Office 365 Teams. Proceed with the cutover migration if possible or rebuild the file share environment in the Office 365 infrastructure. Use migration endpoints if possible to speed up the procedure. Data validation with the stakeholder on post migration.
- NAHAC Windows AD to Azure AD migration. These include Exchange server, NAHAC File Server, NAHAC Rackspace Server (NMAS), the previously used DMS

Server, and the QuickBooks Server). This will help NAHAC to keep the servers under a single sign-on login method.

- Conduct an in-depth analysis of the servers and applications running in the Rackspace production infrastructure and proceed to build the replica instances in Amazon Cloud Services (AWS). Migration of all the applications with the help of associated teams and restoring the latest backups to the DB and web servers. Schedule a bulletproof backup parsing to the AWS S3 storage and conduct series of testing and failure simulations.

Disaster Recovery (DR), Business Continuity (BC)

- Documenting DR cloud infrastructure details for the reference and planning Implementation plan will be prepared with the time line.
- Confirm the proper functioning of the DR with the application team and make the instances online. Conduct periodic tests to make sure the functionality of the AWS DR infrastructure.

Cloud Infrastructure & DR support: Understanding the requirement and designing cloud setup for NAHAC. Executing the planned activity with the coordination of Application development team. Speridian will ensure proper implementation of services. Speridian services include the design and implementation oversight of:

- Rackspace production server management and maintenance.
- AWS – Cold DR site implementation and maintenance.
- Configuration of security policies in AWS site.
- Schedule regular backups from Rackspace to AWS S3 storage.
- DR site validation and develop switch-over procedures
- Monitoring of Rackspace production infrastructure using Nagios.
- Migration of On-premise fileserver to Office 365 Teams.
- Provisioning and management of Norton Antivirus solution

Speridian will answer/resolve support and service requests via Email, Chat and Phone during 24/7, 365 days a year.

Speridian will support (Tier 1, Tier 2, and Tier 3) and perform services for cloud based servers, networks and applications.

Cloud Infrastructure Monitoring: Cloud watch services from AWS (Amazon Web Services) will be configured with available metrics to monitor the entire cloud Infrastructure. Live monitoring and periodic checkup will be performed from Speridian ITS. Any instance, which require immediate attention will be alerted to concerned parties and actions will be taken based on the alerts.

Policies & Procedures Development and Compliance Services

- Information Security and Privacy Protection Program design and implementation
- Network Architecture Diagrams
- Diagram / Listing of hosts and servers running NAHAC applications
- Change Management Policy and Procedures
- Network Hardware / Software Inventory
- Computer Operations Policies and Procedures
- Incident Response Policy
- Security Awareness Training Curriculum
- Firewall Configuration and Rule Sets
- Email Policies
- Instant Messaging Policies
- Internet Policies
- Software Policies
- Disaster Recovery / Business Contingency Plan & Policies
- Listing of IT Related Insurance Coverage
- Copies of Vendor Contracts and Service Level Agreements
- Sample Help Desk Request Tracking Form / Trouble Ticket
- Report of Open / Closed Tickets
- Nightly Processing Logs / Checklists

Other IT Support Services

- Cloud based file system backup
- Address any other IT Support Services requests as required

3. Infrastructure

- NAHAC will be responsible to pay the monthly infrastructure cost to AWS or any other hosting provider services.

4. Assumptions

- The project will be executed in an onsite-offsite model.
- Any feature, which is not part of the proposed solutions' current release, shall be out of scope.
- All technical documentation, business related documentation and training would be in English.
- NAHAC will provide strong sponsorship from top management to enable Speridian and the assigned project team to effectively execute the projects, resolve any issues and address any delays.

- NAHAC will ensure that all stakeholders are aware of project timelines and get their support and availability for discussion reviews and signoff within the time required. Any delays in this would have an impact to the schedule and deliverables.
- NAHAC will be responsible for providing all the required information about the Business, Application, Data and Technology components to ensure timely completion of the project tasks and deliverables.
- NAHAC will provide the required office facilities to enable Speridian resources to conduct their tasks effectively.
- The Client Support Team from the IT support organizations will be provided in a timely manner.

5. Methods for Requesting Assistance / Support

- One onsite full-time resource working from NAHAC facilities will be the primary contact.
- Phone – Dial Speridian ITS contact number for emergency/critical support (+1 505 205 1403)
- Email – Email (itsupport@speridian.com) with a detailed description of the request for service

6. Service Level Agreements

The overall response and resolution target times of a Support request or Incident is set based on the current priority of the Incident. The standards for when the Incident to be responded and resolved or circumvention in place are as follows:

Priority Level	Target Response Time	Target Resolution Time
1 - Critical	1 hour	8 straight hours
2 - High	2 hours	1 working day
3 - Medium	1 working day	3 working days
4 - Low	1 working day	5 working days
5 - Planning		As planned

7. Implementation Cost

Professional Services	
Monthly Fees (not to exceed \$120,000 annually)	\$10,000

Acceptance and Payment Terms

- Payment terms for the one-time professional services are as follows:
 - The Managed Service monthly fee will be invoiced the first day of the Month, with payment due within fifteen (15) business days of the receipt of invoice by NAHAC.

8. Approvals

The undersigned have made, agree upon and shall perform the foregoing SOW, which is incorporated into the Professional Services Agreement (“Agreement”) by and between the Nevada Affordable Housing Assistance Corporation, a Nevada nonprofit corporation and Speridian Technologies, LLC.

Speridian Technologies, LLC (“Contractor”)

By: _____
 Date: _____
 Name: KP Hari
 Title: Managing Partner

Nevada Affordable Housing Assistance Corporation

By: _____
 Date: _____
 Name: Timothy Whitright
 Title: President/Board Chairman