



Region 19 Contract #16-7210

Cisco Firewalls

Statement of Work No. WTX-0669f

By and Between

El Paso County
500 E San Antonio
Suite 403

El Paso, TX 79901

Attention: Suzi Esquivel

esuivel@epcounty.com

And

Pivot Technology Services Corp.

d/b/a Computacenter

6025 The Corners Parkway, Suite 100,

Norcross, GA 30092

Date Submitted: 7/14/2021

This SOW is governed by Region 10 Contract #16-7210 for the purchase of products and services.

EXECUTIVE SUMMARY

El Paso County ("Customer") hereby engages Pivot Technology Services Corp d/b/a Computacenter ("Supplier") to perform the services specified herein (the "Services") within this Statement of Work (the "SOW").

PROJECT GOALS

The Customer goals for this project are to migrate two Palo Alto Edge firewalls to Cisco Firepower firewalls for internet and VPN security.

TECHNICAL SUMMARY

Supplier will provide the following services:

- Installation of a quantity of four (4) Cisco FPR4115 firewalls, one (1) Cisco FPR4112 firewall, and two (2) FMC2600 appliances.
- Two (2) firewalls will be installed and configured at the MDR datacenter and two (2) will be installed and configured at the POD datacenter.
- The Customers existing ASA firewall configuration will be used to migrate existing policies and configuration over to the new FPR4115 and FPR4112 firewalls along with remote access AnyConnect and L2L VPN tunnels.
 - The firewalls will also include Cisco AMP, IPS, and URL filtering services.
 - Design, plan, and implement according to industry standards and Cisco best practices.
 - The FPR4115 firewalls will be configured in Active/Standby high availability pairs in two Datacenters.

PROJECT LOCATIONS

The Services will be performed remotely at the locations below:

- 800 E Overland, El Paso, TX 79901
- 7968 San Paulo Dr, El Paso, TX

SERVICES AND DELIVERABLES

Supplier will provide the following professional services and deliverables to Customer pursuant to the schedule set forth below. Supplier is not responsible for any delays to the extent caused by Customer or due to circumstances outside of Supplier's reasonable control. Services will not commence until this SOW has been fully executed by authorized representatives of both parties and purchase order issued, where applicable.

PROJECT OUTLINE

The project will consist of the following tasks as outlined in the phase below.

- i. **Project Initiation Phase – (Estimate 1-Day)**
 1. Conduct a kick-off meeting with Customer's team to review the project plan
 2. Review the SOW, establish mutual expectations for delivery of this service, and agree on roles and responsibilities
 3. Review project methodology, including milestones, communications, risk and issue tracking, action items, and reporting
- ii. **Planning & Design Phase – (Estimate 2-Days)**
 1. Review existing ASA firewalls and external/internal routing infrastructure
 2. Design for firewall and FirePower Management Center (FMC)
 3. Obtain Customer approval to begin Execution Phase
- iii. **Execution Phase – (Estimate 19-Days)**
 1. Install and initial configuration of two (2) FMC2600
 2. Install and base configuration of two (2) FPR4115 and one (1) FPR4112 Firewalls at the **MDR location**
 3. Migration of existing configuration including interfaces, NAT translations, Remote access VPNs, L2L tunnels, and ACLs from the existing ASAs to the **MDR FPR4115s and FPR4112**
 4. Install and base configuration of two (2) FPR4115 Firewall at the **POD Location**
 5. Migration of existing configuration including interfaces, NAT translations, and ACLs from the existing ASAs to the **POD FPR4115**
 6. Configuration of AnyConnect Remote access on the FPR4115
 7. Configuration of IPS and AMP features in the FPR4115 firewalls based on the existing Palo Alto firewalls
 8. Configuration of URL filtering based on the existing Palo Alto Firewalls
 9. Configuration of two (2) ISE servers for pxGrid Integration
 10. Cutover of the internet connections to the Cisco FPR4115 and FPR4112 firewalls
- iv. **Project Closeout Phase – (Estimate 2-Days)**
 1. Create As-Built documentation describing the deployment and provide to the Customer
 2. Conduct a knowledge transfer session
 3. Deliver Customer acknowledgement and obtain signoff

DELIVERABLES

- As-built documentation

PROJECT EXCLUSIONS / OUT OF SCOPE ACTIVITIES

- Remediation of existing issues unless specifically covered by this SOW.
- Extensive documentation such as run books or step by step installation instructions.
- Any new configurations will be out of scope.

SCHEDULE

Project delivery will begin on a date that is mutually agreeable to Supplier and the Customer.

Engagement Prerequisites

A completed and signed copy of this SOW must be provided to Supplier prior to scheduling the commencement of this engagement.

ASSUMPTIONS

This SOW is based on the information currently available to Supplier. Based on our current knowledge, the parties have identified the assumptions set forth below in “**Project Assumptions**” and “**Technical Assumptions**”. If any of these assumptions are invalidated or materially modified during the Project or if Customer wishes to make any changes to the Project, the parties will execute a Change Order to adjust the activities and estimates in this SOW.

GENERAL PROJECT ASSUMPTIONS

- Customer will appoint a project sponsor to oversee the direction of this project. The appointed project sponsor will have decision-making authority over all aspects of the project, including facilitating commitment of Customer resources and employees, decisions regarding scope management, and issue or conflict resolution.
- Customer understands the success of this project is dependent on the participation of Customer employees: attending facilitated workshops, sharing information, and collecting data as needed to support project activities. Customer understands the need to review interim and final deliverables and report acceptance or discrepancy to Supplier according to the project schedule set forth at the project kickoff.
- Customer will provide adequate, co-located workspace for the engagement participants (both Supplier and Customer resources) with the appropriate system level access.
- Customer will provide network connectivity and Internet access to Supplier as needed.
- Customer will provide elevated network and system credentials prior to arrival.
- Any service, process, product or procedure that is not explicitly and clearly stated in this SOW is outside the scope of the Project.
- This SOW is based on discussions with the Customer and does not take into account any changes to the environment made by the Customer or any third parties since its writing. If a significant change has occurred during this period, a Change Order may be required.

- All Supplier work is based on a (40) hours per week work schedule. Work will be performed during standard business hours, Monday through Friday, 8:30 am - 5:30 pm unless otherwise mutually agreed upon between Supplier and the Customer.
- Any non-standard hours that is required and not documented in this SOW will require a Change Order.

TECHNICAL PROJECT ASSUMPTIONS

- Work will be performed during normal business hours.
- All configurations will be based on the existing ASA firewalls. Any new configurations will be out of scope.
- The Customer will provide the necessary certificates for AnyConnect Remote Access
- Firewall configurations will be built based on industry standards.
- Detailed review of existing policies, ALCs, NAT configurations.
- Outdated configurations as determined during the detailed review will not be migrated and cleaned up as part of the migration process

FEES AND EXPENSES

SERVICES BILLING

Fixed Fee. Fixed fee in the amount of \$41,070.00

Billing Milestone	Description	Amount
1.	Upon Project Initiation	\$20,535.00
2.	Project Completion	\$20,535.00
TOTAL		\$41,070.00

BILLING NOTES

- Services will be invoiced on a Fixed Price basis, upon milestone.

EXPENSES BILLING

- Most work is expected to be performed remotely.
- Some onsite work will be done. Those expenses are included in the pricing.

OPTIONAL CISCO CUSTOMER SUCCESS MANAGEMENT

A Cisco certified Customer Success Manager may be included with the purchase of Cisco software/licensing. This non-dedicated resource gives access to licensing assistance, KPI and business objective development and tracking via a Customer Success Plan, Smart Account training, and Quarterly Success Reviews of the environment.

For further information, please contact Pivot at Ciscolifecycle@Pivotts.com.

AUTHORIZATION AND ACCEPTANCE

By signing below, both Supplier and the Customer agree to the Terms and Conditions of this SOW under Region 19 Contract #16-7210

AGREED

AGREED

**PIVOT TECHNOLOGY SERVICES CORP.
d/b/a COMPUTACENTER****EL PASO COUNTY**

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Upon execution, please submit signed document to PSOperations@pivotts.com