



STATEMENT OF WORK

Project Name:	City of Burleson ClearPass LAN/WLAN Advance Start-Up	Seller Representative: Kevin Cotto +1 (847) 465-6000 kevin.cotto@cdwg.com
Customer Name:	CITY OF BURLESON	
CDW Affiliate:	CDW Government LLC	
Subcontractor:	Traversa Solutions, Inc.	Solution Architect:
Date:	October 10, 2022	
Drafted By	Velika Harris	

This statement of work (“**Statement of Work**” or “**SOW**”) is made and entered into on the last date that this SOW is fully executed as set forth below (“**SOW Effective Date**”) by and between the undersigned, CDW Government LLC (“**Provider**,” and “**Seller**,”) and CITY OF BURLESON (“**Customer**,” and “**Client**,”).

This SOW shall be governed by the Texas HP DIR TSO 4159 between CDW Government LLC and the Texas Department of Information Resources, dated December 4, 2018, as amended (the “**Agreement**”) If there is a conflict between this SOW and the Agreement, then the Agreement will control, except as expressly amended in this SOW by specific reference to the Agreement.

PROJECT DESCRIPTION

PROJECT SCOPE

Provider to perform an Aruba ClearPass Advance Start-Up (Pilot) Implementation for Customer that includes ClearPass design, configuration, staging, testing, and knowledge transfer. In addition to the implementation of ClearPass, Provider will provide an As-Built document and a 30-hour Block Hour Agreement where 20 hours will be used to support Customer as they self-deploy ClearPass into their production environment, and 10 hours will be applied toward the support of Aruba Central. Below details the Bill of Material for this NAC implementation.

ENVIRONMENT

- LAN
 - Aruba 2900 / 2500 / 6100 series switches
- WLAN
 - Aruba AP-515, AP-575 and AP-565 wireless APs
 - 3 SSIDs: Corporate, BYOD and Guest
- Palo Alto firewall
- AD (2016)
- Avaya J139 & J179 Phones

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- MDM – by Workspace ONE (VMware)
 - Central (to be implemented)

PROVIDER WILL PROVIDE THE FOLLOWING SERVICES:

1. Design for ClearPass Policy Manager per Customer's security strategies
2. Remote staging of ClearPass Configuration and Integration into current Domain/LDAP infrastructure
3. Remote Testing of Authentication with sample clients per stated design objectives
4. As-Built Documentation and Knowledge Transfer on Solution's Day-to-Day Management
5. 30-Hours Remote Block Hour Support: 20 hours to be used to support Customer as they self-deploy ClearPass into their production environment, and 10 hours to be used for Aruba Central support to build out Guest portal template

Customer will provide an environment for the pilot to test with up to three switches, one WLAN controller, three access points, and Active Directory. Customer will be responsible for configuration of the WLAN controllers, switches, and L2 and L3 path necessary to meet their ClearPass Design goals.

ASSUMPTIONS

1. Provider will assist with ClearPass integration with the Palo Alto firewall
2. CPPM implementation is for a single manufacturer for the switches and a single manufacturer for the wireless.
 - a. Additional manufacturers will require a change order.
3. Customer will assist with onsite tasks and client testing to verify solution functionality.
4. All work by Provider will be performed remotely.

OUT OF SCOPE:

1. OnBoard
2. OnGuard
3. VPN authentication required with ClearPass
4. CPPM integration with any MDM/EMM solution
5. Device Registration Portal
 - a. One Guest Portal is in scope (if required)
6. Dynamic Segmentation (User-Based Tunneling)
7. TACACS

All equipment staged remotely must be sent to the following address:

Traversa Solutions
1361 North Glenville Drive
Richardson, TX 75081
C/O: City of Burleson

**Additional fees may occur if equipment is not delivered to facility for remote staging. Please review scope.

PROJECT KICKOFF – CLEARPASS ADVANCE START-UP

Provider will work with Customer to determine the goals of the project and review the project scope, approach, key personnel, and inputs, as well as overall schedule.

TASKS:

Conduct Project Kickoff call to introduce key personnel and discuss the following:

- Define project stakeholders

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- Define project approach, items/services, and dependencies
 - Obtain needed inputs, documents, and configuration files from Customer to perform discovery and analysis
 - Outline project schedule

PROVIDER RESPONSIBILITIES:

1. Meeting Minutes
 - a. Stakeholder information
 - b. Milestone dates
 - c. Project assumptions
 - d. Action Items

CUSTOMER RESPONSIBILITIES:

1. Unattended Remote Access
2. Configuration files
3. Active service agreement number
4. Licenses that pertain to equipment on bill of material

PROJECT KICKOFF ASSUMPTIONS:

1. Provider will be assigned a project lead from Customer's IT staff and provided with his/her contact details.
2. Customer will supply unattended remote access for duration of project.

CLEARPASS DESIGN AND MIGRATION PLAN

Provider Engineers will remotely work with Customer staff to discover current network requirements and consult on the design and configuration parameters needed to complete a solution that meets Customer's Security Policies. Provider will define the design based on best practices for the proposed solution.

TASKS:

ClearPass Policy Manager Design:

- Basic Configuration Information
 - IP Address Information
 - IP Services Information NTP, DNS
 - Existing Infrastructure Information
 - LDAP Servers (IP Addresses)
 - AD Version
 - Account and OU Information
- Redundancy Configuration or Publisher/Subscriber Roles
- Document Authenticators (AP, WLAN Controllers or Switches IP)
- Discuss and Document Security Policies
 - Groups
 - VLANs
 - ACLs
 - Time of Day
 - Device Groups

PROVIDER RESPONSIBILITIES:

- Design Acceptance Document that will provide the network configuration for review and approval before starting the final programming and connections of the system.

CUSTOMER RESPONSIBILITIES:

- Authorized Design Acceptance Document

NETWORK DESIGN ASSUMPTIONS:

1. There will be no more than 1 Publisher and 1 Subscriber for the cluster.
2. WLAN and LAN network devices are limited to Cisco or Aruba Equipment.
3. The number of SSIDs is limited to no more than 4ea – Internal, BYOD, Guest, & IoT:
 - a. Internal - 802.1x EAP TLS or EAP-PEAP
 - b. BYOD - Employees with Portal or 802.1x
 - c. Guest
 - d. IoT Devices - MAC auth with static whitelist of devices only
4. Captive portal web design is out of scope.
5. Provider will be supplied the necessary IP addresses to VLAN and management interfaces.
6. ClearPass implementation is for wired and wireless.
7. Customer will provide timely information during the design process.

CLEARPASS DEVICE STAGING

Provider will supply network engineering support to stage Customer's equipment. At the end of this phase, the network will be configured, tested, and made ready for client testing.

REMOTE STAGING

Devices will be remotely staged.

TASKS:

- Upgrade ClearPass with latest patches
- Register ClearPass Software and Licenses
- Create LDAP Bind with Customer's Directory Services (Up to 4 Domains)
- Create RADIUS bind with Customer's Access Points
- Create Authentication Policies for LAN/WLAN Users (up to 15)
- Configure reporting and email alerts (up to 5 Scheduled Report Templates)
- Configure Guest Policy and Sponsor Workflows if necessary

DEVICE STAGING ASSUMPTIONS:

1. Customer is responsible for configuration of the following:
 - a. Active Directory Security Groups that match design enforcement policies
 - b. SMS or SMTP Gateways to support Self-Registration
 - c. Providing Certificate if required to support implementation
2. Customer is responsible for configuring all client supplicants and test LAN and/or WLAN Connectivity.
3. Seller is responsible for resolving product availability constraints that will affect staging production schedule or Provider's ability to meet onsite deployment schedule. Start and stops to production schedule will increase overall project cost.
4. Customer is responsible for configuration of the following:
 - a. Active Directory Security Groups that match design enforcement policies
 - b. SMS or SMTP Gateways to support Self-Registration
 - c. RADIUS Information on IAP or WLAN Controller

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- d. Providing Certificate if required to support implementation
 5. Provider is not responsible for client supplicant deployment and certificate distribution beyond 5 test devices. Provider will consult on deployment methodology.
 6. If using TLS certificate authentication, internal Certificate Authority must be in place and ready to sign certificates for ClearPass and test clients.
 7. Provider is not responsible for CA deployment or changes needed to accomplish certificate creation.
 8. Identity endpoint database for storing users and devices (authentication source) will be Microsoft Active Directory:
 - a. There is a limit of no more than 3ea Domain controllers
 - i. Multi-factor authentication is out of scope
 9. Customer will provision and deploy Virtual Appliances with the Customer's infrastructure.
 10. Virtual Machines will meet or exceed Aruba's recommended standards for Customer's deployment.
 11. Customer will configure all AP, Switches, and routers to provide RADIUS relationship with Policy Server and L2/L3 paths as defined by the design document.
 12. Customer will provide onsite configuration support, if necessary.
 13. Configuration and authentication limited to devices.
 14. Customer will provide unattended remote access to ClearPass Appliances for duration of the project.

CLEARPASS TESTING - PROOF OF CONCEPT

Provider will check the quality, performance and/or reliability of devices that have been installed on the network.

REMOTE TESTING

All testing scenarios will be executed by Provider and demonstrated to Customer's onsite Project Stakeholder. Results will be documented to validate the Scope of Work ("SOW") and subsequent Scope of Process ("SOP") procedures and items/services. Provider Engineers will perform a final configuration check to validate consistency.

REMOTE TASKS:

- Customer WLAN Client Authentication
 - Verify successful authentication of up to 5 Customer Devices
 - Verify Policy is being appropriately applied to device and user
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- Customer LAN Client Authentication
 - Verify successful authentication of up to 5 Customer Devices
 - Verify Policy is being appropriately applied to device and user
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TESTING ASSUMPTIONS:

1. Customer will provide a list of key resources and/or applications for testing.
2. Assumes SMTP or SMS Gateway is operational
3. Customer is responsible for configuring all client supplicants and test LAN/WLAN Connectivity.
4. Customer responsible for determining test client for internal and external users.
5. Customer will provide timely onsite assist, if necessary, to complete configuration or test connectivity.
6. Customer will provide onsite assist throughout project.

CLEARPASS KNOWLEDGE TRANSFER

Provider will offer up to 2 hours to explain the technologies used during the implementation: review provided documentation, provide best practices regarding the day-to-day management, and troubleshooting of the implemented solution.

CLEARPASS DOCUMENTATION

Provider will prepare customer site documentation. Documentation will be delivered per site no later than one week after site migration to Seller. Delivery of this documentation will mark the site complete, and the billing milestone will be executed.

DOCUMENT ASSUMPTIONS:

1. If the administrative sign off is not signed by Customer within 6 days of implementation, then it will be assumed that there are no open items on the project and the project will therefore be closed.

CPPM PRODUCTION ROLLOUT BLOCK OF HOURS SUPPORT

Provider will offer a Remote Block Hour Agreement for Customer where Provider will perform remote support to include the following:

- 20 hours to remotely support Aruba ClearPass Production Rollout
- 10 hours to support Aruba Central – Build Guest Portal Template

SCHEDULED SERVICES

Provider will schedule engineering resources to remotely assist with Customer's Aruba ClearPass LAN WLAN Production Rollout and Deployment of Aruba Central. These services can be consulting or configuration assistance. Deliverables will be agreed upon by both parties at the time of the support request.

A scheduled service is one that is planned and scheduled at a minimum of one week in advance. Service will be provided in a timely manner but does not include a guaranteed response time. Provider will assign the appropriate resource based on skillset and resource availability to complete the support request. Support requests do not include project management. Assigned resource(s) will work under the guidance of Customer.

SCHEDULED REMOTE SERVICES ASSUMPTIONS:

1. Request Requirements
 - a. A minimum of 4 hours for remote support, and 8 hours for onsite support per day
 - b. Support will be provided based on the scheduled block of time
 - c. Support will be provided in ½ hour increments following the initial minimums per day
 - d. Email and phone call responses will be provided in ½ hour increments
2. Resource Scheduling & Availability
 - a. Provider will use commercially reasonable efforts to consider Customer's schedule, but as with all requests, the performance of the services is subject to the availability of Provider personnel and resources, as determined by Provider.

The block hours are effective as of the date of the client's signature and will expire 6 months after the date of the client's signature.

CUSTOMER RESPONSIBILITIES

Customer is responsible for the following:

1. Customer is responsible for onsite tasks to support the project.
2. Unattended remote access is required by Customer.

PROJECT ASSUMPTIONS

CUSTOMER ASSUMPTIONS:

1. Customer will provide full access to any information necessary towards the completion of the project. This includes IP addresses, passwords, phone numbers, etc.

GENERAL ASSUMPTIONS:

1. Provider is not responsible for network issues caused by deficient manufacture hardware or software.
2. Warranty responsibilities will be carried out by the Manufacturer of equipment purchased for the project.
3. A scheduled event requires a cancellation notice within 5 business days or a ,500 fee plus travel expenses (if applicable) will be accessed.
4. A scheduled event for a block hour or time and material agreement will require a cancellation notice within 2 business days, or the scheduled time will be billed plus travel expenses (if applicable).
5. Work will be performed Monday through Friday during normal business hours (8:00am -5:00pm), or as otherwise defined elsewhere in this SOW, unless a mutually agreed upon after hours schedule is required.
6. Project duration will be continuous and **no greater than 5 Weeks.**
7. Additional assumptions could be defined as a detailed SOP if developed and agreed upon by Provider and Seller.

PROVIDER ASSUMPTIONS:

1. Provider is responsible for only those services that pertain to devices listed on the bill of material.
2. Provider was not involved in developing the project bill of materials and not responsible for design limitations caused by the bill of materials.
3. Provider is not responsible for cabling plant issues that occur due to bad cables or cable terminations.
4. Provider is only responsible for establishing or verifying network connectivity L2 and L3. A PING and TRACEROUTE test will be used to determine connectivity.
5. Provider is not responsible for application issues unless there is direct correlation with work being performed.
6. Provider will be responsible for overall project management which includes overall project schedule, customer escalations, change management processes, participating in bi-weekly meetings and project decisions that will vary from pre-implementation plan.
7. Provider and Manufacturer are responsible for assuring that products meet technical requirements and interoperate with any existing equipment prior to implementation on the customer network.

OUT OF SCOPE

Tasks outside this SOW include, but are not limited to:

1. Configuration of any devices outside of the devices listed in Appendix A is considered out of scope.
2. ClearPass OnBoard and OnGuard are considered out of scope.

Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

ITEM(S) PROVIDED TO CUSTOMER

Table 1 – Item(s) Provided to Customer

Item	Description	Format
Project Documentation	Device Configuration Files Per Site Physical and Logical Design	.pdf

GENERAL RESPONSIBILITIES AND ASSUMPTIONS

- Customer is responsible for providing all access that is reasonably necessary to assist and accommodate Seller's performance of the Services.
- Customer will provide in advance and in writing, and Seller will follow, all applicable Customer's facility's safety and security rules and procedures.

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- Customer is responsible for security at all Customer-Designated Locations; Seller is not responsible for lost or stolen equipment, other than solely as a result of Seller's gross negligence and willful misconduct.
 - This SOW can be terminated by either party without cause upon at least fourteen (14) days' advance written notice.

CONTACT PERSONS

Each Party will appoint a person to act as that Party's point of contact ("**Contact Person**") as the time for performance nears and will communicate that person's name and information to the other Party's Contact Person.

Customer Contact Person is authorized to approve materials and Services provided by Seller, and Seller may rely on the decisions and approvals made by the Customer Contact Person (except that Seller understands that Customer may require a different person to sign any Change Orders amending this SOW). The Customer Contact Person will manage all communications with Seller, and when Services are performed at a Customer-Designated Location, the Customer Contact Person will be present or available. The Parties' Contact Persons shall be authorized to approve changes in personnel and associated rates for Services under this SOW.

CHANGE MANAGEMENT

This SOW may be modified or amended only in a writing signed by both Customer and Seller, generally in the form provided by Seller ("**Change Order**"). Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

In the event of a conflict between the terms and conditions set forth in a fully executed Change Order and those set forth in this SOW or a prior fully executed Change Order, the terms and conditions of the most recent fully executed Change Order shall prevail.

PROJECT SCHEDULING

Customer and Seller, who will jointly manage this project, will together develop timelines for an anticipated schedule ("**Anticipated Schedule**") based on Seller's project management methodology. Any dates, deadlines, timelines or schedules contained in the Anticipated Schedule, in this SOW or otherwise, are estimates only, and the Parties will not rely on them for purposes other than initial planning.

The following scheduling scenarios that trigger delays and durations to extend beyond what's been planned may require a Change Order:

- Site preparation, such as power, cabling, physical access, system access, hardware/software issues, etc. must be completed in a timely manner.
- Project tasks delegated to Customer PMs/Engineers/Techs/Management/Resources must be completed in a timely manner. For example, in the event a project's prioritization is demoted, and Customer resources are reallocated causing the project's schedule to extend on account of experiencing interruptions to its momentum requiring complete stop(s) and start(s).
- External projects/dependencies that may have significant impact on the timeline, schedule and deliverables. It is Seller's assumption that every reasonable attempt will be made to mitigate such situations.

TOTAL FEES

The total fees due and payable under this SOW (“**Total Fees**”) include both fees for Seller’s performance of work (“**Services Fees**”) and any other related costs and fees specified in the Expenses section (“**Expenses**”).

Seller will invoice for Total Fees. Customer will pay invoices containing amounts authorized by this SOW in accordance with the terms of the Agreement. Unless otherwise specified, taxes will be invoiced but are not included in any numbers or calculations provided herein. The pricing included in this SOW expires and will be of no force or effect unless it is signed by Customer and Seller within thirty (30) days from the Date list on the SOW, except as otherwise agreed by Seller. Any objections to an invoice must be communicated to the Seller Contact Person within fifteen (15) days after receipt of the invoice.

SERVICES FEES

Services Fees hereunder are FIXED FEES, meaning that the amount invoiced for the Services will be \$24,462.00.

The invoiced amount of Services Fees will equal the amount of fees applicable to each completed project milestone (see Table below).

Table – Services Fees

Milestone	Percentage	Fee
SOW Execution (30 Block Hours)	32.5%	\$7,942.50
Design Document Acceptance	22.5%	\$5,506.50
Staging Complete	22.5%	\$5,506.50
Knowledge Transfer & Documentation Complete	22.5%	\$5,506.50
Totals	100%	\$24,462.00

Expenses

All services under this SOW will be performed remotely; therefore, neither travel time nor direct expenses will be billed for this project.

TRAVEL NOTICE

Two (2) weeks’ advance notice from Customer is required for any necessary travel by Seller personnel.

CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the locations specified on the attached Exhibit (“**Customer-Designated Locations**”).

SIGNATURES

In acknowledgement that the parties below have read and understood this Statement of Work and agree to be bound by it, each party has caused this Statement of Work to be signed and transferred by its respective authorized representative.

This SOW and any Change Order may be signed in separate counterparts, each of which shall be deemed an original and all of which together will be deemed to be one original. Electronic signatures on this SOW or on any Change Order (or copies of signatures sent via electronic means) are the equivalent of handwritten signatures.

CDW Government LLC

CITY OF BURLESON

By: _____

By: _____

Name: Services Contracts Manager

Name: _____

Title: Services Contract Manager

Title: _____

Date: _____

Date: _____

Mailing Address:

Mailing Address:

200 N. Milwaukee Ave.

141 W RENFRO ST, FINANCE DEPT

Vernon Hills, IL 60061

BURLESON, TX 76028-4261

EXHIBIT A

CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the following locations (“**Customer-Designated Locations**”).

Location(s)	Address
City of Burleson	141 W. Renfro Street, Burleson, TX 76028

EXHIBIT B

BILL OF MATERIAL

BILL OF MATERIAL:

Part Number	Description	Quantity
JZ399AAE	Aruba ClearPass Cx000V VM Appliance E-LTU	2
JZ402AAE	Aruba ClearPass NL AC 1K CE E-LTU	1