



## “Cira Infotech, Inc”

5755 N Point Parkway, Suite 81 & 82  
Alpharetta, GA 30022

### **Managed Firewall Services Agreement to Perform “Managed Firewall Services” to the client “City of Lawrenceville, GA”**

<b>Date</b>	<b>Services Performed By:</b>	<b>Services Performed For:</b>
August 28, 2019	“Cira Infotech, Inc” 5755 N Point Parkway, Suite 81 & 82 Alpharetta, GA 30022	“City of Lawrenceville, GA” 70 S Clayton Street, P.O. Box 2200, Lawrenceville, GA 30046, USA

This Managed Firewall Services Agreement (MFSA) is issued for the Managed Firewall Services contract between “City of Lawrenceville, GA” (“Client”) and “Cira Infotech, Inc” (“Supplier”), effective September 16, 2019 (the “Agreement”). This MFSA is subject to the terms and conditions contained in the Agreement between the parties and is made a part thereof.

## Period of Performance

The Services shall commence on September 16, 2019, and shall continue for a period of 36 Months.

## Engagement Resources

The following Resources will be engaged on a Shared basis model for the implementation of this project.

<b>Name</b>	<b>Designation</b>
Mahesh Garikota	Delivery Head
Ashok Pilla	SME Check Point CCSE Engineer
SOC Resources	Check Point Certified Engineers Level 2 and 3 Resources from Alpharetta GA

# CIT's Understanding of City of Lawrenceville's environment

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CIT has the following understanding of the client.

- ❖ The Client "City of Lawrenceville" currently has One Check Point Appliances each at the City and Police Dept. along with separate Smart Centers to manage these Security Gateways

## Scope of Work

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### **Managed Services Scope for Checkpoint 5K Security Gateway Implementation**

- 1. The following Check Point devices are currently deployed at City of Lawrenceville Data Center**

<b>Part Number</b>	<b>Product Description</b>	<b>Quantity</b>
CPAP-SG5200-NGTP	5200 Next Generation Threat Prevention (NGTP) Appliance	2
CPEP-ACCESS-P	Endpoint Access Control perpetual package. Provides endpoint firewall and VPN remote access	350
CPEP-ACCESS-3Y	50 x Endpoint Access Control package subscription for 3 years. Provides endpoint firewall and VPN remote access	
CPSB-MOB-50	Mobile Access Blade for 50 concurrent connections	50
CPEP-SBA-NGAV-3Y	350 x SandBlast Agent Next Generation AV - Advanced threat protection and automated endpoint forensic analysis for all malware types, for 3 years	
CPAP-NGSM405	Smart-1 405 Next Generation Security Management Appliance for 5 gateways	2

## CIT in Scope

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### **On Going day to day operational support including:**

- Hardware health Monitoring and Alerting
- Policy Provisioning: Day to Day Firewall changes ( No more than 5 changes a week or 20 changes a month)
- Incident Handling ( Any issues with Firewall )
- Maintain the Firewall Currency including Hotfixes, Upgrades, IPS and other updates
- Tweaking of Firewall configurations / Troubleshooting any connectivity issues through firewall
- Maintain currency of the OS and blades
- Support all blades as licensed
- Responsible to work with issues related to Check Point and resolve them working with Check Point Support team
- Backup and Restore of Configurations on regular basis.
- Replace the gateways and bring it operational in the event of hardware/software fault
- Vulnerability Assessment will be performed before the start of engagement and ongoing Bi-Annual assessment for up to 100 internal devices. A detailed and summary report will be provided to City of Lawrenceville along with recommendations for mitigation. Any action required to address the vulnerabilities outside of Firewall will be City of Lawrenceville's responsibility including but not limited to Server patching, storage, desktop, network and applications.

### **Following Service Level Objective (SLO) will be applicable:**

- 2 Hour response for any Monitoring Alert (SNMP based) via email / ticket
- 4 Hour response for any Priority 1 issues such as Hardware failure and major outage during business hours and 8 hour response outside of business hours
- 6 Hour response for any Priority 2 issues such as minor/partial impact to business during business hours and 24 hours response outside of business hours
- 2 Business day response for any Priority 3 issues such as non-impact/ low impact issues
- Same Business day response from high impact changes (provided changes are communicated via email or phone call before 12 Noon. Changes communicated after 12 noon will be processed next business day )
- 2 Business day response for any of the regular changes.

## CIT Out of Scope

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- Check Point Hardware Ownership, Licenses and Manufacturer support is COL's responsibility
- Review Issues related to applications or database not related to Firewall
- Network Device Configurations on the upstream and downstream devices
- Physical Hands and Eyes
- Anything not specified in the In Scope section above.
- The Hardware and MSP services have been scoped based on the current capacity and additional 20 % growth. In the event there is change in scope more than 25% this would result in update of the proposal and price implication.

## City of Lawrenceville to Provide

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- Access to the Client Network Architecture Documentation If any
- Network Configurations/Access to the upstream and downstream Switches/Routers etc. as needed
- Firewall Configurations and Access including Console
- Access to Check Point Support Portal for CIT resource to download licenses as well as log service requests for the current hardware.
- B2B VPN with Cira SOC at Alpharetta GA and Remote Access account to access Data Centers ( for device monitoring and supporting )

## Completion Criteria

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Contractor shall have fulfilled its obligations when any one of the following first occurs:

- Contractor accomplishes the Contractor activities described within this SOW, including delivery to Client of the materials in line with scope of work and Client accepts such activities and materials without unreasonable objections.
- CIT resource will perform it's best to identify and troubleshoot the issues in a reasonable time frame as agreed mutually and will escalate any un resolved issues to obtain help from Product Vendor and will closely work with Product support team while keeping City of Lawrenceville informed with progress.
- CIT does not guarantee or be responsible for any product features nonfunctional due to limitation from Product/Service from Manufacturer ( In this case Check Point)

## Consultation Charges

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CIRA INFOTECH is pleased to provide Managed Firewall services to City of Lawrenceville as described in the above sections for a fixed monthly cost. The Ongoing Managed services will start from the date of signing the contract and will continue for a period of 36 Months. At the end of 36 Month Contract. In the event that there is a need to expand or change the scope or scheduling of this engagement, a formal addendum will be executed and additional fees may apply.

<b>Monthly Managed Services Cost</b>	<b>Duration</b>	<b>Service covering both City of Lawrenceville and Police Dept.</b>
\$ 2,250 / Month	36 Months	Check Point Managed Firewall Services as per the Scope defined in the document for 2 Check Point 5200 Security Gateways
\$ 4.50 /End point Total est. \$ 1,575 per month	36 Months	Check Point End Point Support QTY - 350

Note: This pricing quotation is valid for sixty (60) days from the date of this Proposal and based on Net 30 days Payment term.

<b>Optional Bundled Add-on Security Services</b>		
\$ 950 / Month.	36 Months	24x7 SIEM Services ( Security Incident and Event Monitoring Services ) – 250 GB of log data per month

**IN WITNESS WHEREOF**, the parties here to have caused this MFSA to be effective as of the day, month and year first written above.

“City of Lawrenceville, GA”

“Cira Infotech, Inc”

By: \_\_\_\_\_  
Name:

By: \_\_\_\_\_  
Name:

Title:

Title:

