



CoC NOC and Collab Agreement

Prepared for City of Coppel

DRIVEN TECH, INC.

Account Manager: Curtis Joachim

Architect: Michael Hushen

Proposal #8163-007337v4

EXECUTIVE SUMMARY

City of Coppell (“Customer”) has engaged Driven Tech, Inc. (dba Driven Technologies) (“Driven” or “Company”) to provide Network & Collaboration Managed Support and Engineering Services tailored to address a variety of projects, tasks, and sites within their environment. This Statement of Work (SOW) establishes a flexible and adaptive partnership, allowing the City of Coppell to leverage Driven Technologies’ expertise and resources to meet their operational demands and evolving workflows.

This engagement encompasses monitoring and alerting of critical networking infrastructure, collaboration, as well as professional services available for incident response, project-based engineering support, technical task execution, and strategic architectural guidance, ensuring City of Coppell can address critical needs, modernize their infrastructure, and maintain workflow efficiency. Services will be provided on a monthly basis, offering a scalable, responsive support model with the flexibility to adapt based on usage and requirements.

Solution Overview

The Driven Tech Network Operations Center (NOC) delivers a modernized Monitoring and Response service that is aligned with industry best practices but more specifically in line with your companies’ specific needs. Our certified, expert team of network engineers will proactively monitor and manage network devices and service provider incidents 24x7x365.

The NOC Monitoring service is comprised of two distinct but complementary components: embedded proactive monitoring and engineering support for issue remediation. Proactive monitoring is an integral part of the service and provides continuous visibility into the customer’s network, with real-time alerting when issues are detected.

Engineering support is provided to triage and remediate identified issues and to provide performance optimization activities. These services are delivered through a defined allocation of engineering hours, which are billed monthly. This model enables rapid response to incidents while allowing customers to scale engineering involvement based on operational needs.

Driven will also provide Managed Calling utilizing the City of Coppell's existing Microsoft Teams tenant. Driven will work with the Coppell team to migrate from customers existing SBC over to Driven. Once onboarded, Driven will provide 24x7 MACDs along with PSTN Management and Monitoring.

Types of Professional Services available via this contract:

- Architectural and Design Recommendations: Provide guidance on optimizing infrastructure and network designs to meet City of Coppell operational goals.
- Deployment and Setup: Assist with deploying and configuring new or refreshed infrastructure while working to ensure seamless integration with existing systems.
- Configuration Changes: Upon request and direction of City of Coppell, perform configuration modifications or software updates for network environments.
- Troubleshooting and Issue Resolution: Provide manpower and/or engineering escalation services to assist City of Coppell staff with the resolution of technical issues related to infrastructure under this contract.

The following devices are deemed in scope for this Managed Services engagement:

- 5 Firewalls (Cisco, Palo Alto)
- 4 Routers (Cisco)

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- 87 Switches (Cisco & Meraki)
- 140 Meraki Wireless Access Points
- 500 Cisco Umbrella Licensed Clients
- 550 Microsoft Teams Phone Numbers

These devices are installed in 16 locations around the City of Coppell, Texas

NOC ONBOARDING

NOC Onboarding

The NOC onboarding process begins with a structured discovery and assessment phase, during which we evaluate the existing network environment to document device inventory, configurations, dependencies, and operational gaps. The findings are assessed against best practices and categorized by risk to establish clear remediation priorities.

We then deploy and configure Auvik as the primary monitoring and management platform, establishing secure connectivity to each site and enabling end-to-end visibility into network performance and topology. In Scope Network devices -including switches, firewalls, wireless controllers, load balancers, and other infrastructure components - are systematically onboarded, with validation of credentials, polling mechanisms, and data collection across supported protocols.

Once onboarding is complete, Driven Tech will normalize alert thresholds in Auvik based on observed operational behavior. Alerts are fine-tuned to focus on critical conditions while minimizing noise and alert fatigue. This approach establishes a stable, proactive monitoring foundation that enables reliable operations, improved visibility, and faster incident response.

Driven will assist customer in migrating from their existing Cisco Umbrella DNS Security Essentials, currently managed by an MSP, over to a new tenant owned by the customer. This is dependent on the customer purchasing this licensing as the costs are not included in this proposal.

On-Site Closet Audit

Additionally, Driven will deploy an engineer on site to Coppell in an effort to document the customers MDF/IDF closets. The engineer will build up-to-date rack elevation diagrams of the closets. In addition while onsite they will assess the following:

- Rack layout and elevations
- Fiber interconnectivity between locations
- Power
- Cooling
- Physical Closet security (eg. locking cabinets, door locks)
- Other areas of concern

Photographs and rack level diagrams will be provided to customer upon completion

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PSTN Onboarding

The PSTN onboarding process begins with a structured discovery and assessment phase, during which we evaluate the existing telephony environment to document device inventory, configurations, dependencies, and operational gaps. The findings are assessed against best practices and categorized by risk to establish clear remediation priorities.

In order to provide connectivity for registered phones, in this case doorbells and panic buttons, Coppel and Driven will create a VPN connection between their sites.

The onboarding process will then include the following steps to migrate from the existing PSTN service to Driven's managed PSTN service:

- Schedule and coordinate number porting process.
- Configure new Direct Routing PSTN Gateway in Microsoft Teams for Driven's managed SBC.
- Update voice routes to reference new configuration
- Validate voice routing policies and dial plans
- Confirm routing for user and resource accounts such as auto attendants, call queues, and room devices.
- Integrate Redsky with Microsoft Teams Direct Routing
- Maintain temporary connections to existing SBC during testing and cutover.

Managed Services Onboarding Plan

This outlines the onboarding approach, timeline, and roles and responsibilities for transitioning your environment into Managed Services.

2.1 High-Level Onboarding Timeline

- Week 1 – Discovery & Assessment
 - Review current environment and documentation
 - Confirm scope, contacts, and support expectations
 - Identify gaps, risks, and dependencies
- Week 2 – Physical Network Closet Review
 - Create up to date documentation of all network closets
 - Identify any issues or risks with closets
 - Driven will review:
 - Rack layout and elevations
 - Fiber interconnectivity between locations
 - Power
 - Cooling
 - Physical Closet security (eg. locking cabinets, door locks)
 - Other areas of concern
 - Photographs and rack level diagrams will be included in the final assessment documentation.

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- Week 3 – Implementation & Integration
 - Deploy and configure monitoring tools
 - Establish alerting thresholds
 - Integrate ticketing, email, and escalation workflows
- Week 4 – Go-Live & Validation
 - Validate alerts, ticket flow, and notifications
 - Confirm monitoring coverage
 - Transition to steady-state operations
 - Ongoing – Managed Services Operations
 - 24/7 monitoring and incident response
 - Reporting and visibility
 - Continuous improvement and service reviews

2.2 Roles & Responsibilities

2.2.1 Driven

- Deploy and manage monitoring tools
- Provide 24/7 monitoring and incident response
- Circuit and connectivity management
- Network Architecture Reviews
- Firmware and Patch Management
- Provide reporting and service reviews

2.2.2 Customer

- Provide required access and documentation
- Validate contacts and escalation paths
- Review alerts, tickets, and reports
- Approve changes or work outside of scope

2.3 Support & Communication

- All incidents and requests are tracked through the ticketing system
- Customers may contact the NOC for escalations or assistance
- SLAs and escalation contacts are defined in the Managed Services Handbook

2.4 Designated Engineer

- A primary and secondary engineer are assigned to the account to ensure continuity and accountability.
- The broader team is cross-trained and equipped to provide off-hours coverage and on-call support as needed.
- Confluence documentation is reviewed and kept up to date on a regular basis, with read-only access provided to the customer's Confluence space.

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FIXED FEE PRICING

The fees associated with this engagement are: \$42,204.20.

INVOICING SCHEDULE

This Statement of Work, including all rights and obligations of the parties hereto, shall become effective as of the date on which it is fully executed by both parties (the “Effective Date”), unless otherwise specified herein. The terms and conditions set forth shall remain in full force and effect for a period of 12 months from the Effective Date.

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

100% UPON EXECUTION

\$42,204.20

MANAGED NETWORK MONITORING AND SUPPORT HOURS

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

KEY FEATURES

- **Remote Support Hours:** Driven Tech to act as an extension of Customer's IT team by providing dedicated, support engineering resources familiar with the Customer converged network environment.
- **Device Monitoring:** Proactive device monitoring of any network device with an IP address. Device monitoring includes up/down monitoring.
- **Performance Monitoring:** Monitor the performance metrics of network devices to identify and address areas of the network that can be optimized. Performance monitoring data is gathered via SNMP and telemetry-based streams when available.
- **Performance Optimization:** As part of our service, we will continuously provide recommendations to optimize your network performance and reliability. Driven Tech will provide firmware updates and perform failover testing up to two times per year. Critical vulnerabilities will be patched as agreed.
- **Moves Adds Changes and Deletes (MACD) and Support Requests:** Provide a 24 x 7 MACD support service and will be responsible for requests from designated Customer's personnel.
- **Quarterly Business Reviews:** Structured review of the service to include trouble tickets, and KPIs for the service.
- **Best Practices Reviews:** Engineering led discussions to ensure the managed environment is aligned to best practices.
- **Customer Access to Monitoring tools:** Read/Write access to Driven Tech’s monitoring tools allowing the customer to see the same real time alerts received by our NOC. Customer assumes responsibility for any issues their changes may cause.
 - Additionally Driven will provide up/down monitoring only for devices deemed not in scope such as cameras and printers.

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MANAGED SERVICES SUPPORT MODEL

Tier 1 (Included) vs Tier 2/3 (Bucketed Hours)

Category	Tier 1 – Included in Base Managed Services	Tier 2/3 – Covered via Bucketed Hours
Monitoring & Alerting	24x7 device monitoring Alert acknowledgment and ticket creation Auto-resolution verification	Monitoring audits Custom alerts
Incident Response	Initial triage and first response Basic troubleshooting using runbooks	Full incident ownership Root cause analysis (RCA) Recurring incident investigation
Troubleshooting	Device up/down verification Interface checks Basic connectivity tests	Advanced routing and VPN troubleshooting Firewall/NAT analysis Packet capture
Remediation & Change Management	No configuration changes	Configuration changes Firewall rule updates Pre/post-change validation
Firmware & Maintenance	Visibility into firmware status Config backup validation	Firmware upgrades Rollback planning
Communication & Reporting	Ticket updates Customer notifications	Incident bridges post-incident reviews QBR insights

TICKETING INTEGRATION

Driven can assist with integrating Auvik with City of Copell's ticketing system. While we do not have in-house expertise with InvGate, we do not anticipate any major challenges with integration, provided that the City of Coppel's technical point of contact for InvGate is able to support the required configuration on their end.

Regarding ConnectWise, which is Driven's internal PSA platform, we do not expose direct REST API access for security and governance reasons. That said, we have successfully supported customers in integrating with third-party systems using email-based connectors and automated workflows as an alternative. We would be happy to review this approach with you and discuss how it can best support your operational needs. Driven can certainly assist with this effort as part of the onboarding process.

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DRIVEN'S RESPONSIBILITIES

- Performed structured discovery
- Identify optimization opportunities
- Onboard in scope devices into Auvik
- Confluence Wiki Updates
- Tune Auvik alerts based upon environment
- Prepare runbooks for the environment
- Hand-over Monitoring and Response Document to customer
- Driven will provide Customer with access to the appropriate engineering resources to support the Customer's converged network environment, to solve reported issues, or to make changes to the converged network infrastructure.
- Provide Remote engineering Support for the managed devices defined in scope.
- Driven will provide Customer, by default, monthly invoices with engineering time entries and ticket information.

CUSTOMER RESPONSIBILITIES

- Provide access to the environment that Driven Tech will support
- Allow connectivity for monitoring tools
- For on Prem deployments, provide Rackspace, power, cooling and network connectivity for the Auvik appliance(s)
- Provide SNMP information (v3 preferred, able to support v2 if required)
- Supply Driven with contact and escalation procedures specific to this contract.
- Maintain current OEM maintenance agreements for the hardware and software included in this agreement.
- Designate a local point of contact.
- Provide circuit information and sign a letter of authorization (LOA), so that Driven may open carrier tickets on behalf of customers.
- Provide access to the environment that Driven Tech will support
- Provide all onsite support to include assistance with troubleshooting and potentially hardware replacement when needed.
- Provide management services of Microsoft 365 and Teams environment.
- Is responsible for 3rd party coordination with Driven Tech's NOC team. *(For example, B2B VPN connections). Any OEM vendor that is not deemed "in scope" for this contract*

	QTY INCLUDED
Engineering Support Hours Included	40
Device Monitoring	96
	MONTHLY SUBTOTAL: \$15,104.00

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MONTHLY RECURRING COLLABORATION FEES

The services provided pursuant to this Statement of Work are established on a fixed cost basis with the determined number of hours set forth below:

Device Count True-Up After On Boarding is complete.

DESCRIPTION	UNIT PRICE	QTY	EXT. PRICE
Managed Collaboration DID Charge	\$3.50	550	\$1,925.00
E911 Enablement per DID	\$2.50	550	\$1,375.00
Registered Phone(s) - Shared/Conference/SIP Phones	\$15.00	36	\$540.00
	MONTHLY SUBTOTAL:		\$3,840.00

ADDITIONAL RATES & FEES

* Optional

Support services over and above the allocated hours per month will be invoiced on a monthly basis, at the hourly rate set forth herein:

RESOURCE	RATE
Senior Engineer	\$250.00

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KEY ASSUMPTIONS

- Each quarter of every calendar year in which this Statement of Work (“SOW”) is in effect, Driven and Customer will review the hours allocation and utilization. Should the Customer and Driven determine a revision is needed, they may do so. Such revisions shall be documented with written confirmation from both Customer and Driven, and per the terms of this SOW.
- Both Parties acknowledge that the number of managed network devices may vary over time. The initial device count stated in this SOW will serve as the baseline for billing and service delivery. Driven will conduct a review of the actual device count on a monthly basis. If the actual count exceeds or falls below the baseline, the Parties agree to perform a true-up adjustment to reflect the accurate device count. Any resulting increase or decrease in fees will be applied to the next billing cycle.
- Managed Services shall commence upon completion of the onboarding project, and shall continue for the full term of the contract, unless otherwise specified in writing by both parties.
- If the Customer elects to begin Managed Services prior to the completion of the onboarding phase, the Customer acknowledges and accepts that certain service offerings or deliverables may not be available or fully performed until onboarding has been completed. The Customer further agrees that early commencement does not alter the contractual term, fees, or obligations under this agreement.
- For services being co-termed with an existing Managed Services agreement, such services shall begin upon completion of onboarding and will conclude on the contracted end date of the primary Managed Services term to which they are being added.
- The Customer is responsible for ensuring payment of the full contract amount for the agreed term of the engagement. The Customer shall also ensure that all purchase orders or other funding instruments are maintained and do not cause any delays in service delivery, invoicing, or payment processing.
- Any services requested by the Customer that fall outside of the defined scope of the Professional Services onboarding, or that are requested prior to the commencement of Managed Services, will be billed at a time-and-materials (T&M) rate, unless otherwise agreed in writing.
- On site services for the Closet Audits during the on-boarding phase are included in the costs.

MANAGED SERVICES INCLUSIONS

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

Contract Vehicle

This Statement of Work (“SOW”) is issued pursuant to and incorporates by reference all terms and conditions of the National Cooperative Purchasing Alliance (NCPA) Contract No. 01-137 under which EC America is the awarded contractor.

HOW TO ENGAGE DRIVEN FOR SUPPORT REQUESTS

SUPPORT@DRIVEN.TECH

All support requests will be tracked by Driven, utilizing the process below.

- Client emails support@driven.tech, which generates a ticket and notifies the Driven Support Team.
- Client will receive an email notification that the request has been received and the ticket has been created.
- The support ticket will be assigned, and electronically tracked through resolution.

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QUOTE INFORMATION:

Quote #: 8163-007337v4
Version: 4
Delivery Date: 04/15/2026
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BILL TO:

City of Coppell
Josh Littrell
josh.littrell@coppelltx.gov
255 E. Parkway Blvd.
Coppell, TX 75019

SHIP TO:

City of Coppell
Josh Littrell
josh.littrell@coppelltx.gov
255 E. Parkway Blvd. Coppell, TX 75019

PRICING SUMMARY

PROFESSIONAL SERVICES

NOC ONBOARDING	\$42,204.20
	\$42,204.20

RECURRING SERVICES

	PRICE	TERM	TOTAL
MANAGED NETWORK MONITORING AND SUPPORT HOURS	\$15,104.00/MONTH	36 Month	\$543,744.00
MONTHLY RECURRING COLLABORATION FEES	\$3,840.00/MONTH	36 Month	\$138,240.00
			\$681,984.00

TERMS AND CONDITIONS

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

This statement of work is valid through June 29, 2026.

ACCEPTANCE

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

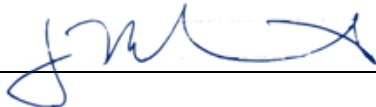
ACCEPTED BY:

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DRIVEN TECH, INC.

City of Coppell

SIGNATURE:  _____

NAME: Jaime Mehnert

TITLE: SVP Operations

DATE: 04/15/2026

SIGNATURE: _____

NAME: _____

TITLE: _____

DATE: _____

PO NUMBER: _____

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