PROPOSAL

for

Managed IT Services

INTERDEV

IT | Security | GIS

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Executive Summary

Cover Letter

May 25, 2022

Dear Selection Committee:

InterDev is honored to have the opportunity to serve the City of Covington. As your partner, it would be our top priority to address each item in the scope of work, while also delivering a roadmap that will impact the City's goals and objectives.

InterDev's proposal addresses the requirements for the following:

Information Technology Support Services

ORGANIZATION	ORGANIZATION CONTACT
InterDev 900 Holcomb Woods Pkwy Roswell, GA 30076 770.643.4400 www.interdev.com Fed EIN: 58-2553449	Jennifer Braithwaite Business Development Manager 770.643.4400 main 678.672.1518 direct jbraithwaite@interdev.com

In addressing the necessary requirements, InterDev is prepared to deliver services to the City of Covington in a manner that advances the following priorities:

Security	24x7 Responsiveness	Cost Savings
InterDev strives to build and maintain a security environment that promotes cybersecurity, and that reduces the likelihood of external threats that could impair the City of Covington ability to operate.	When there is a security threat, InterDev will be poised to deliver the very best we have to offer to mitigate and minimize harm, while also aggressively working to remove the threat. Our responsiveness also extends to employee-related matters. When there is a need for tutorials, or workplace IT maintenance matters, InterDev will respond with proficiency.	At every turn, InterDev will strive to recommend equipment replacement, software, hardware, and processes that ensure maximum performance for the IT environment we build, and best-of-breed resources at a price that promotes cost savings.

The following proposal is in all respects fair and in good faith without collusion or fraud and has been signed by the authority to bind the principal proponent.

Sincerely,

Gary Nichols
CEO

InterDev Company Overview

InterDev is widely recognized as a champion of IT visioning and innovation for local government agencies. We have perfected the services we provide to government entities over nearly four decades.

Forty years ago, InterDev became an IT solution for government IT challenges. Our years of experience have allowed us to consistently develop Managed IT Programs and Security Programs that are compliant, effective, and responsive to internal and external threats. We have helped our clients maximize their existing IT infrastructure to increase performance and efficiency.

InterDev provides Managed IT and Security Program development and support services, and provides the following solutions to clients across the Southeast and Midwest.

MUNICIPAL GOVERNMENT IT SERVICES

Our client list contains more than 1,250 businesses, governments, non-profits, school systems, and other organizations from our 40 years of experience. InterDev provides more than 20 of these accounts with complete IT department staff and support services — from CIO to helpdesk support, and all strategic planning, security, networking, and troubleshooting.

PUBLIC-PRIVATE PARTNERSHIPS

It is no longer practical or affordable for municipalities to single-handedly stay abreast of the latest developments in IT, GIS, and Security. Through public-private partnerships, our award-winning expertise has helped local governments realize improved IT services, GIS, Security, and productivity.

As threat landscapes become more hostile, budget restrictions make it difficult for governments to stay current with emerging technologies.

Our security-focused, Managed IT Services offering has become a model for nearly two-dozen successful public-private partnerships.

One benefit of our public-private partnerships is our ongoing work with cities and counties that positions us to help municipalities leverage powerful synergies that will result in more efficient and enhanced service delivery to the public.

OFFICE LOCATIONS

Atlanta	**Chicago**	**Beaufort**
900 Holcomb Woods Parkway Roswell, GA 30076	2700 Patriot Blvd Suite 250 Glenview, IL 60026	1901 Boundary Street Beaufort, SC 29902

LOCAL GOVERNMENT ACCOUNTS

Local government clients include, but are not limited to, the following cities and counties:

Brevard County Sheriff, FL	• City of Tucker, GA	City of Ball Ground, GA
City of Delray Beach, FL	• City of Chamblee, GA	• City of Highland Park, IL
City of Lake Worth, FL	• City of South Fulton, GA	• City of Lake Forest, IL
City of Marco Island, FL	• City of Canton, GA	• Village of Buffalo Grove, IL
City of Treasure Island, FL	• City of Albany, GA	• Village of Glenview, IL
City of Sandy Springs, GA	• City of Dalton, GA	• Village of Kenilworth, IL
City of Dunwoody, GA	• Columbia County, GA	• Village of Lake Bluff, IL
City of Milton, GA	• Hall County, GA	• City of Beaufort, SC
City of Stockbridge, GA	• Rockdale County, GA	• Jasper County, SC
City of Stonecrest, GA	• Henry County, GA	Town of Mebane, NC

INTERDEV'S LEADERSHIP

Gary Nichols, CISSP
Senior Management / Founder and CEO

Gary Nichols earned a Bachelor of Business Administration from Georgia State University, is currently working on a Masters degree in Cybersecurity from the Georgia Institute of Technology, and is a Certified Information Systems Security Professional (CISSP). He is a member of the Technology Association of Georgia (TAG) and a volunteer with TAG-Ed. Nichols is an avid technology professional and as an early adopter of PC technologies, he is well versed in local and wide-area networking, the internet, and the value of Managed IT services.

Today, Nichols leads InterDev, a firm of 85 professionals. His experience provides broad background for consulting in the critical areas of network infrastructure, knowledge management solutions, cloud computing, network security, and municipal IT outsourcing.

Nichols's vision for how private-private-sector managed services could benefit the public sector, coupled with decades of service to various local and state government agencies, is what ultimately led to the formation of successful public-private partnerships (PPP) with the City of Sandy Springs, the City of Brookhaven, the City of Dunwoody, and other municipalities in Georgia.

Jennifer Braithwaite
Director, Business Development

Jennifer Braithwaite, InterDev's Business Development Manager, leads her team by developing key relationships throughout the Southeast region in collaboration with the Government team at InterDev. Her talent and ability for building business relationships enables her to connect naturally with InterDev clients and prospects, making her a highly valued team member. Always focused on company achievement, Jennifer challenges the team to identify potential opportunities and helps them develop and execute the strategies that will bring them – and InterDev – success.

After joining InterDev in 2012 as a Sales and Marketing Assistant, Jennifer has logged an impressive track record. In 2014, Jennifer began selling for InterDev full time, landing several major accounts. In 2015, she was promoted to Business Development Associate after more than doubling her sales by securing over $2 million in revenue. Jennifer was also instrumental in helping InterDev land engagements with the City of Beaufort, South Carolina, and the cities of Canton, Chamblee, Douglasville, Fairburn, South Fulton, and Stonecrest, Georgia. In 2017, she was named to the InterDev $5 Million Dollar Club for another year of record-setting sales.

Prior to joining InterDev, Jennifer held a series of progressively responsible administrative positions, gaining operational insight that informed her work helping municipalities recognize the value in robust IT structures. She is a member of the Georgia City-County Management Association, the South Carolina City-County Management Association, the Texas City Management Association, the Florida City-County Management Association, Government Management Information Sciences, and the Georgia Municipal Association. She has also been named to the InterDev $5 Million Dollar Club for record-setting sales.

Ashley Smith, CGCIO
Chief Government Information Officer

Ashley Smith earned a Master of Public Administration from Georgia Southern University and has his Certified Government Chief Information Officer (CGCIO) certification.

Before joining InterDev, Smith served as the IT and Communications Manager for the City of Hapeville, Georgia, and as the IT Manager for the Hapeville Wi-Fi Network, part of the Wireless Community Georgia Grant program sponsored by the Georgia Technology Authority. He later served as the IT Manager at the City of Dunwoody for four years before joining the InterDev team. Smith's insight and planning helped position the City of Dunwoody as a leader in the municipal arena.

Along with his team, Smith has worked diligently to ensure Dunwoody continues to set the bar for exceptional municipal services for its citizens. He has been working in government IT for the last 15 years at both the state and local level.

Smith is a frequent presenter and educator at the Georgia Municipal Association's Annual Conference and the Annual Mayors' Day conference. He has taught classes on best practices in government IT and on using technology to improve government operations.

Nino Spuria
GovITC Manager, IT Manager Mid-West Region

Nino Spuria is a high-performance IT leader with an impressive track record for building, revitalizing, growing, and managing top-flight IT service organizations and consultancies. He manages and thrives in highly technical and demanding projects of all complexities. By combining a strong technology background with strategic leadership and business acumen, Spuria increases revenue and client satisfaction with an award-winning track record for performance and service excellence.

He has proven relationship building skills dealing with Tier 1 clients and establishing strategic partnerships and is a high-level strategist with an exceptional tactical approach to execution. In his career, Spuria has championed day-to-day account activities, restructured support approach, negotiated contracts, and successfully managed multiple CTA projects, including the highly complex and aggressive City of Chicago Mayor's public initiative to install 1500+ cameras in over 70 rail stations within 6 months increasing public safety and security. He is also the recipient of 15+ awards for performance/delivery excellence from IBM, marchFIRST, and SDI Solutions.

Jesse Cail, CISSP, GCCC, GSEC
Solutions Architect

Jesse Cail is a retired, United States Army veteran with unique experiences in Special Operations. He served and deployed with both 3rd Special Forces Group (Airborne) and 5th Special Forces Group (Airborne). Jesse Cail was selected for special assignment to the White House Communications Agency and served for six years. As a member of the White House Situation Support Staff, he directly supported the White House Situation Room and National Security Council.

Jesse joined the InterDev team in 2012, building a security program out of his experience and strong domain administration skills from the ground up for the City of Sandy Springs. This program would later serve as the model program for all of InterDev's clients.

Currently, he leads InterDev's Security team and is charged with providing, establishing, and deploying the best security practices for InterDev and our clients. He is a Certified Information Systems Security Professional (CISSP), a GIAC Certified Critical Controls Implementation/Auditor, and a certified GIAC Security Essentials practitioner (GSEC).

Nathan Holder, PMP
Business Development Manager, Government Account Manager

As the Account Manager for InterDev, Nathan Holder is responsible for ensuring InterDev is considered more than just an IT Service Provider, but also a "Strategic Partner" with the local governments it serves.

He is a certified Project Management Professional (PMP) and serves as InterDev's Account Manager for multiple government accounts. He played a crucial role in the City of Brookhaven's startup in 2013 and continues to implement planning strategies to keep all InterDev projects moving forward.

With 10+ years of experience in the municipal government space, Holder has been an integral part of the InterDev team. He graduated from Valdosta State University in 2009 with a Bachelor of Business Administration in Accounting.

InterDev Staffing

InterDev is committed to continual development and education. This commitment keeps our team abreast of industry standards, and helps InterDev remain a relevant leader in an ever-evolving technological world. From the first day of employment, our employees are held accountable for keeping up with the latest in technology solutions and trends. It is due to this requirement that our employees hold some of the most prestigious certifications in the technology industry:

Certifications	
• Cisco Certified Internetwork Expert Certification (CCIE)	• CISCO CCNA
• GSEC - GIAC Security Essentials Certification	• VMware Certified Professional (VCP)
• CompTIA Cybersecurity Analyst (CySA+) certification	• ITIL v4
• Certified Information Systems Security Professional (CISSP)	• GIS Certification Institute
• Microsoft Certified Solutions Expert (MCSE)	• Project Management Professional (PMP)
• GCCC - GIAC Critical Controls Certification	• C|EH - EC Council Certified Ethical Hacker
• Certified Government Chief Information Officer PTI (CGCIO)	• Citrix Certified Associate – Networking (CCA-N)

InterDev's close working relationship with industry-leading hardware and software vendors provides our clients with critical information about the latest technology and best practices. In addition to maintaining these partnerships, we are also a Microsoft Gold Certified Partner — the highest level of Microsoft solutions partners — and an Esri Certified Silver Level Partner — a partner level that very few firms have achieved.

Industry Partners		
• Microsoft Gold Certified	• NetApp	• Cloud Accelerator Partner
• VMware	• Barracuda	• Esri Partner Network, Silver
• CISCO	• Fortinet	• ArcGIS for Local Government Specialty
• SonicWall	• UNITRENDS	• Darkweb ID

Client References

CLIENT	SERVICES	DATES
City of Milton, GA	**Managed IT, Security, & GIS Services**	**Nov 2018 – Present**
Primary Contact: **Steven Krokoff, City Manager** Phone: 678-242-2492 Email: Steven.Krokoff@cityofmiltonga.us Address: 2006 Heritage Walk, Milton, GA 30004		
City of Canton, GA	**Managed IT, Security, & GIS Services**	**July 2017 – Present**
Primary Contact: **Billy Peppers, City Manager** Phone: 770-704-1500 Email: billy.peppers@cantonga.gov Address: 110 Academy St, Canton, GA 30114		
City of Beaufort, SC	**Managed IT and Security**	**Nov 2016 – Present**
Primary Contact: **Bill Prokop, City Manager** Phone: 843-525-7070 Email: wprokop@cityofbeaufort.org Address: 1911 Boundary St, Beaufort, SC 29902		
Village of Glenview, IL	**Managed IT Services**	**Jan 2014 – Present**
Primary Contact: **Brent Reynolds, Public Safety Support Services Director** Phone: 847-904-4370 Email: breynolds@glenview.il.us Address: 2500 East Lake Avenue, Glenview, IL 60026		
Village of Buffalo Grove, IL	**Managed IT Services**	**Jan 2014 – Present**
Primary Contact: **Brett Robinson, Admin Services Director** Phone: 847-459-2500 Email: brobinson@vbg.org Address: 50 Raupp Blvd, Buffalo Grove, IL 60089		

Adherence to Statement of Work

IT Services Approach and Methodology

InterDev believes in the power of results. Since 1980 InterDev has applied its extensive information technology experience to improve the IT environment for municipalities — providing them with improved cybersecurity, IT infrastructure, and increased helpdesk responsiveness. To ensure high-quality services, InterDev applies continuous assessment that extends to the staff that we supply for our clients and partners, and this assessment involves our customers. Our management assessment culminates into a quarterly report that measures the decision-making ability and judgment of each of our team members. This assessment measures our team's ability to deliver services that exceed our client's expectations. InterDev also uses a customer satisfaction survey to identify areas of opportunity regarding our helpdesk capabilities, overall responsiveness, and general satisfaction with the services being provided.

InterDev will supply an IT management team that will work collaboratively with the City Manager (or their designee) to identify and execute various priorities for the provision of Information Technology, and Security Component for Information Technology services. This collaboration will provide the incumbent information technology team at the City with cross-training to ensure continuity, and to ensure that InterDev's knowledge and expertise has the effect of raising the efficacy of the entire team. In managing projects and activities that align with the priorities of the City Manager, InterDev will proactively identify opportunities to improve, maximize, or replace hardware and software in order to improve performance and security.

To ensure all computers meet current industry standards, InterDev will deploy a PC Lifecycle Replacement Plan for the City of Covington. To ensure that users have the appropriate systems for their job responsibilities, we have created a tiered user rating system to properly fit all City users with appropriate workstation configuration for their needs. Annually, InterDev will review the City's cellular devices and performs upgrades to all phones and handheld devices when necessary.

InterDev will properly budget all costs related to IT projects that staff decide on during the annual strategic planning process. All projects and new major purchases will be listed in the Annual IT Work Plan that will be submitted to the City Manager and Finance Department during the City's budgeting process.

A major component of a successful IT department is constant communication with end users and City Management. We have set up our helpdesk system to ensure that Service Level Agreements for responses to service requests are followed by our staff. Our standard operating procedures include making regular updates to end users throughout the ticket resolution process, so they know the status of their requests. In regard to communicating to City Management, we will provide updates via the regularly scheduled department head meetings and weekly meetings with the Assistant City Manager. Monthly performance reports will also be submitted to City Management to keep them abreast on the workload of the department.
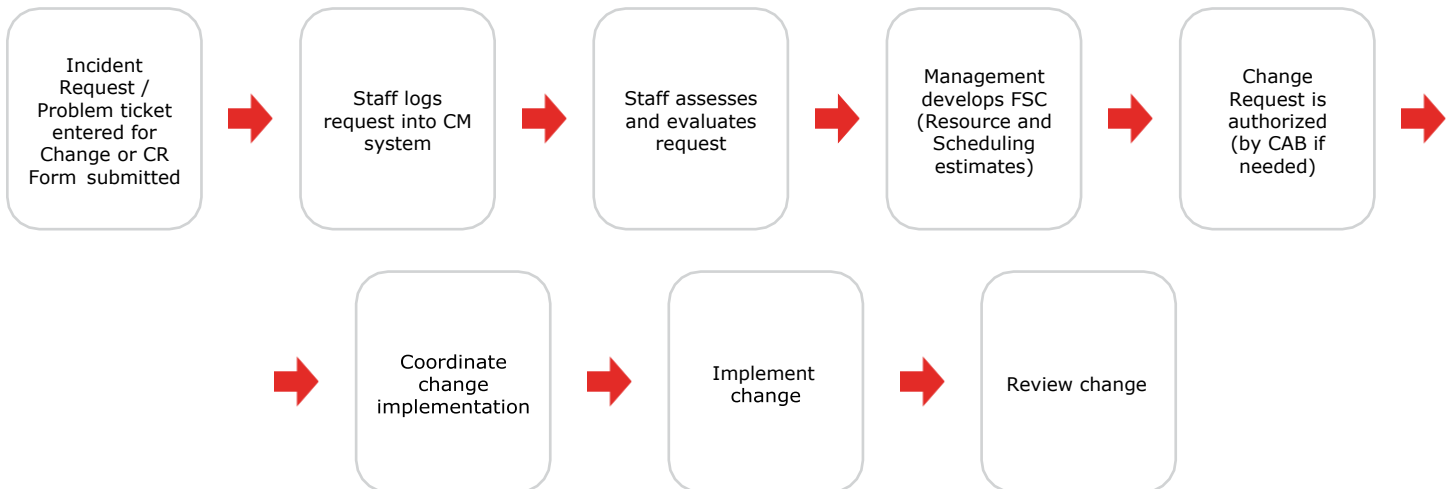
IT Support

WORK ORDER / TROUBLE TICKET SYSTEM:

Below are abbreviated workflow diagrams of our Incident Management, Problem Management, and Change Management processes.
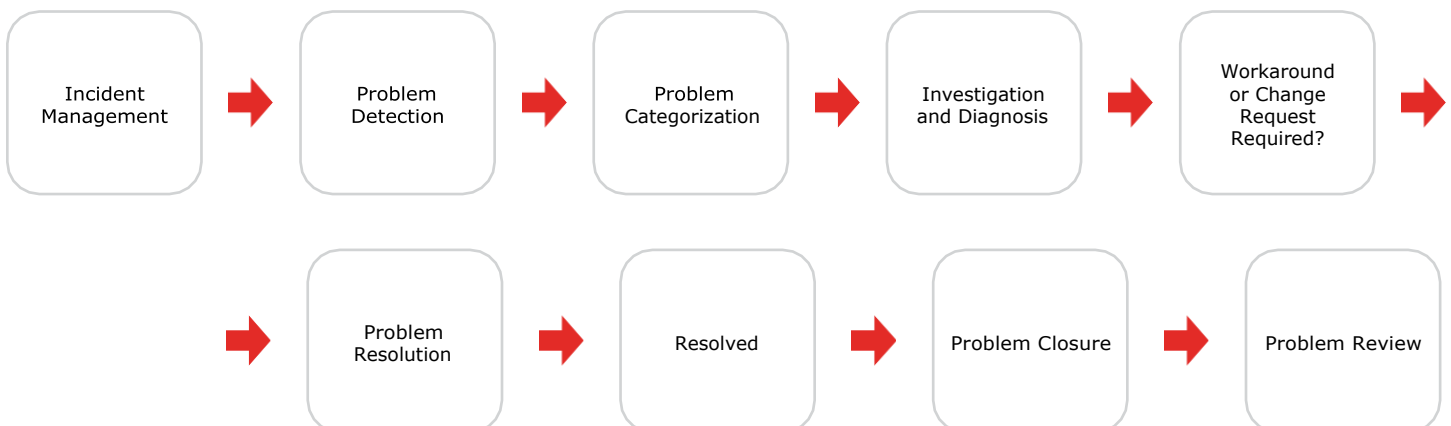
Incident Management Process

New Incident or Request → Incident Categorization Prioritization Assignment → Analysis Diagnosis → Resolution and Recovery → Incident Closure

Change Management Process

Incident Request / Problem ticket entered for Change or CR Form submitted → Staff logs request into CM system → Staff assesses and evaluates request → Management develops FSC (Resource and Scheduling estimates) → Change Request is authorized (by CAB if needed) →

→ Coordinate change implementation → Implement change → Review change

Problem Management Process

Incident Management → Problem Detection → Problem Categorization → Investigation and Diagnosis → Workaround or Change Request Required? →

→ Problem Resolution → Resolved → Problem Closure → Problem Review

Staff Availability and Support Services Response

SUPPORT SERVICES RESPONSE

InterDev's ITIL based support structure for all support services are guided by our customer specific Service Level Agreements (SLAs) that are developed prior to the client onboarding process. InterDev will provide Covington with 24x7 support options that include our basic and advanced monitoring services.

Service Levels and ResponseTimes

InterDev will work with Covington to determine the most appropriate levels of support for each category of incident. This process will ensure InterDev's response is in sync with Covington expectations, business needs, and budgets. Defined SLAs are only valid during normal business hours, which are 8 AM to 5 PM EST Monday through Friday, unless otherwise agreed upon by InterDev and the client.

Urgency + Impact = Priority

An Incident's priority is determined by assessing its impact and urgency, where:

- Urgency is a measure of how quickly a resolution of the Incident is required
- Impact is a measure of the extent of the Incident and of the potential damage caused by the Incident before it can be resolved.

Incident Urgency (Categories of Urgency)

SERVICE NAME	DESCRIPTION
High (H)	The damage caused by the Incident increases rapidly. Work that cannot be completed by staff is highly time sensitive. A minor Incident can be prevented from becoming a major Incident by acting immediately. Several users with VIP status are affected.
Medium (M)	The damage caused by the Incident increases considerably over time. A single user with VIP status is affected.
Low (L)	The damage caused by the Incident only marginally increases over time. Work that cannot be completed by staff is not time sensitive.

Incident Impact (Categories of Impact)

SERVICE NAME	DESCRIPTION
High (H)	Many staff are affected and/or not able to do their job. Many customers are affected and/or acutely disadvantaged in some way. The damage to the reputation of the business is likely to be high. Someone has been injured.
Medium (M)	A moderate number of staff are affected and/or not able to do their job properly. A moderate number of customers are affected and/or inconvenienced in some way. The damage to the reputation of the business is likely to be moderate
Low (L)	A minimal number of staff (single user incidents) are affected and/or able to deliver an acceptable service but this requires extra effort. A minimal number of customers are affected and/or inconvenienced but not in a significant way. The damage to the reputation of the business is likely to be minimal.

A defined SLA structure increases our efficiency and effectiveness of dispatching tickets and getting them resolved in a timely manner. It also helps to set the City's staff expectations for when they can anticipate their incident or service requests to be filled. These levels can be modified if higher response levels are necessary for certain City services (i.e. Police, Fire, Emergency Operations.)

The finalized Priority Matrix for each Service Level or SLA layer would resemble the draft version below. The City's actual SLA's will be determined jointly between Covington and InterDev.

		IMPACT		
		H	M	L
Urgency	H	1	2	3
	M	2	3	4
	L	3	4	5

PRIORITY CODE	DESCRIPTION	TARGET RESPONSE TIME	TARGET RESOLUTION TIME
1	Critical	30 Minutes	1 Hour
2	High	1 Hour	8 Hours
3	Medium	4 Hours	24 Hours
4	Low	8 Hours	48 Hours
5	Very Low	1 Day	1 Week

After Hours & Emergency Services

With our experience supporting municipalities we understand that local governments are 24x7 operations. InterDev will provide 24x7 support to Covington that will include after-hours support that gets routed to our support call center. For after-hours support end users can submit emails or call a dedicated support number. Support request calls will go to a live operator based here in the US that will take note of their issues and do a live hand-off with their assigned technician or his/her backup. The Covington staff will be directed to a technician and never be sent to a voicemail. In the case a technician cannot be contacted, the support call will be escalated to a manager.

The InterDev team is dedicated to providing the best response time for our clients. We adhere to the SLAs and strive to support our clients.

Data Backup and Disaster Recovery

The foundational underpinning for the City's technology infrastructure will be the development and implementation of comprehensive disaster recovery and IT business continuity plans. These plans will directly influence policy, security, network and hardware infrastructure and software setup and deployment.

The plan will detail how long it will take to get back online, what it will cost, and what plan is followed in the interim.

InterDev has completely restructured and improved many backup and recovery infrastructures for our customers by implementing solutions that drastically reduce the amount of downtime that could occur during a disaster situation, while increasing the customers' backup capabilities. InterDev will improve backup and recovery systems and procedures to ensure all the City's critical data are properly protected.

Reviews and training for the Disaster Recovery / Business Continuity plan will be conducted annually and after any significant changes that are made to the computer/network/ telecommunications, so that changes to the City's environment can be incorporated. In addition, audits and simulation of a disaster and recovery will be conducted on a schedule to be mutually determined during initial planning.

IT and Security Assessment

InterDev can provide the City of Covington with an objective, baseline report as to the current state of the environment, to understand the overall risk to the environment, and to identify, and prioritize any issues that may need to be addressed.

Network Monitoring

InterDev has experience supporting networks made up of all types of network hardware and applications. Managed network services include:

- Basic device monitoring uptime and downtime.
- Proactive and Reactive monitoring.
- Our basic monitoring includes device configuration backups.
- Advanced network monitoring includes S-flow, NetFlow, bandwidth utilization, application traffic monitoring, etc.
- Device configuration and installation
- Device patching and firmware upgrades
- Asset Management

The InterDev network support team has technical certifications on numerous brands of network hardware including Cisco, Cisco Meraki, HP, Fortinet, Barracuda, etc.

Our network monitoring services include basic device and application up/downtime monitoring, along with advanced features like S-flow, NetFlow, bandwidth analysis, and many more. Below is a breakdown of our network monitoring benefits and capabilities:

Proactive Network Monitoring

ALERTS & NOTIFICATIONS
We stay on top of important events on your networks with preconfigured and customizable alerting.

SERVICE MONITORING
Inventory and monitor the services running on nearly any device.

CONTEXT-AWARE DATA
Get relevant and actionable information tailored to each device type.

RICH STATISTICS
We can supply City of Covington with data that will help you understand and improve the stability of your networks with usage and health stats.

LIVE & HISTORIC DATA
View network performance as it happens with 60-second polling, or dive into detailed logs

Network Topology

AUTOMATED NETWORK MAPPING
In minutes, see a complete map of physical and logical topologies.

AUTOMATED INVENTORY
Have a profile for every device on a network at your fingertips. Export the data to a spreadsheet or sync it to your CRM or helpdesk system.

NETWORK DOCUMENTATION
Instantly know how everything on a network is connected and configured.

IP ADDRESS MANAGEMENT
Get an automatic list of all the IP addresses you are currently using, and which devices are using them.

MAP SEARCH & FILTER
Quickly find and visually isolate any part of a managed network.

MAP EXPORT
Print multiple map views of your network and server infrastructure to PDF or SVG for easy sharing or storage

Troubleshooting

NETWORK EVIDENCE
- Instantly know where a device has been seen across a network.

DEBUG DATA
- With our tools we can collect all the technical debugging data needed to help diagnosis simple and complex network and server issues.

CONFIGURATION MANAGEMENT
- We can know exactly how devices are configured and when they change. Part of our configuration management is the automated backup the configuration files of network switches, routers, firewall, wireless controllers, and other network attached devices.

CONFIGURATION RESTORE
- Our tools can instantly bring back any configuration from your version history.

CONFIGURATION ANALYSIS
- We can provide data driven suggestions for improving the performance and stability of your network.

IT Security

InterDev understands the importance of operating in a secure IT environment. For over 15 years, we have helped municipal governments build secure networks, establish protocols to ensure they could be defended, and influence policies to maintain a secure environment.

Security has become an integral, necessary component of any organization. It no longer matters if you are a commercial entity or a public service organization, if you are large or small; security is a necessary part of conducting business. We believe that a well-constructed, layered defense, that is fully integrated into your systems and processes will serve as an enabler for your organization.

Conducting regular assessments, continually analyzing vulnerabilities, and testing those systems are critical components to any security program. Built specifically for these types of opportunities, InterDev has garnered a regional reputation for providing solutions-focused and industry leading managed IT services.

InterDev's deliberate approach to comprehensive IT solutions for government has prepared us to implement a strategy that will provide Covington with the following benefits:

A. INCREASED OPERATING EFFICIENCY	B. INCREASED OPPORTUNITIES FOR COST SAVINGS	C. INCREASED FOCUS ON HUMAN CAPITAL
Will include increased capacity via an in-house IT team of professionals	Extensive experience working with municipalities to reduce costs and to become more efficient	Includes developed security services to benefit the City and the community
Reduced workload on in-house resources	InterDev's professional IT assessment provides critical data from your servers, PC workstations, laptops, network printers, cell phone, and camera systems to benefit the City.	Aims to support Covington to improve the function of the City and the lives of residents
Increases a focus on compliance	Provide critical data for increasing equipment and product utilization, efficiency, and security of the City's environment.	Includes management of services to reduce security vulnerabilities, provide routine maintenance, and monitor overall infrastructure in developing an Information security framework
Increases the accuracy and vigilance around identifying and addressing malware events	No lost time due to systems being unavailable. Reduced loss of time for minor incidents. Reduction in brand damage due to ransomware.	Security Program specifically for City of Covington

InterDev Security Stacks

InterDev has two Security Bundles – **Core Security** and **Security Essentials**. These bundles can be modified to fit our client's needs but have been configured to provide the levels of security that are required in today's technology focused world.

Security Essentials - This package of security products and services represents what InterDev considers the absolute minimum level of security and risk management required for an organization. Our security essentials stack provides clients with a cost-effective set of security tools and represents what we would consider the minimum amount of due care to meet basic cyber-hygiene.

Core Security - The Essentials bundle of products and services broadens Security coverage to include more complete set of security tools. This is InterDev's recommended entry point for our clients and is more representative of the tools that every organization should have. This package provides organizations with a very rapid increase in overall security posture that directly translates to a reduction in cyber-risk.

Managed Security Services	Essentials	Core	Advanced*
Endpoint Detection and Response (EDR)	X	X	X
Active Threat Hunting	X	X	X
Email Security	X	X	X
Multi-Factor Authentication	X	X	X
Monthly Vulnerability Scans	X	X	X
Firewall Management	X	X	X
System Configuration Hardening	X	X	X
System Logging Configuration	X	X	X
Written Cyber Security Policy Package	X	X	X
Written Incident Response Plan	X	X	X
DNS Filtering		X	X
Email Archive		X	X
Dark Web Monitoring		X	X
Email Security, Archive & Cloud-To-Cloud Backup			X
Web Application Firewall			X
SIEM & 24/7/365 Security Operations Center			X
Continuous Cyber Risk Management			X

* Items from the Advanced packages can be added to packages a la carte. Those items may replace or alter items from the other packages.

Endpoint Protection / Endpoint Detection and Response (EDR) - We have partnered with SentinelOne to provide an enterprise-grade, lightweight and highly effective endpoint protection platform with our high security configuration. This product is backed by a cybersecurity insurance product. We have witnessed this product stop browser-based web attacks in near real time. This is the security team's go-to tool when performing incident response to ensure an environment is fully protected. This offering comes in two variations to fit any budget.

Active Threat Hunting – InterDev has partnered with Huntress Labs to provide an active threat hunting agent that can find persistence mechanisms that anti-virus may not detect. It also provides external visibility for any exposed network ports that may present a risk and ransomware canaries that serve as an early warning that an individual system may be under attack. These canaries also act as a thumbprint if a breach ever occurs, we can use the canary to trace it back and determine what data may have been exfiltrated.

Email Security - Provided by Barracuda networks and hardened by our security team, this platform ensures that malicious email does not reach your users' mailbox. For our Office 365 customers, we also leverage Barracuda's Sentinel platform that leverages a behavior-based AI engine to prevent account take-over, auto-remediate phishing attempts and prevent domain spoofing.

Multi-Factor Authentication (MFA) - InterDev uses Duo Security for our three multi-factor authentication offerings. Duo MFA as a base offering, Duo Access for organizations requiring more granular control and conditional access, and Duo Beyond for those requiring much greater control over endpoints. Duo is completely cloud-based, easy to use and offers several methods for authentication.

Firewall Management - Having your firewall hardened and managed by our security team will ensure that only authorized communications traverse your network boundary. The team also ensures that the platform is backed up, updated and current with manufacturer recommendations.

Monthly Vulnerability Scans - Using the RapidFire Tools platform, the InterDev team conducts monthly scans of the internal and external Internet Protocol (IP) address space to identify any vulnerabilities or misconfigurations that could impact overall security. This also serves to help validate that all patches have been applied correctly and identify systems not covered by automated patching.

DNS Filtering - DNS Filtering is an add-on to Webroot and is one of the number one strategies to defeat malware as it detects potential malicious activity prior to the connection being established. It provides this protection whether on or off network and extends on-premise web filtering to mobile users.

Dark Web Monitoring - Using Kaseya's DarkWeb ID platform, the security team monitors and is alerted when your credentials are found on the DarkWeb allowing us to take pre-emptive action to protect against account compromise.

Web Application Firewall - Provided by Barracuda Networks, the cloud-based Web Application Firewall (WAF) provides an additional layer of protection for your public facing web services. Protection schemes are tailored for each application by our security team.

Onboarding Security Assessment - Our onboarding assessment, accomplished with Rapid Fire Tools Network Detective, is designed to create a baseline of the current network security posture. This baseline is used to produce a roadmap for improving security and to make well informed, risk-based budgeting decisions. This assessment can be performed annually to provide regular reporting on overall security posture.

System Configuration Hardening - The security team will create a centrally managed baseline security configuration to harden windows systems aligned with industry best practices adding a layer of difficulty for any attacker and granting our team the ability to remotely wipe systems should they be lost or stolen.

System Logging Configuration Hardening – While largely an investigative mechanism, proper logging configuration of systems can provide the security team with deeper context to events. In addition to the configuration of logs, the security team will deploy an additional tool developed by leadership in the security industry to enhance the details that available logs provide. This configuration will prepare the organization for implementation of a more robust log monitoring solution in the future as the organization continues to mature its security program.

Written Cyber Security Policy Package – A template package of baseline cybersecurity policies for the organization that are signature ready. These policies formally establish a security program for the organization and lay the foundation for continuing to mature the program over time.

Written Incident Response Plan – A template Cybersecurity Incident Response plan that will be tailored to your organization to ensure that should an incident occur, there is an effective plan in place to coordinate recovery efforts.

INTERDEV SERVICE CATALOG

The following tables indicate the services included in InterDev's standard managed support services.

END USER SERVICES

Service functions that directly involve the support of the client End User. These services focus primarily on desktop hardware, application, training, monitoring, and management support. Inclusive of all work to be performed during normal business hours. Patch management and updates will be performed on a scheduled basis during a maintenance window. Service metrics to be measured will be specified in the client's agreement(s) that will cover this service.

SERVICE NAME	DESCRIPTION	FEATURES
Desktop Support	Provides in-person support for individual business users regarding end-user technology (hardware or applications)	• Onsite support for server & peripheral hardware • Remote hardware support • Incident Management • Problem Management
Application Support	Helping employees troubleshoot application errors or malfunctions (On-premise/Hosted/ Cloud)	• Remote application support • On-site application support • Incident Management • Problem Management
Mobile Device Support	Provides support for individual business users regarding mobile device technology (hardware or applications)	• Remote application and hardware support • On-site application and hardware support
Lifecycle Management	Standard management and administration of end user hardware and applications (On-premise/Hosted/Cloud)	• Version Control • Asset Management • License Management • Change Management
Patch Management	Patch and Firmware management of all end user desktop hardware and applications (On- premise/Hosted/Cloud)	• Windows Updates • Firmware Updates • Third Party Applications Updates
Monitoring	Proactive and reactive monitoring of end user desktop hardware and applications (On-premise/Hosted/Cloud)	• Device Monitoring • Limited Application Monitoring
Software Provisioning	Supply employees with necessary up-to-date software for them to work	• Request non-standard software • Procure/order new software • Install and upgrade standardized desktop software

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DATA CENTER SERVICES

Service functions that directly involve the support of the data center operations and infrastructure. These services focus primarily on server and storage hardware, applications, monitoring, and management support. Inclusive of all work to be performed during normal business hours. Patch management and updates will be performed on a scheduled basis during a maintenance window. Service metrics to be measured will be specified in the client's agreement(s) that will cover this service.

SERVICE NAME	DESCRIP TION	FEATURES
Server and Storage Hardware Support	Provides in-person support for server and storage hardware regarding end-user technology (On-premise/Hosted/Cloud	▪ Remote hardware support ▪ Onsite support for server & peripheral hardware ▪ Incident Management ▪ Problem Management
Server and Storage Application Support	Troubleshoot application errors or malfunctions (On-premise/Hosted/Cloud)	▪ On-site application support ▪ Remote application support ▪ Incident Management • Problem Management
Lifecycle Management	Standard management and administration of enterprise applications, server and storage hardware (On-premise/Hosted/Cloud)	• Asset Management • Version Control • License Management • Change Management
Patch Management	Patch and Firmware management of all end user desktop hardware and applications (On-premise/Hosted/Cloud)	• Hypervisor Updates • Windows Updates • Firmware Updates • Third Party Applications Updates
Monitoring	Proactive and reactive monitoring of server and storage related hardware and applications (On-premise/Hosted/Cloud)	• Device Monitoring • Application Monitoring
Data Backup and Recovery Management	Management and monitoring of all data backup and recovery systems. Includes any Data Backup and Disaster Recovery Policies and practices (On-premise/Hosted/Cloud)	• On-premise data backup management • Cloud data backup management • Data backup application support (on-premise or cloud) • Disaster Recovery application support (On-premise or Cloud)
Facilities Management Support	Management and support of all data center facilities related infrastructure	▪ Access Control System Management ▪ Power Systems Management and Monitoring ▪ Cable Infrastructure Management ▪ Environmental Control Systems Management and Monitoring
Hardware and Software Provisioning	Supply employees with necessary up-to-date software and hardware for them to work	• Request non-standard software • Procure/order new software • Install and upgrade standardized desktop software

NETWORK SERVICES

Service functions that directly involve the support of the network operations and infrastructure. These services focus primarily on network hardware, applications, monitoring, and management support. Inclusive of all work to be performed during normal business hours. Patch management and updates will be performed on a scheduled basis during a maintenance window. Service metrics to be measured will be specified in the client's agreement(s) that will cover this service.

SERVICE NAME	DESCRIPTION	FEATURES
Network Hardware Support	Provides in-person support for network hardware regarding network and telecommunication technology	• Onsite support for server & peripheral hardware • Remote hardware support • Incident Management • Problem Management
Network Application Support	Troubleshoot network application errors or malfunctions	• Remote application support • On-site application support • Incident Management • Problem Management
Lifecycle Management	Standard management and administration of enterprise-wide network hardware and applications	• Version Control • Asset Management • License Management • Change Management
Patch Management	Patch and Firmware management of all network-related hardware and applications	• IOS Updates • Firmware Updates • Third Party Applications Updates
Monitoring	Proactive and reactive monitoring of network related hardware and applications	• Device Monitoring • Limited Application Monitoring
Facilities Management Support	Management and support of all data center facilities related infrastructure	• Access Control System Management • Power Systems Management and Monitoring • Cable Infrastructure Management • Environmental Control Systems Management and Monitoring

SECURITY SERVICES

Service functions that directly involve the support of the security team. These services focus primarily on security hardware, applications, monitoring, and management support. Inclusive of all work to be performed during normal business hours. Patch management and updates will be performed on a scheduled basis during a maintenance window. Service metrics to be measured will be specified in the client's agreement(s) that will cover this service.

SERVICE NAME	DESCRIPTION	FEATURES
Security Support	Security Engineer(s) Security Analyst(s)	• Remote Support • Incident Management • Problem Management
Basic Firewall Management	Includes ensuring all appropriate services are enabled and configured, rules are configured in accordance with best practice, and performing regular backups of configuration	• Remote support • On-site support • Incident Management • Problem Management
Anti-Virus Management and Support	Configuration, Management, and monitoring of Anti-Virus / Endpoint Protection Platform to include ensuring complete coverage of AV/EPP in the environment	• Remote application support • On-site application support • Incident Management • Problem Management
Lifecycle Management	Administrative management of security related hardware and software specific to product lifecycle	• Version Control • Asset Management • License Management • Change Management
Patch Management	Patch and Firmware management of all security related hardware and applications	• Operating System Updates • Firmware Updates • Third Party Application Updates
Email Security Management	Configuration, management, and monitoring of email security platform.	• Remote support • On-site support • Incident Management • Problem Management

DETAILED SERVICE PRICING LISTING	
STANDARD SERVICE CATEGORIES	**MONTHLY**

End User Services	**Full-Service IT Support**	$18,276
Data Center Services	• Full-Time Onsite Support (24/7 Remote)	
Network Services		

Advanced Security Services

Advanced Security Services	**Security Stack (Essentials)*** • Endpoint Detection and Response (EDR) • Active Threat hunting • Total Email Protection • Firewall Management • Multi-Factor Authentication • User Education & Phishing Campaigns • Vulnerability Scans	$4,820

Onboarding Fee *(One Time Cost)*	**Onboarding Tasks Include** • Management Configuration • Remediation prioritization • Password management • Agent Rollout • Network Monitoring Setup	$9,600

Notes:

*The cost for the Security Services covers primarily software licensing plus administration from InterDev's Security Division

Pricing Adjustment "True Up" Schedule - The IT Services fees are based off a per user and per device charge, which InterDev will perform a" true up" or adjustment of quarterly. The" true up" will adjust billing for the next quarter based on the total number of confirmed users by the City. The City of Covington will only pay for the number of users that are active at the time of the" true up". If there is an increase in user count from the previous" true up" InterDev will only bill the City the difference for the last 30 days of services.

Annual Escalator: Up to a 5% escalator shall be applied upon the agreement anniversary.

INTERDEV PROJECT STANDARDS

All projects will be completed on a best effort basis as submitted by the client with an agreed upon schedule. Break Fix items do not constitute a project if the item is covered under the contracted base services.

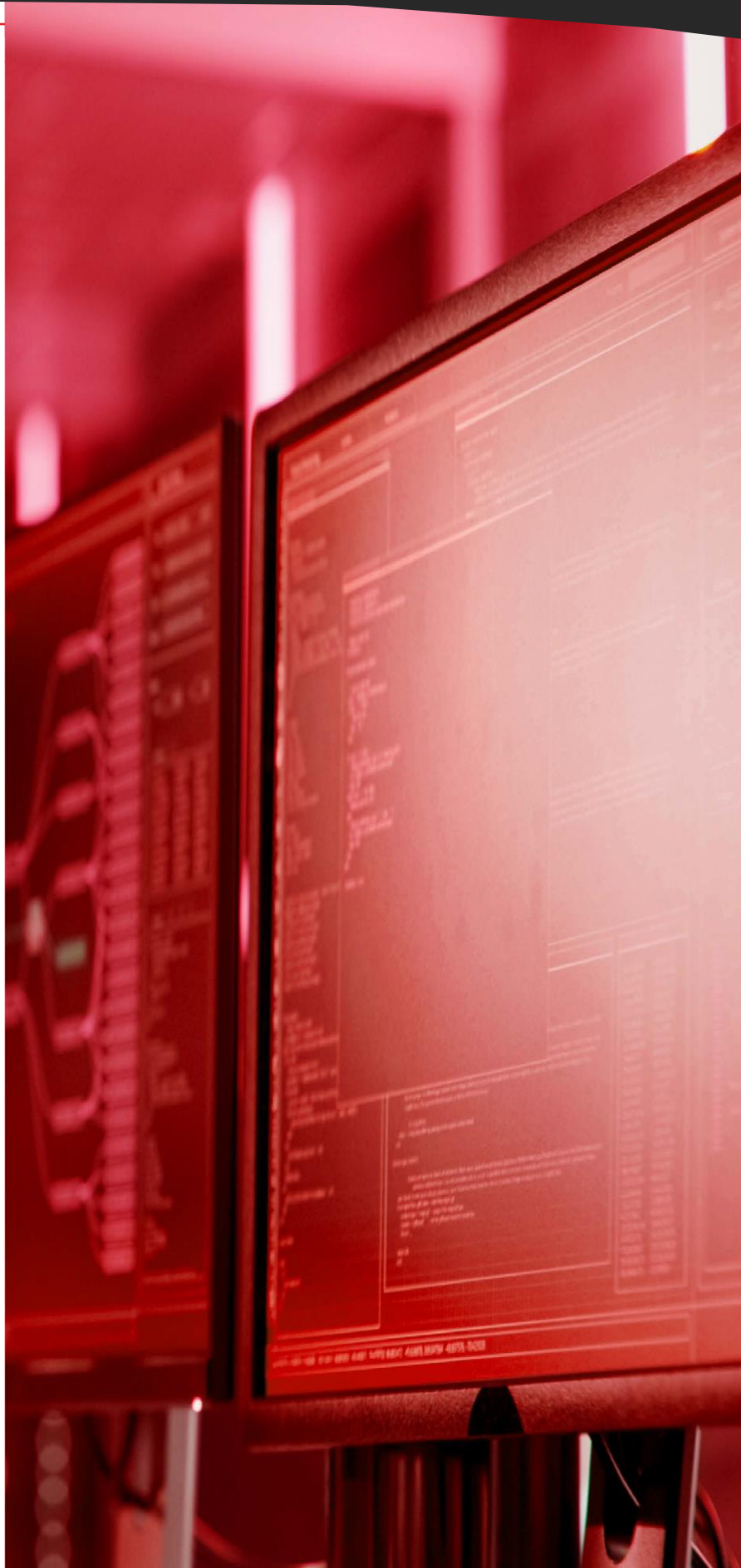InterDev will provide the following items below when engaging with the clients on any projects.

- Statement of work – Will contain a detailed list of what work will be completed with an overall estimate of hours of work and any overall cost estimates known or required in order to start the project process.
- Project Plan – This is a list of major milestones with estimated dates or span of time that constitute the whole of the project.
- Stakeholder Document – Will contain the list of approvers for each portion of the project. This could be financial approvers and/or timing or outage approvers.
- Project supporting documents – On an as needed basis, the project must be documented in order to provide knowledge transfer for ongoing support. Diagrams, Serial numbers, circuit ID's, and others will be placed here to formalize the project completion.
- Project closing – This will be a signed document certifying the approved completion of the project.

Projects requiring InterDev billing tracking: These must be approved by the Director and client, along with being tracked to document hours worked. This process is documented in a separate document stored by InterDev and maintained by InterDev but can be given to the client upon request.

PROJECT RESOURCES	RATES
CIO	$200.00
Systems Engineer III/Network Engineer III	175.00
Systems Engineer II/Network Engineer II	150.00
Systems Engineer I	125.00
Systems Administrator	100.00
Helpdesk Support Specialist II	85.00
Helpdesk Support Specialist I	75.00
Security Engineer	175.00
Project Management	150.00
GIS Analyst II	150.00

Profiles for the InterDev Management team are included in the body of this proposal. InterDev will provide any additional information regarding each participant upon request. Due to the sensitive nature of the data managed by InterDev at our Public-Sector clients, and in accordance with State and Federal laws, all InterDev government team members have participated in official FBI - Criminal Justice Information Systems (CJIS) training. All members of the transition team have undergone thorough background checks by multiple municipalities, state and federal agencies. All additional staff members assigned to support the City of Covington will be subject to InterDev's rigorous internal background checks and any City background investigations requested.

InterDev
Geographic
Information
Services

(*Optional Service*)

*GIS is one of the most valuable services we provide to our municipal clients. Although not in the Scope of this RFP, InterDev would love the opportunity to discuss these services further.

InterDev can provide GIS services as part of a comprehensive IT Strategy for the City of Covington. While not requested as a required service within this Request for Proposal, InterDev understands the critical importance of GIS in today's municipal operations.

At InterDev, GIS services goes well beyond the simple generation of maps. InterDev's GIS staff will focus on analysis and gaining insight to help the City of Covington make more informed decisions. InterDev recognizes that GIS is an excellent engagement platform. This understanding allows InterDev's GIS staff the opportunity to focus on smart strategies that promote the following aims:

- Creating or modifying departmental processes and workflows to advance efficiency.
- Bolster the City's ability to manage its own data.
- Supplication of tools that increase public awareness of operations, and other important GIS-
- related activities that impact the community.

Data development, storage, and retrieval/accessibility are one of the strengths to InterDev's GIS approach. InterDev believes that city staff, more than ever before, should be empowered with tools that allow them to actively participate in GIS-related activities. The closer we can connect staff knowledge to these activities, the more useful and informative data becomes.

Through web applications the public is provided access to information and data that Covington can develop from its GIS activities. InterDev feels that GIS is an excellent engagement tool with the ability to connect the community to the city's information and vice versa.
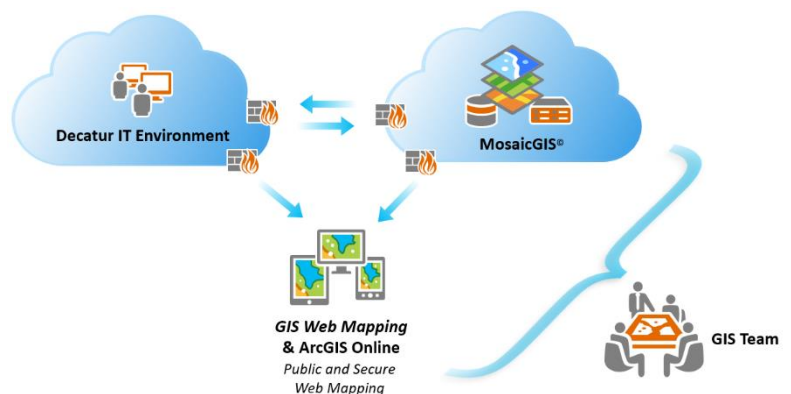
Overview - Our approach to a successful Geographic Information System (GIS)

GIS has become an integral part of the local government landscape. Many cities are embracing new technology for improved processes and better decision making by turning to GIS. A properly run GIS can facilitate innovation beyond just maps. The primary objectives of our GIS Services are to build and maintain an enterprise GIS environment and provide ongoing proactive GIS services for the City.

InterDev utilizes our MosaicGIS platform to bring enterprise GIS to multiple cities. The MosaicGIS platform provides an enterprise environment to rapidly build and deploy highly visible web maps and story maps, systems integration as well as deployment of data through an *Open Data* portal.

InterDev will also provide a skilled GIS professional who will not only work with City departments and citizens but also collaborate with InterDev's GIS team to ensure that a steady flow of ideas and solutions are available. We are very proud of our ability to provide high-level team-knowledge and believe that our "team" approach separates us from most service providers.

The primary objective of the proposed GIS Services is to expand the City's GIS while and to provide proactive GIS support for the City of Covington.

Strategy

InterDev understands the importance of GIS services and data to the day-to-day operations of local governments. Our team will closely manage the development and maintenance of your GIS environment to ensure it brings positive results and benefits to the City, its staff, and citizens.
Our strategy for delivering these objectives is simple:

- Provide an onsite GIS resource for ad-hoc mapping and data requests
- Proactively engage City projects with the use of GIS technology
- Empower GIS users at the City with tools to enhance their daily workflows
- Educate staff, council, and citizens on the capabilities and uses of GIS technology

With the use of a one (1) day per week GIS resource, the only way to achieve any growth or success is to encourage others to engage in the use of GIS technology. In the past three (3) years, we've implemented this strategy successfully by getting many staff members access to GIS tools.

Hosted Services: GIS in the Cloud

InterDev has developed a cloud-based Enterprise GIS solution. This solution will serve as the foundation and complete toolset for InterDev to provide GIS services for the City.

Hosted Services allows our clients to create and distribute interactive web mapping, increased connectivity between City-owned assessment management software, and increased efficiency when managing gigabytes or even terabytes of information. The secure cloud platform provides the ready environment to produce and publish high-profile deliverables to the web in just a few weeks, not the months required to build the comparable infrastructure locally.

esri

Built on Esri

MosaicGIS was developed using the recommendations of Esri, a leading supplier of GIS software, and is powered by Esri's award-winning ArcGIS software platform.

Azure

Redundant Hosting on Azure

MosaicGIS is hosted on Microsoft's geo-redundant Azure cloud platform with daily backups. Azure was developed and is operated by Microsoft, a Gartner Cloud Leader.*

Web Analytics Included

Extensive user and system metrics, including map views, visit and load time, shares and more, give management insight into activities—and desirable enhancements.

Support System Available

InterDev offers turnkey, expert management and technical support to save licensees the complexity and risk of training and managing on-site staff.