

**PRESIDIO®**

**Cisco Advanced Services for ISE**

**STATEMENT OF WORK**

**COMPTROLLER OF PUBLIC ACCOUNTS**

16-Jun-2022

Comptroller of Public Accounts  
 SOW#: 1003222205088 SOW-1  
 16-Jun-2022  
 Cisco Advanced Services for ISE

**PRESIDIO**

## PROPOSAL TEAM

Name	Company/Function	Phone	Email
Brent Blaha	Presidio Account Manager	512.795.7106	bblaha@presidio.com
Danny Snyder	Presidio Solution Architect	512.795.7134	dsnyder@presidio.com

## REVISION HISTORY

Revision	Revision Date	Name	Notes
V0.1	15-Jun-2022	Danny Snyder	First Internal Release
V0.2	15-Jun-2022	Danny Snyder	First Client Release
V1.0	16-Jun-2022	Ted Kilgore	RAP Review & Approval

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The scope and pricing are valid for 60 days unless otherwise noted.

## 1. EXECUTIVE OVERVIEW

### 1.1. Introduction

Presidio Networked Solutions Group LLC ("Presidio") is pleased to propose the following solution to Comptroller of Public Accounts ("Client"). This Statement of Work ("SOW") defines the scope of work to be accomplished by Presidio. The tasks to be performed by Presidio are defined and the responsibilities of Presidio and Client are contained herein as well.

Customer acknowledges and agrees that all of the services described in this Statement of Work will be performed by Presidio's third-party partner, Cisco Advanced Services.

### 1.2. Solution and Approach Overview

Comptroller of Public Accounts has requested assistance with the installation and configuration of Cisco Identity Services Engine (ISE) within their network. Presidio is providing the foregoing proposal for that installation and configuration in accordance with industry best practices.

### 1.3. Locations

Work will be done at the following locations. All work will be performed remotely and has been priced accordingly. If it is determined that onsite services are necessary, a POCN and pricing update will be negotiated.

Site Name	Address	City State ZIP	On-Site / Remote Services
Primary	111 E 17th Street	Austin, TX 78774	Remote

## 2. SCOPE OF WORK

### 2.1. Project Scope

**Presidio will:**

**Solution Requirements Development**

- 1) Gather information from Customer for the purposes of drafting the Solution Requirements Document by:
  - a) Providing Customer with a requirements questionnaire to list Customer business objectives and technical requirements for the proposed solution.
  - b) Review existing Customer provided documentation related to current and planned architectural design(s).
  - c) Conducting a 1 Business Day remote Solution Requirements Development workshop to review requirements of the proposed solution gathered from the Customer and if required (to be determined at Cisco's discretion) perform a gap analysis against the current architectural design(s) the results of which will be included in the Solution Requirement Document.
  - d) Conducting interviews (the number and frequency of such interviews to be at Cisco's discretion) with key Customer's stakeholders.
  - e) Identify gaps in Customer's existing and planned infrastructure that may prevent the ISE system from performing optimally and provide recommendations for correcting the gaps.
  - f) Review requirements of the proposed solution gathered during the workshop/interviews and perform a gap analysis against the current architectural designs.
- 2) Draft a Solution Requirement Document which shall be limited to the following:

- a) Business, technical, and operational requirements.
- b) Future technology plans.
- c) Identified feature or functionality gaps.
- 3) Provide the Solution Requirement Document for review and approval.
- 4) Provide written notification that the Solution Requirement Development Services are complete.

**Document Review Service Design Review**

- 1) Gather and review information from Customer for the purposes of drafting the Review Report by:
  - a) Providing Customer with a requirements questionnaire in order to detail Customer's document review requirements.
  - b) Conducting a 1 Business Day remote Document Review workshop.
  - c) Conducting interviews (the number and frequency of such interviews to be at Cisco's discretion) with key Customer's stakeholders.
- 2) Draft the Review Report shall be limited to the following:
  - a) Gaps between Customer's requirements and the proposed design, including Cisco's assessment of the gaps and recommendations for changes to the planned design
- 3) Provide the Review Report for review and approval.
- 4) Provide written notification that the Document Review Services are complete.

**Solution Design Development**

- 1) Gather and review information from Customer for the purposes of drafting the Solution Design by:
  - a) Conducting interviews (the number and frequency of such interviews to be at Cisco's discretion) with key Customer's stakeholders.
  - b) Assess Customer's limited production deployment network as the target environment to determine its ability to adopt the ISE system.
  - c) Identify gaps in Customer's existing and planned infrastructure that may prevent the ISE system from performing optimally and provide recommendations for correcting the gaps.
  - d) Analyze the potential effects of integrating ISE with Customer's existing IT infrastructure and include the results in the Solution Design Document.
- 2) Draft the Solution Design Document which shall be limited to the following:
  - a) Technical objectives and requirement fulfilment.
  - b) High-level design requirements.
  - c) Key risks within Customer's proposed high-level design, if applicable.
  - d) Design recommendations.
  - e) Proposed network and security topology and architecture.
  - f) Network logical and physical topology.
  - g) Security design.
  - h) Sample configurations templates for Cisco infrastructure devices.
  - i) Software release recommendations based on features and/or functionality.
  - j) Hardware platform recommendations.
- 3) Provide the Solution Design Document for review and approval.

- 4) Provide written notification that the Solution Design Development Services are complete.

**Implementation Plan Development**

- 1) Gather and review information from Customer for the purposes of drafting the Implementation Plan by:
  - a) Conducting a 1 Business Day Remote Implementation Plan Development workshop to discuss the high-level implementation strategy and review and finalize all implementation scenarios based on the input from the Customer.
- 2) Draft the Implementation Plan which will be based on the Solution Design Document. The Implementation Plan shall be limited to the following:
  - a) Detailed systematic procedures for solution implementation.
  - b) Recommended implementation sequence and scheduling per the timeline for the proposed implementation.
  - c) Rollback procedures, if any.
  - d) Configurations for the relevant solution.
- 3) Provide the Implementation Plan for review and approval.
- 4) Provide written notification that the Implementation Plan Development Services are complete.

**Implementation Execution**

- 1) Implement the Cisco products covered by the scope of this SOW in accordance with the Cisco product specification and execute the tasks and procedures documented in the Implementation Plan.
- 2) Provide written notification that the Implementation Execution Services are complete.

**Test Plan Development**

- 1) Gather and review information from Customer for the purposes of drafting the Test Plan by:
  - a) Conducting a 1 Business Day remote Test Plan Development workshop to discuss with Customer the high-level test plan, test cases, execution process and test tools to be used.

**Testing Execution**

- 1) Perform testing in accordance with the approved Test Plan
- 2) Provide the updated Test Plan to Customer to include the test results with any necessary changes and repeat as many times as needed.
- 3) Provide written notification that the Testing Execution Services are complete.
- 4) Perform testing in accordance with approved Test Plan
- 5) Provide signoff for Testing Execution Services.

**Post Implementation Support**

- 1) Provide 2 Business Days of remote post implementation support services over a period of 2 calendar weeks (the "Post Implementation Support Services"). Post Implementation Support Services will commence the next Business Day following completion Implementation Execution.
- 2) Provide Post Implementation Support Services which will be delivered by 1 Cisco resource(s) as consultative advice and guidance on the following:
  - a) Develop a Remediation Plan and review with the Customer.

- b) Schedule change window to implement the Remediation Plan.
  - c) Execute the Remediation Plan and confirm resolution of the issue.
  - d) Adjust the analysis process for subsequent move groups.
- 3) Provide Post Implementation Support Services which will be deemed complete on the earlier of the consumption of the above defined number of Business Days or the end of the Post Implementation Support period, whereafter Cisco will be entitled to issue an invoice for these Support Services.

## 2.2. Training & Knowledge Transfer

### Presidio will:

- 1) Within five (5) Business Days following completion of Post Implementation Support, reach agreement on the location and the commencement date of the Knowledge Transfer workshop(s).
- 2) Provide information to Customer regarding any Knowledge Transfer session pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop(s). Cisco will determine an appropriate format and delivery method for the Knowledge Transfer workshop(s), which will be conducted in English.
- 3) Conduct 1 remote Knowledge Transfer workshop(s) on topics noted below. The Knowledge Transfer Sessions do not replace product training related to the solution. Each workshop will be held for 2 consecutive Business Days, for up to a maximum of 8 participants.
- 4) Provide Knowledge Transfer on topics relevant to the scope of Services described in the SOW.
- 5) Provide related knowledge transfer material, if any. Knowledge Transfer Services will be deemed complete on delivery of all the Knowledge Transfer workshop(s).

## 2.3. Deliverables

Documentation may be created by Presidio and provided as part of the Project Deliverables. Some of these deliverables may be delivered as a single document. The specific documentation to be provided depends on your chosen solution(s); several example documentation items are listed below. Additional documentation and/or printed documentation is available upon request for an additional cost.

Deliverable	Format
Solution Design	PDF
Signed Testing Document	PDF

With the exception of Project Status Reports, each deliverable material will be approved in accordance with the following procedure:

- If a written list of requested changes is received within five (5) business days, the Presidio Project Team will make the agreed upon revisions and will, within five (5) business days, re-submit the updated version to Client.
- At that time Client has five (5) business days to review and request changes for the final document. If no written response is received from Client within five (5) business days, either accepting or requesting changes, then the deliverable material shall be deemed accepted.
- Deliverable documentation may be delivered via email, uploaded to a portal, or provided on a physical media and it may be provided in either an encrypted or unencrypted format. If Client requests a specific delivery method and format, Presidio will use that method for all documentation delivery and format otherwise, the sender will choose a delivery method and format that they feel is appropriate given the content of the documentation.

## 2.4. Resources

Presidio approaches project execution from a skills-based perspective. Our Execution Team is made up of individuals who have specific skill sets that will be utilized at different times during a given project. This

allows us to provide a very specialized workforce to Client and utilize the appropriate resource for the task required.

#### 2.4.1. Presidio Engineering Resources

- **Engineer(s)** – one or more individuals assigned to complete technical project tasks. Assignment of these resources depends upon the skill set of the task(s) and the timeline(s) within which the task(s) must be completed. These individuals report directly to the Project Manager for task assignment updates and to the Practice Manager or Architect/Senior Engineer for technical escalation needs.

The following Presidio resources will be engaged on this project:

- Network Security Engineer

Contact information for the project team personnel will be distributed by the Project Manager.

#### 2.4.2. Client Resources

Throughout the project, Client resources may be required for completion of specific tasks, providing key information or data, oversight, review, and approvals. The responsibilities of Client are outlined in this document.

The following Client resources will be engaged on this project:

- 2x Network Engineers (as needed)

Contact information for the project team personnel will be distributed by the Project Manager.

### 2.5. Project Change Request Process

Any items that are determined to be outside of this Scope of Work and deliverables defined must be submitted with a Project Change Request Form. No work outside of this Scope of Work will be undertaken without written approval and processing of a Project Change Request.

In the event that both Presidio and Client agree to a change in this Statement of Work, a written description of the agreed upon change will be prepared using a Project Change Request (PCR) form, which both parties must sign. The PCR form will be used to describe the change, the rationale for the change, and to specify any change in the scope, schedule or budget. The terms of a mutually agreed upon Change Authorization will prevail over those of this Statement of Work or any previous Change Authorization.

Modifications in project scope including but not limited to the following will require a change order:

- Customer requested changes in outcome, approach, features, or capabilities.
- Additional required tasks discovered through the planning and design review, but not mentioned in this SOW or changes to the design after the Sign-off of the design phase and/or during the implementation phase.
- Upgrade, modification, or repair of equipment or applications to effectively deploy this scope.
- Changes required to existing infrastructure components, not called out in this Statement of Work including patching and/or reconfiguration.
- Remedial work for the resolution of issues which existed prior to the installation (bad cables, lost passwords, third-party solutions, and so forth).
- Defective equipment provided by Client and integrated into the solution requiring additional diagnostic troubleshooting and/or remediation.
- Troubleshooting issues due Client changes to configurations made "after" releasing the system or "after" a specific milestone completion in a multi-site phased deployment
- Delays due to issues relating to site preparation that result in delays to the project.
- Delays in responding to scheduling requests, acceptance requests, and requests for information.
- Insufficient notice of a schedule change. If 24-hour notice is not provided charges may be applied.

## 3. ASSUMPTIONS

Presidio makes the following assumptions in developing this Statement of Work. These assumptions serve as the foundation to which the project estimate, approach and timeline were developed. By signing this SOW, Client agrees that these assumptions are correct and valid. Any changes to the following assumptions must be processed using the Presidio Change Management Process and may impact the project duration and labor requirements.

### 3.1. General Assumptions

The following project assumptions are made and will be verified as part of the engagement:

1. Client has read and agrees with all items contained or omitted within this Statement of Work.
2. This SoW supersedes any previous scope discussion or agreement including "Vision Deck" PowerPoint proposals, emails, or verbal communications.
3. All Presidio activities will take place during normal working hours (Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding holidays) unless noted as "Off Hours" in this SOW.
4. Any items or tasks not explicitly listed as in-scope within this SOW are considered to be outside of the scope and not associated with this SOW and price.
5. If integration of the product is performed at a Presidio facility, then transfer of ownership (acceptance) occurs upon the receipt and integration of goods at Presidio, regardless of shipment, as manufacturers will not accept returns of opened products.
6. Presidio will not be held responsible for troubleshooting networks, applications and/or hardware if Client has no formal change management documented processes and policies
7. Presidio may engage subcontractors and third parties in performing a portion of this work.
8. Presidio will not make changes to the configuration of any network equipment after it has been installed and tested.
9. Some activities included in this project may be performed on Presidio's premises.
10. Not all features or functions of the installed system are included in the scope of this engagement
11. Presidio reserves the right to modify the approach outlined within this SoW if it does not alter the timeline or overall outcome of the engagement.
12. Presidio will configure the systems outlined within this Statement of Work, with a unique set of authentication credentials, unless otherwise provided by Client. Upon the completion of the engagement, Presidio will provide Client with all usernames, passwords, and additional authentication information that were implemented during the engagement. Presidio strongly recommends that these credentials be changed upon the completion of the engagement.
13. Services will be provided for the Products listed below. This SOW does not apply to the purchase of the Product. Four (4) ISE 3695 appliances, up to 12000 endpoints, 3000 users, 100 access points, two (2) Cisco WLCs, 50 access layer switches, one (1) Active Directory domain, five (5) SSIDs

### 3.2. Client Responsibilities

The following items are listed as responsibilities of Client for this engagement. Client is responsible for performing the items and activities listed in this section or arranging for them to be performed by a third-party if appropriate.

1. Provide a single Client point of contact with the authority and the responsibility of issue resolution and the identification, coordination, and scheduling of Client personnel to participate in the implementation of the SOW. Without a single Client point of contact, a Project Change Request may be required for the additional effort by Presidio.
2. Participate in any required design sessions or workshops.
3. Provide or procure all appropriate hardware, software, licensing, and media required for implementation of the SOW.
4. Supply current equipment configuration for review if applicable.
5. Schedule appropriate maintenance windows for system upgrades or installs and notify user community.
6. Be responsible for having in place, active manufacturer support contracts on all devices that are the subject of this SOW.
7. Dispose all retired equipment as part of this project.



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8. Provide all required physical access to Client's facility (identification badge, escort, parking decal, etc.), as required by Client's policies; and provide all required functional access (passwords, IP address information, etc.), as required for Presidio to complete the tasks.
9. Provide to Presidio all required IP addresses, passwords, system names, and aliases.
10. Validate the site readiness prior to the dispatch of Presidio personnel to perform the services being contracted.
11. Provide adequate facilities for the installation of the hardware. This includes all necessary peripheral hardware (KVM ports or monitors, keyboards, mice, network access, etc.) as well as electrical and spatial needs and required antivirus software.
12. Provide high-speed access to the Internet for verification of device support requirements and for software downloads.
13. Verify operation of the installed/upgraded equipment per the predefined Verification Plan.
14. Provide Presidio administrator access on appropriate devices for the completion of the engagement.
15. Complete all Client installations where required in accordance with Client PC requirements for the new application versions.
16. Provide remote access for troubleshooting and configurations related to the project - preferably VPN access, as necessary.
17. Provide requested documentation or information needed for the project within two (2) business days, unless otherwise agreed to by all parties.
18. Provide further information about Customer's requirements to enable Presidio to deliver a more focused and tailored Knowledge Transfer workshop.
19. Provide Presidio with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least five (5) Business Days before commencement of the workshop(s).
20. Provide at least two (2) suitably skilled and trained resources to work with Presidio as necessary during the Post Implementation Support Services.

## 4. PRICING

Presidio is providing a Fixed Fee Price as part of this Statement of Work. Presidio will invoice Client based on the project milestone(s) listed below:

Milestone Name	Amount
<b>Completion of Design Review</b>	14,654.64
<b>Completion of Solution Requirements Development</b>	18,036.48
<b>Completion of Solution Design</b>	28,933.52
<b>Completion of Test Plan and Execution</b>	28,933.52
<b>Completion of Implementation Plan and Execution</b>	65,006.48
<b>Completion of Post Implementation Support</b>	7,515.20
<b>Completion of Knowledge Transfer</b>	7,515.20
<b>Total</b>	<b>\$ 170,595.04</b>

Presidio will bill Client upon completion of each Milestone. Invoices may contain multiple Milestones.

If Client requires a change in the scope of work, the parties will negotiate in good faith to generate a written change order documenting the additional labor and requirements that will be mutually agreed upon by the parties prior to onset of the additional work.

If, in Presidio's reasonable discretion, completion of one or more of a project's milestones are subject to a material delay due to factors outside of Presidio's control, Presidio may invoice Client a prorated amount for work performed which reflects Presidio's current progress toward completing the milestone(s) at the time of any such delay.

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Payment terms are subject to credit department approval and will be negotiated and documented on a valid purchase order or other financial document. Presidio payment terms are Net-30. If Client fails to provide a notice of acceptance or a statement of issues to be resolved within ten (10) business days of project conclusion, the project will be deemed accepted and Client will be invoiced.

**4.1. Expenses**

There are no anticipated travel or incidental expenses to be incurred by Presidio in association with the execution of this Statement of Work and therefore no expenses will be billed to Client.

**4.2. Travel Time**

Travel to and from the work site(s) by Presidio resources in association with the execution of this Statement of Work will not be charged to Client.

**5. TERMS AND CONDITIONS**

This agreement is governed by the terms and conditions of Texas DIR contract# DIR-TSO-4167.


**6. APPROVAL SIGNOFF**

The use of signatures on this Statement of Work is to ensure agreement on project objectives and the work to be performed by Presidio.

Presidio signature signifies our commitment to proceed with the project as described in this document. Please review this document thoroughly, as it will be the basis for all work performed by Presidio on this project.

This Statement of Work is valid for a period of sixty (60) days from the date that this Statement of Work is provided by Presidio to Client unless otherwise agreed to by both parties.

Comptroller of Public Accounts

DocuSigned by:  
  
11EA6DEF0EC441E

7/12/2022 | 11:25 AM CDT

Signature

Date

Lisa Craven, Deputy Comptroller

Printed Name

Presidio

  
Brian Wisler (Jul 11, 2022 13:13 CDT)

Jul 11, 2022

Signature

Date

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**PRESIDIO**

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**Brian Wisler** Engineering VP, Solutions and Services

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Printed Name & Title

DIR SOW ID CPA-000065

Texas Department of Information Resources

DocuSigned by:

*Hershel Becker*

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Chief Procurement officer

8/5/2022 | 7:32 AM CDT