



# Statement of Work

City of Mission East/West

March 18, 2025

Prepared for:

City of Mission

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## Contact Information

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	Timothy Ramsey	210.274.8654 (m)	

## Project Summary

City of Mission (“Client”), headquartered at 1201 E. 8<sup>TH</sup> Street, Mission, TX 78572 US, requested that Telepro Communications (“Telepro”) submit a statement of work (SOW) outlining Client’s upcoming FortiGate(s).

This project aims to install HQ (FGT121G) East/West FortiGate at the following locations (See Appendix A). Where applicable, ensure best practices for firewall features are implemented, as well as best practices for configuring licensed features Threat Prevention (IPS), DNS, Antivirus.

All configurations will be performed remotely but Security Pro-Services and local Telepro resources will be used for rack and stack as well as provide remote hands for installation and cutover.

## Project Objectives

### East/West

- Discover and plan site surveys to collect and add to LLD for installation of new hardware.
- Discover and plan the Client’s East/West Layer2 firewall FGT121G implementation.
- Telepro will ensure that all configurations meet CJIS compliance requirements.
- Deploy FGT121G to protect East/West traffic.
- Configure Fortinet NGFW firewall policy and feature sets per Client requirements and best practices and utilize FG121G to provide Threat Prevention, DNS, and Antivirus Protection.
- Perform testing and validation of successful implementation.

## Project Scope and Phases

### Discovery

#### Kickoff Meeting

1. Telepro will conduct a kickoff meeting:
  - a. Identify and introduce key stakeholders, who will participate in developing the definition of requirements for success.
  - b. Identify project goals, success criteria, and timeline, including but not limited to:
    - i. Review SOW.

- ii. Confirm contacts needed to gain entry and perform work in the buildings.
  - iii. Confirm any holidays or “non-working” hours for the installation.
  - iv. Confirm any Client-required change control processes and any potential impacts that these processes may have on the installation schedule.
  - v. Schedule technical discovery meeting(s).
  - vi. Review and discuss invoicing preferences and applicable billing milestones.
2. Telepro Communications will identify all required information for implementation components, including but not limited to:
  - a. Features and functionality.
  - b. Integration with an existing network.
3. Telepro Communications will perform inventory discovery to gather hardware information, models, and operating system (OS) validation.
4. Telepro will review the project timeline, target dates, and milestones.

## Planning

1. Telepro will meet with the Client to review the key design principles of migration and integrations with the existing Client network and technologies.
2. Telepro will adhere to manufacturers’ best practices for logical designs and configurations unless otherwise noted.
3. Telepro will build and present a low-level design (LLD) that includes the following:
4. Telepro will work with the Client to build an implementation plan, target dates, and target milestones.
5. Telepro will work with the Client in building a test and acceptance plan.
6. Telepro will receive Client sign-off on items:
  - a. Low-level design (LLD)
  - b. Implementation plan – associated timelines, dates, and milestones.
  - c. Test and acceptance plans.

## Implementation

**Note:** Implementation will begin only after Discovery, Planning, and LLD signed by the client are 100% complete.

During this phase, Telepro will physically install and configure all the hardware needed to complete the work included within the scope of this project.

## East/West

### Phase 1: Fortinet FortiGate NGFW install and basic configuration

1. Telepro will rack and install FGT121G.
2. Telepro will configure the FortiGate with basic network information, including:

- a. Management IP address and subnet.
  - b. Gateway.
  - c. DNS.
  - d. NTP.
3. Telepro will set up HTTPS/SSH access
  - a. Change default credentials and configure administrative access to ensure remote management capabilities.
  - b. Include integrations for RADIUS | AD authentication and MFA if needed.
4. Telepro will Upgrade all newly installed FortiGates to the latest recommended supported code version and patch levels unless otherwise noted.
5. Telepro will apply and verify licenses:
  - a. ATP (Advanced Threat Protection) or Enterprise Licenses

## Phase 2: Firewall(s) Configurations

1. Telepro will set up system policies:
  - a. Configure email notifications (Client will provide mail relay host and email address, if applicable).
  - b. Configure banner (Client will provide banner).
2. Telepro will ensure scheduled backup tasks are in place based on hardening documentation.
  - a. Default backup location, The Client will provide a remote backup location.
3. Telepro will ensure Updates are scheduled.
4. Telepro Concepts will set up logging destinations based upon requirements.
5. Telepro Concepts will configure Firewall Devices.
  - a. Interface Specific setup: IP Address, interface name, security zones, interface groups.
  - b. Routing setup: Static Routes, Dynamic routing protocols setup and filtering.
6. Telepro will set up Object Management (new/migrated).
  - a. Define network objects.
  - b. Define variable set (Client will provide RFC1918 for its internal LAN).
  - c. Define other specific objects necessary for deployment.
  - d. Up to 50 New Objects (if we don't have an exact number for the Client).
7. Telepro will set up DNS, Application Control, IPS Policies, and Antivirus (new/migrated).
  - a. Up to 5 New DNS Policies will be configured.
  - b. Up to 5 New Antivirus Policies will be configured.
  - c. Up to 5 New IPS policies will be configured.
  - b. Features to be implemented depending on licensing ATP (Advanced Threat Protection).
    - i. Geo-blocking
    - ii. Identity-based policies

- iii. Antivirus (AMP)
- iv. DNS
- v. IPS/IDS.

## Testing and Validation

1. Telepro will perform operational testing on all newly installed systems. This testing will include at least the following:
  - a. Perform operational testing of the environment.
  - b. Perform tests and validation on configuration and policy sets.
  - c. Perform and execute the test plan.
2. Telepro will provide testing documentation which will include the following:
  - a. Test methodology.
  - b. Test procedures.
  - c. Test success criteria.
  - d. Results review of the test plan.
  - e. Modifications to test plan, if required.

## Knowledge Transfer

1. Telepro will provide knowledge transfer during the configuration and review before installation. The following topics will be covered:
  - a. Features of products and technologies as deployed in the solution.
  - b. Review of the as-built documentation to familiarize the Client with the overall solution and key configuration details.
  - c. Basic administration and common operational tasks.
  - d. Monitoring, testing, and maintaining the products deployed in the solution.
  - e. Warranty and support procedures for all products deployed in the solution.
  - f. Additional Client questions or topic requests.
2. If it is determined that the duration of knowledge transfer requested by the Client will exceed the hours stated above, then Telepro can provide supplementary session(s) at an additional hourly rate.

**Note:** Knowledge transfer is intended to provide familiarity and conceptual understanding of the specific technologies deployed within this SOW. It is not intended to be comprehensive technical training. The included session(s) may not provide the Client with all of the necessary knowledge and skills to fully manage, monitor, and maintain the solution. Telepro recommends formal training from the solution vendor(s) to address those needs.

## Project Prerequisites

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1. The client will fulfill cabling requirements, if applicable. (Telepro will coordinate.)
2. The client will provide Telepro with all necessary hardware and information on the current environment.

3. The client will provide Telepro local and remote administrative credentials (root access) to all equipment to be accessed during the process of this SOW.
4. The client will make available authorized personnel during the project with a working knowledge of existing network infrastructure for facility access, questions, and clarification of issues.
5. The client will provide Telepro access to all work locations, along with safety, access, security, and emergency protocols.
6. The client will obtain all necessary work permits.
7. The client will provide a work area for Telepro to use, as needed, during on-site activities to include internet and public phone access.
8. The client will provide parking passes and adequate parking for the Telepro project team.
9. The client will comply with all physical and environmental requirements per vendor specifications.

## Project Documentation

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Telepro will provide the Client the following documentation:

### High-Level Design (HLD)

Based on presales discussions, preliminary walkthroughs, and data-gathering sessions, an HLD is included within this document. The purpose of the HLD is to present and illustrate the overall solution from an industry best practice and conceptual level. The HLD is subject to change.

### Low-Level Design (LLD)

The LLD will replace all existing HLDs upon receipt of a purchase order and subsequent full walkthroughs and formal post-sales planning and design sessions. The LLD will be a fully executed document agreed to by both parties before implementation begins.

### Deliverables Acceptance

The client will acknowledge receipt and acceptance or rejection of all deliverables associated with this SOW within 10 business days of delivery (not including federal holidays). If such acknowledgment is not received within this period, then all deliverables will be deemed acknowledged and accepted.

## Project Risks and Assumptions

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1. The client will participate in all design and planning sessions and be prepared to sign off on all milestones.
2. The client will provide Telepro with full access to the relevant functional, technical, and business resources with adequate skills and knowledge to support the performance of services.
3. If applicable, Telepro will secure access points (APs) with plastic cable zip ties placed through the mounting bracket, unless the Client declines this service in writing via email.
4. Multiple outages may occur due to the nature of this project; however, they will all occur at scheduled and approved times.

5. Client delays in providing Telepro Communications with the necessary data to accomplish each task may result in timeline changes.
6. Telepro is not responsible for project delays caused by other vendors and/or manufacturing issues that may impede the progress and/or closure of Telepro SOW deliverables.
7. This SOW assumes that the engagement will be a mixture of on-site and remote work to drive efficiency. If the Client requires a 100% on-site engagement, then the Client must notify Telepro before agreeing to this SOW.
8. If the Client requires a copy of Telepro standard Certificate of Insurance (COI) with Client-added endorsements, then it should allow up to 10 business days for delivery.
9. Telepro is not responsible for the functionality of Client-provided existing equipment or licenses and assumes that existing equipment and software is under a valid support contract.
10. Anything not specifically stated in this document is outside the scope of this SOW.

## Service Level Agreement

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### Hours of Operation

- Standard hours of operation are **8:00 AM to 5:00 PM local time Monday through Friday**. Telepro Communications understands that due to the nature of the industry and work performed, after-hours and weekend availability are often required. In the event Telepro resources are required to perform work outside of the standard hours of operation, agreed-upon work windows will be discussed and subsequently documented via email. A Client project stakeholder or technical contact must be either on location or on call during the agreed-upon after-hours and/or weekend work window(s).



## Pricing and Fees

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### Fee Type

**Fixed Price:** The proposed hours are fixed. Additional hours required for in-scope work will not be invoiced unless OOS work is required.

### Invoicing Type

Invoice terms are described in milestone billing below.

Unless specifically noted in the master services agreement (MSA) between Client and Telepro Communications, if applicable, Telepro will use the following invoicing type:

Telepro will send Client invoice(s) on Net 30 terms for all applicable hardware, supplemental material, and licenses immediately after delivery and receipt of signed packing/delivery slips.

### Project Milestones

This price is based on work taking place during standard hours of operations, **8:00 AM to 5:00 PM local time Monday through Friday**. Additional charges may be incurred for efforts that must be performed outside of this time frame.

## Agreed By

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By signature below, Client and Telepro Communications acknowledge and agree to this statement of work (SOW).

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Client Contact Signature

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Telepro Contact Signature

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Printed Name

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Printed Name

---

Title

---

Title

---

Company Name

---

Telepro Communications

---

Company Name

---

Date

---

Date

## Appendix

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### Appendix A

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1. 1200 E. 8th St., Mission, Texas



**Telepro Communications**  
12005 N Bryan Rd.  
Mission, TX 78573

## QUOTE

QUOTE #:	TPCQ4723
DATE:	Mar 18, 2025

**TIPS Contract# 230105**

### Prepared For:

#### City of Mission

City of Mission  
1201 E. 8th St.  
Mission, TX 78572

### Your Telepro Team:

#### Edgar Rodriguez

*Project Estimator*

erodriguez@teleprocommunications.com

Payment Terms	Valid Through
NET 30	Apr 18, 2025

Thank you for the opportunity to provide this quote. Please let us know if you have any questions.

Qty	Description	Unit Price	Ext. Price
1	FORTIGATE-121G 18 X GE RJ45 PORTS (INCLUDING 1 X MGMT PORT, 1 X HA PORT, 16 X SWITCH PORTS), 8 X GE SFP SLOTS, 4 X 10GE SFP+ SLOTS, SP5 HARDWARE ACCELERATED, 480GB ONBOARD SSD STORAGE, DUAL AC POWER SUPPLIES FORTINET, INC. - FG-121G	\$2,682.95	\$2,682.95
1	FORTIGATE-121G ENTERPRISE PROTECTION (IPS, AIBASED INLINE MALWARE PREVENTION, INLINE CASB DATABASE, DLP, APP CONTROL, ADV MALWARE PROTECTION, URL/DNS/VIDEO FILTERING, ANTISPAM, ATTACK SURFACE SECURITY, CONVERTER SVC, FORTICARE PREMIUM) FORTIGATE-121G 1 YEAR ENTERPRISE PROTECTION (IPS, AI-BASED INLINE MALWARE PREVENTION, INLINE CASB DATABASE, DLP, APP CONTROL, ADV MALWARE PROTECTION, URL/DNS/VIDEO FILTERING, ANTI-SPAM, ATTACK SURFACE SECURITY, CONVERTER SVC, FORTICARE PREMIUM) FORTINET, INC. - FC-10-F121G-809-02-12	\$1,658.55	\$1,658.55
1	FORTIGATE-121G UPGRADE FORTICARE PREMIUM TO ELITE (REQUIRE FORTICARE PREMIUM) FORTIGATE-121G 1 YEAR UPGRADE FORTICARE PREMIUM TO ELITE (REQUIRE FORTICARE PREMIUM) FORTINET, INC. - FC-10-F121G-204-02-12	\$134.15	\$134.15
1	FORTIGATE-121G FORTICONVERTER SERVICE FOR ONE TIME CONFIGURATION CONVERSION SERVICE	\$97.56	\$97.56

Qty	Description	Unit Price	Ext. Price
	FORTIGATE-121G 1 YEAR FORTICONVERTER SERVICE FOR ONE TIME CONFIGURATION CONVERSION SERVICE FORTINET, INC. - FC-10-F121G-189-02-12		
2	10GE SFP+ TRANSCEIVER MODULE, SHORT RANGE 10GE SFP+ TRANSCEIVER MODULE, SHORT RANGE 10 GE SFP+ TRANSCEIVER MODULE, SHORT RANGE 300M, LC CONNECTOR, MMF, 850NM, 0C TO 70C, FOR SYSTEMS WITH SFP+ SLOTS FORTINET, INC. - FN-TRAN-SFP+SR	\$58.54	\$117.08
40	LABOR (1) SENIOR SYSTEMS ENGINEER	\$150.00	\$6,000.00

To place an order, please reach out to Edgar Rodriguez at  
erodriguez@teleprocommunications.com

SubTotal	\$10,690.29
Tax	\$0.00
Shipping	\$0.00
<b>TOTAL</b>	<b>\$10,690.29</b>