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**DATE:** March 10, 2024  
**TO:** Committee of the Whole  
**FROM:** Martin J. Shanahan  
**SUBJECT:** Discussion on Migration of Managed IT Services to ADC Technologies

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**PURPOSE**

Discussion on migration of managed IT services to ADC Technologies.

**BACKGROUND**

Information technology (IT) refers to the use of different technology to store, secure, process, create, and exchange data in electronic form. An IT team plays a vital role. They are responsible for ensuring that systems are running smoothly and efficiently. Additionally, they keep data safe and secure. An IT team ensures that technology is working for every member of an organization so there are minimal interruptions to workflow. In addition, protecting digital assets (cybersecurity) is another important role of an IT team. An IT team develops applications and system protections to keep safe the most crucial assets.

Our current IT provider has been functional over the span of its time with the City. However, the needs of the City have outgrown the IT services it provides. We are currently on a year-to-year agreement. The City has explored a more broad-based approach to IT services. We are seeking an IT group to provide additional services to advance security protocols, provide managed system backups and unify our existing systems as we progress through 2025 and beyond.

The City put together a Team to look into the process and scope of an IT migration to another IT provider to provide managed IT services. We reached out to three (3) providers; two of the providers took time to review the existing systems of the City before providing a scope of services agreement. In addition, one of the providers, ADC Technologies (ADC), spent three days at the City, which included an initial introduction to discuss our wants and needs, a review of our existing systems (internally and externally), visits to City sites including City Hall, Police Department and Wastewater Plant, and meetings with various employees to discuss our issues, future needs and expectations.

**DISCUSSION**

The recommendation is to migrate our IT services to ADC Technologies. ADC can provide managed IT support, IT consulting, cloud computing, cybersecurity, data backups and recovery for the City. ADC is locally-based (Montgomery). ADC provided a competitive and comprehensive bid (attached) to the City which includes but not limited to day-to-day managed IT services, M365 migration, vendor coordination, both remote and on-site support, training and security testing.

Martin J. Shanahan Jr.  
City Administrator  
Phone: 630-552-8275 x 3004  
mshanahan@cityofplanoil.org



ADC will provide asset and software inventory, level I, II and III troubleshooting and triage for alerts, provide project management and assist with budgeting and forecasting. ADC will also act as an intermediary with outside providers. Identified ADC staff will be assigned to the City.

ADC also takes a proactive approach to its IT services. With ADC's on-site review and analysis of the City's current system, ADC is aware of the existing needs of the City. ADC will provide recommendations for the City to advance our IT systems to meet our needs today and beyond. In anticipation of a migration of our managed IT services to a different provider, the 2025-2026 budget will be proactively adjusted. It is anticipated ADC will meet the growing needs of the City.

**RECOMMENDATION**

It is recommended that a Resolution Authorizing Execution of an Agreement with ADC Technologies for Managed IT Services be considered for review and passage at an upcoming City Council meeting.

Respectfully submitted

A handwritten signature in black ink, appearing to read "M. Shanahan Jr." with a flourish at the end.

Martin J. Shanahan Jr.  
City Administrator



ADC Technologies

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*Vesco*

**Prepared Especially for City of Plano**

**Agreement and Statement of Work**

February 20<sup>th</sup>, 2025

## MANAGED IT SERVICES SO THAT YOU CAN MANAGE YOUR BUSINESS

The consultants at ADC Technologies Inc. (ADC), understand problems small and mid-sized companies encounter when maintaining their computer systems and networks. As a leading Managed IT service company, we know the costs and disruption to your business when your computer systems are not working correctly.

We offer cost-effective services to minimize problems and support to minimize downtime.



### ALL-INCLUSIVE IT SERVICES

ADC provides custom-built, managed service offerings for each customer. We have three basic platforms.



### MICROSOFT 365

Microsoft's latest 365 is a unique but user-friendly subscription-based program that adds productivity and business tools all in one



### ENDPOINT MANAGEMENT

Endpoint security management is a strategic approach to strong network security.



### SPAM/VIRUS FILTERING & MONITORING

If your business would be crippled without its data, then you need to consider your IT security and data recovery plan.



### CLOUD-BASED BACKUPS & STORAGE

As your IT consultant, we take the hassle out of setting up and migrating to the cloud and let you focus on your core competencies.

## ADC TECHNOLOGIES – YOUR I.T. DEPARTMENT

Founded in 2012, ADC Technologies, a full-service Managed IT consulting company, offers a full range of services from day-to-day end-user support, project-based engagements, or an affordable option to in-house IT. Specializing in small to medium businesses, ADC supports a range of industries including clients that have offices across the U.S. and even in other countries.

Our objective is to allow our clients to focus on their core business while we handle the IT infrastructure. From onsite servers, cloud services, and internal infrastructure (switches, firewalls, computers, etc.) to low-voltage systems (cabling, phone, camera, and door access systems) ADC can handle all of your IT requirements.

Date	February 20 <sup>th</sup> , 2025
Services	Managed Services
Client Name	City of Plano
Address	17 E. Main, Plano, IL. 60545
Primary Contact	Martin Shanahan

This SOW dated February 20<sup>th</sup>, 2025 (“**SOW Effective Date**”) by and between ADC Technologies (“**ADC**”) and City of Plano (“**Client**”). This SOW consists of the terms below, the signature page, and any unique attachments to this SOW, which are all incorporated into the Agreement by this reference and are made a part of the Agreement by all intents and purposes.

Services will be provided and limited as indicated in the Executive Summary and service detail below. Further service offerings may only be secured via subsequent written and signed SOW’s.

Most of the Service Offerings are based on the NIST (or other National Standards). However, services offered or contracted alone will not achieve compliance with NIST, and CLIENT should review the National Standard at [Cybersecurity | NIST](#) to review the broader requirements. ADC does not provide any National Standard/Law/Regulation compliance services, and services offered are limited to those selected below or as agreed in subsequent written and signed SOW’s.

## **EXECUTIVE SUMMARY**

ADC will provide help desk services and Managed IT services to CLIENT using our technical experts. The following are key deliverables to ensure maximum impact to your current users through our services:

- Full level I, II, and III troubleshooting and triage for alerts and user mediation (password resets, connectivity issues, application configuration, etc.)
- Escalations to outside providers as required - Internet providers or core application support
- Chat with remote control.
- Microsoft 365 Email and cloud services.
- Online Cloud Backup
- Project management and department budgeting and forecasting.
- External IT Vendor management (i.e. Internet provider or Core Application vendor) VCIO services - regular review meetings about the current state of IT
- Proactive support (i.e. Patch Management, health monitoring)
- Advanced End Point Security (See Below)
- Advance SAAS Security (See Below)
- New user onboarding
- End user device setup is included
  - Device setup is defined as a standard new employee
  - Onboarding multiple employees (such as a new team) may require a project with an agreed estimate for services before onboarding.

## PROJECTS

Projects are defined as additions, removals, or changes to the computer systems (i.e. Hardware and/or software, low voltage cabling, phone systems, etc.) or working on systems that are outside of daily monitoring and/or employee support. ADC will provide the CLIENT with a quote for approval if requested. All projects are billable at a standard Time and Materials Rate of \$125 per hour.

### Monthly IT Services

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<b>Estimated Monthly Investment</b>	<b>\$9,208.00</b>
<b>Managed Services Onboarding (one-time initial investment)</b>	<b>\$7,500.00</b>

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#### Notes:

(1) Licenses will change based on user/computer count each month.

(2) Project work is defined as, but not limited to, any new upgrade or installation estimated to be more than 2 hours (e.g. - multiple new PC's, server install, migration of data, add/change of new software system (not to include individual installations), will be billed separately with a preapproved statement of work if requested

#### ADC Technologies, Inc. SLA

As part of this agreement, ADC will:

Provide monitoring and alerting capabilities for the devices under management.

Recommend enhancements to improve the performance of your environment

Monitor and alert as necessary for:

- Available Event Logs
- Performance / Capacity Windows and Network Services Websites
- Escalate alerts as necessary
- Remote resolution of server alerts when possible
- Resolution of desktop alerts or help desk calls
- Provide asset and software inventory reporting upon request
- Provide periodic health and performance reporting upon request
- Provide patch management for Microsoft Windows-based devices
- Provide ADC's Device Manager install package (RMM) for desktop environment
- Provide ADC's Onsite Discovery Manager as necessary
- Prepare estimates for work requested outside the scope of this agreement
- Provide day-to-day IT management.
- ADC will provide onsite IT support and proactive maintenance as needed to support the size of the network and user base.

METRIC	SLA – Service Level Agreement
Hours of operation	8am – 5 pm Monday through Friday – Private escalation procedures during non-business hours.
Average speed of answer	80% of all tickets addressed in 5 minutes

First-call resolution	70% resolved on first contact
Customer satisfaction	80% of customers rate resolution as satisfactory (8 out of 10)
On-Call services available	

ADC TECHNOLOGIES SERVICE	ALERT CATEGORY	COVERAGE	RESPONSE	COMPLIANCE
Monitoring & Management	Category 1 (Critical)	8am – 5pm Mon-Fri	1 Hour	90%
Monitoring & Management	Category 2 (Non-Critical)	8am – 5pm Mon-Fri	2 Hours	90%
Monitoring & Management	Category 3 (Non-Critical)	8am – 5pm Mon-Fri	3 Hours	90%
Monitoring & Management	Category 1 (Critical)	Non-Business Hours	2 Hours	90%
Monitoring & Management	Category 2 and 3 (Non-Critical)	Non-Business Hours	Next business day	90%

Our SLA (Service Level Agreement) is measured between the time an alert is generated from our monitoring systems and the time the technician begins work on the issue. Our SLAs will only apply to the systems covered within the Executive Summary.

**CATEGORY 1:** The system, site, or critical device is down, and the effects critically impact business operations, and/or there is direct evidence of a security incident in progress that critically impacts business operations. These cases are the most severe and are considered the most urgent.

**CATEGORY 2:** The system or critical device performance is severely degraded, and the effects critically impact business operations or the users' capabilities to perform primary job functions.

**CATEGORY 3:** The performance of the device is degraded, but the issue is not impacting the entire system or the entire site. Issues are typically restricted to a single user or small group of users.

### Payment

- 1. Invoice Date.** Monthly Invoices will be issued on the 1st of each month. (Except for projects and hardware/software that will be invoiced as needed)
- 2. Net Terms.** Payments are due within twenty (20) days of the date of the invoice unless otherwise specified herein.
- 3. Credit Cards.** CLIENT choosing to pay by credit card waives cash discount and incurs a 3% fee.
- 4. Late Fees.** Unpaid balances shall be assessed as a late fee of one and one-half percent (1.5%) compounded monthly.
- 5. Attorney's Fees.** If CLIENT fails to pay according to the terms of this Agreement, and ADC takes legal action to collect any unpaid balances due under this Agreement, CLIENT shall be liable for all amounts incurred by ADC in pursuing judgment and pursuing collection of unpaid balances, including but not limited to reasonable attorney's fees, collection agency fees, court costs, deposition and transcript costs, sheriff fees, special process server fees, and bond costs. CLIENT assigns its existing or hereafter created accounts receivable

as security for any indebtedness incurred to ADC under this Agreement.

**6. Complaints.** All complaints regarding services performed under this Agreement shall be made in writing within three (3) days from the completion of any work by ADC, or the services performed shall be deemed to be appropriate and the services performed satisfactorily, and CLIENT waives the right to challenge the quality of the performance of the services

#### Limitation of Liability

ADC aggregate liability arising from or out of or relating to services rendered under this SOW shall be limited to the fees paid under this SOW for the previous three (3) months.

#### Third-Party Providers

To enhance the Service Offerings provided by ADC to CLIENT, ADC may utilize third-party providers for certain services. The CLIENT MAY BE legally bound to the third-party provider's Terms and Conditions.

Third-party providers may be changed/replaced during the service period. We will inform you via e-mail of the change and advise of the new terms and conditions link for such services.

#### DATES & TERMS

This Agreement between the parties is the signed proposal and all the pages included in this SOW.

Prices quoted are based on the requirements and Client Responsibilities defined within this Agreement. If required, final pricing will be determined after an accurate equipment inventory is accomplished and the scope is fully defined.

The Agreement price will be finalized after services are selected, Service Level Agreements are established, and the successful execution of this Agreement between the parties is accomplished.

The effective date of this agreement will be mutually agreed upon by ADC and CLIENT. The initial term of the Agreement is for sixty (60) months (5 years) and adjustments to equipment quantities will be made on a month-to-month basis as necessary.

This contract is subject to an automatic 5% increase yearly and ADC reserves the right to revise fees at any time. ADC will provide the Client with the updated fees, other than the automatic yearly increase, fifteen (15) days prior to the next month's invoice.

#### TERMINATION

ADC and/or CLIENT shall have the right to terminate this Agreement under any of the following conditions:

- If one of the parties shall be declared insolvent or bankrupt.
- If a petition is filed in any court and not dismissed within ninety days of filing to declare one of the parties bankrupt and/or for a reorganization under the Bankruptcy Law or any similar statute
- If a Trustee in Bankruptcy or a Receiver or similar entity is appointed for one of the parties
- If the CLIENT does not pay ADC within sixty (60) days from the issuance of ADC's invoice and/or otherwise materially breaches this Agreement.
- Once the agreement is breached and/or terminated for any reason, ADC has no obligation to renew any licenses on behalf of the client and cannot be held responsible for any damages resulting from the loss of license.
- If ADC fails to perform its obligations under this Agreement and such failure continues for a period of thirty (30) days after written notice from CLIENT of the default, CLIENT shall have the right to terminate this Agreement.

- Either party may terminate this Agreement upon ninety (90) days prior written notice.
- If either party terminates this Agreement, the Service Provider will assist CLIENT in the orderly termination of services, including the timely transfer of the services to another designated provider.

Upon termination, all hardware and software purchased and installed by ADC that was required to conduct network support services are the property of ADC and will be surrendered and returned to ADC at the end of the Agreement.

## ACCEPTANCE AND AUTHORIZATION

This SOW is effective only upon execution by ADC and CLIENT. Each party hereto warrants and represents that this SOW agreement constitutes the legal, valid, and binding obligation of such party as of the SOW Effective Date.

{Signatures on the next page}

Sign below to indicate your acceptance of both the Service Agreement and SOW, and we will do the same.

### City of Plano (CLIENT)

Print Name:

Signature:

Title:

Date:

PO Number (Optional)

### ADC Technologies Inc. (ADC)

Print Name:

Signature:

Title:

Date: