



Statement of Work

ISE: Wireless Implementation

Presented to:



Submitted:

October 16, 2020

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INTRODUCTION

Quest Technology Management (Quest) is pleased to provide this Statement of Work (SOW) to Davis Joint Unified School District (Client or DJUSD). This SOW sets forth Quest's agreement to provide consulting services, as further set forth below. The content of this SOW is based on Quest's current understanding of Client's business objectives and requirements.

1. DESCRIPTION OF SERVICES

Quest's Network Access Control has been tailored to meet the stated Client requirements.

Project goals:

Determine best SSID configuration, then setup wireless authentication to control which VLAN a wireless client is on. The clients will be setup to have different profiles based on VLAN on the current web content filter. This will apply different web content filtering profiles based on the grade level and/or the following use cases:

Device owned/managed/trusted by DJUSD

- Identify the grade level of client using AD information and assign traffic to appropriate VLAN for web content filtering.

BYOD

- Identify the grade level of client using AD information and assign traffic to appropriate VLAN for web content filtering.

Events

- Ability to turn Event SSID(s) on and off for guest access during events.

Sponsored guest access

- Enable temporary guest access for vendors and contractors.

Substitute teachers

- Enable access for temporary staff.

Quest will also setup ISE to replace current Windows NPS AD authentication.

The following approach will enable Client to leverage Cisco ISE to support and drive further risk management initiatives within the Client enterprise environment. Details of the service are listed below:

1.1 High-Level Design

During this stage, Quest will review Client requirements and build a High-Level Design document that can be used for functional planning, ordering of equipment and licensing, and preparation for deployment.

Quest understands that every Client has different requirements for the use of the Cisco ISE platform, and the purpose of the High-Level Design is to provide the initial framework for how the product will be deployed within the organization. This document is often shared with multiple departments to provide insight into the impact and benefits that the full deployment of the Cisco solution will provide.

Areas of focus for the High-Level Design process include:

- **Use Cases for Deployment:** Document covering the intended usage of the solution including but not limited to wireless access control for Student Authentication and Classification, Staff/Administrator Access, BYOD Access, and Guest Access.
- **Architecture Design:** Provides the location and communication requirements for the architecture of where to place all components and how the primary and backup communication flows work.

The deliverable from this phase is a High-Level Design Document.

1.2 Low-Level Design

During this stage, Quest will design and validate the High-Level Design documentation and build the final Low-Level Design documents to be used for rollout, which includes all settings and configuration details required to deploy the solution.

Areas of focus for the Low-Level Design process include:

- **IP addressing and network information:** All IP addresses, DNS names, Gateway, load balancing, and NTP details.
- **External Identity Store Integration:** Definition of external identity sources and associated configurations, including but not limited to Active Directory, LDAP, and external RADIUS.

- Detailed Security Policy: Configuration of all security policies to be deployed at the organization.
- Miscellaneous Low-Level Details: Any other configuration detail required to be able to build the Cisco solution from scratch at Client.

The deliverable from this phase is a detailed task list.

1.3 ISE Rollout in Monitor Mode

During this phase, the solution will be enabled to enforce the access requirements as dictated by the Low-Level Design. Cisco infrastructure will be functioning as per design and Cisco ISE will now be enforcing the access control policies against all in-scope locations across the Client environment.

During this stage, the Cisco ISE solution will be deployed but will not be enforcing any access restrictions. Instead, this mode is used to validate the design and ensure that during a production enforcement of the access policies, that all expected conditions are met. After letting the Monitor Mode run for a designated period of time, Quest and Client will review the results and make any applicable changes to the configurations to ensure the highest level of success.

The purpose of doing this prior to a pilot of any SD-Access integration is to ensure that you are correctly identifying all assets that will be touching the edge devices properly. If there has not been appropriate testing done to ensure you can properly identify all of the devices you need before moving to SD-Access, you will not be able to properly dynamically change access when using SD-Access.

The deliverable from this phase is an Executed Test Plan showing success of the phase.

1.4 Production Rollout with Enforcement - ISE

During this phase, the solution will be enabled to enforce the access requirements as dictated by the Low-Level Design. Wired infrastructure will be functioning as per design and Cisco ISE-Enabled will be functioning as per design will now be enforcing the access control policies against all in-scope locations across the Client environment.

The deliverable from this phase is an implemented solution.

1.5 Training and Knowledge Transfer

During this phase, Quest will ensure that Client is able to support the solution properly and Quest will educate the Client team on the proper operation of the solution. Two days will be provided for training for up to 10 attendees.

2. PROJECT SCOPE

The following components are in scope for each applicable phase of the project.

Cisco ISE has several components within the solution, and Quest will provide Client with the solution based on the following location, features, and environment conditions defined below.

Kickoff meeting

- Team introductions
- Scheduling of on-site visits
- Project logistics and planning

Project Initiation and Management:

- Review project scope and requirements with technology leaders
- Identify project team leaders and establish specific roles
- Schedule routine meetings with the identified project team members
- Establish timelines for project milestones and project completion
- Regularly report progress to the planning team

Design

- Create the High-Level and Low-Level Designs that will provide enterprise coverage up to 3,000 endpoint devices to account for growth
- Determine VLAN configuration to separate the traffic for each use case

Implementation

- Rack and cable the ISE Appliance at DJUSD HQ
- Configure ISE and put into production mode
 - Configure VLANS according to Low-Level Design
 - Add all existing Cisco WAPS to ISE

- Implement Authentication
 - 802.1x
 - Active Directory Integration – Limited to integration of existing Active Directory Infrastructure with ISE.
 - Private Key Infrastructure (PKI) - Limited to integration of existing PKI infrastructure with ISE
- Implement access methods to segment traffic for use cases:
 - Device owned/managed/trusted by DJUSD**
 - Identify the grade level of client using AD information and assign traffic to appropriate VLAN for web content filtering.
 - BYOD**
 - Identify the grade level of client using AD information and assign traffic to appropriate VLAN for web content filtering.
 - Events**
 - Ability to turn Event SSID(s) on and off for guest access during events.
 - Sponsored guest access**
 - Enable temporary guest access for vendors and contractors.
 - Substitute teachers**
 - Enable access for temporary staff.
- Client will configure web content filter for use cases

Deliverables

- High-level plan
- Detailed task list
- ISE implemented to provide wireless access control for web content filtering

Items NOT included within this Statement of Work:

- Configuration of web content filter
- Creation of certificates for end user devices
- Client provisioning and/or certificate installation

- Fabric wireless
- Device posturing
- Mobile Device Management (MDM) integration
- MACSec (802.1ae)
- pxGrid integrations with non-native systems
- Custom REST API integrations using the ISE REST API
- System code of applications under review
- Reverse engineering of application binaries
- Development of Information Security Policies Standards & Procedures or Guidelines
- Vulnerability Assessment Testing e.g., Penetration Testing.
- Physical security assessment
- Wireless security assessments.
- Denial of service testing.

3. CLIENT'S RESPONSIBILITIES

- Access to systems and staff necessary to the project.
- Access to any existing documentation that may contribute to the success of the project.

4. ASSUMPTIONS

- Individuals within Client will be available to the Quest team for historical information pertaining to the current environment.
- Individuals within Client will be available to Quest to provide any input necessary to best understand the current environment as well as the strategic and/or future business needs of Client.
- Client must notify Quest's project manager of any schedule changes within five (5) business days of any scheduled activity. Scheduling changes and/or cancellations made after this five (5) day window shall be subject to out-of-scope hours being charged to the project.
- Client changes and/or deviations from the assumptions made under this SOW that arise during the performance of services will affect the schedule, fees, expenses, tasks and/or effort required for Quest to complete the services.

5. PRICING

Quest proposes to deliver the services described above for the rates set forth below.

DESCRIPTION	COST
ISE: Wireless Implementation	\$38,350.00
TOTAL†:	\$38,350.00

This quote is valid for 30 days after 10/16/2020.

†This is an estimate of the time and cost to complete the objectives previously described; however, it is not a guarantee that the work can be completed in the estimated time.

The total cost of this project will not be exceeded, unless otherwise agreed to by both parties via the Project Addendum Process as described herein.

6. PAYMENT TERMS

- Quest requires a signed SOW prior to the scheduling of the Project.
- Client will be invoiced 50% on signature of contract and 50% at the close of the project.
- Quest requires a hardcopy purchase order from Client for all consulting services rendered pursuant to the SOW.
- All payments are due upon receipt of invoice. Payments received later than twenty (20) days after invoice shall accrue interest at 10% per annum. Client agrees that any late or missed payment is a material breach of this SOW.
- All payments to Quest shall be net of all taxes, charges, and other fees. Client shall be solely liable for and shall pay any state or local tax, fee, charge, or surcharge payable for services that are subject to such imposition.
- The initial kickoff will occur within 15 business days of contract approval, signing, and issuance of purchase order from Client.
- This SOW is based on dispatch Monday – Friday, 8:00 am – 5:00 pm schedule, and any deviations from this agreed upon schedule will be discussed and agreed to by both parties prior to initiation. Rates may be increased for services outside of this schedule.

- The project completion date is expected to be by 12/1/2020. If contract runs past this date, the Client and Quest will review a Project Addendum to extend the project.

7. INDEMNIFICATION

- 7.1. Quest agrees to defend, indemnify, and hold harmless Client and any of its directors, managers, officers, agents, employees, assigns, and successors in interest from and against all suits and causes of action, claims, losses, demands, and expenses, including but not limited to, attorneys' fees and cost of litigation, damage or liability of any nature whatsoever, (i) for death or injury to any person including Quest employees and agents, or damage or destruction of any real or tangible personal property of either party hereto or of third parties, to the extent arising from the negligent acts, error or omissions, or willful misconduct incident to the performance of this SOW by Quest or its subcontractors, or (ii) resulting from the breach by Quest of its obligations under this SOW, except in each case to the extent resulting from the negligence or willful misconduct of Client, or any of its directors, managers, officers, agents, employees, assigns, and successors in interest.
- 7.2. Section 7.1 shall apply with respect to a disclosure of "confidential information" only to the extent such disclosure is the result of actions predominantly attributable to Quest or its subcontractors. The provisions of the paragraph survive expiration or termination of this contract.

Neither Quest nor its subcontractor of any tier shall be held liable under these sections (7.1 and 7.2) for more than \$10,000.00 or as defined in the limitation of liability section (paragraph Limitation of Amount of Liability), whichever is less.

8. PERSONNEL

Client will be notified, in writing, of any changes to the local personnel assigned to this engagement. If a Quest-assigned employee is unable to perform due to illness, resignation, or other factors beyond Quest's control, Quest will make every reasonable effort to provide suitable substitute personnel. Any substitute personnel will meet all requirements and must be approved by Client.

9. TRAVEL AND EXPENSES

- Unless otherwise specifically agreed to in writing by Quest, all travel and expenses are not included in the fees and will be billed separately. Quest will use commercially reasonable efforts to travel as efficiently and cost-effectively as possible given timing and travel requirements. Valid expenses typically include, but are not limited to, parking, meals, lodging, photocopying, communication costs, transportation, gasoline, cabs, ride sharing, airfare, mileage, and automobile rental.

10. RESPONSIBILITIES OF PARTIES

Quest agrees to:

- A. Designate a person to whom all project communications may be addressed and who has the authority to act on behalf of all Quest services. This person will review the SOW and associated documents with Client, thereby ensuring the clear understanding of responsibilities for both parties.
- B. Identify a project coordinator for the overall project and provide project management for all activities associated with the project.
- C. Comply with all applicable Client policies and procedures, including, but not limited to, Client's project management office guidelines.
- D. Return all Client property, including security badges, prior to the termination of the agreement.

Client agrees to:

- A. Designate a person to whom all Quest communications may be addressed and who has the authority to act on behalf of all Client services. This person will review the SOW and associated documents with Quest, thereby ensuring the clear understanding of responsibilities for both parties.
- B. Provide information regarding the business structure of Client, as required, so Quest can provide services and fulfill its responsibilities under this SOW. Client further agrees to schedule the availability of appropriate personnel for interviews as required by Quest.
- C. Provide timely review and approval of Quest information and documentation in order for Quest to perform its obligations under this SOW.

- D. If Client does not specifically state in writing to Quest a failure of task, deliverable, or service to meet its satisfaction within five (5) business days of delivery, the task will be deemed accepted.

11. PROJECT DELIVERY METHODOLOGY

An especially important aspect of all Quest deliverables is the utilization of a delivery methodology that serves as a guide to support the activities of this project. The methodology must be comprehensive yet flexible and work “within” the Client’s business.

Quest’s methodology is a system of methods and principles supported by tools that will help Client implement a solution tied directly to business objectives. The Quest methodology spans the following areas: strategy/planning, design, implementation, and measurement. It also encompasses infrastructure architecture, performance, security, and management. Quest defines and manages the interplay between various stakeholders and is supported by individuals highly capable in project management. Quest’s methodology ensures consistent delivery and provides repeatable processes for Client.

The methodology is structured to include four key phases:

- **Strategy/Planning** – Links business strategy and key business initiatives to infrastructure requirements and defines high-level conceptual architecture to enable these requirements.
- **Design** – Develops detailed, integrated architectures and designs for security, infrastructure, performance, and management. Selects technologies and vendors.
- **Implementation** – Procures, tests, stages, and implements solutions at the Client’s site. Confirms that the solution meets the business strategy and design. Knowledge is transferred to Client.
- **Operation/Measurement** – Identifies Client’s business or service level specification and measures actual performance to determine its ability to effectively meet these predetermined requirements. Recommends and implements infrastructure changes to ensure expected business metrics are met.

The methodology encompasses the following domains:

- **Architecture** – Assesses the overall (current and/or planned) implementation of the system and its ability to meet service requirements.
- **Performance** – Assesses the performance of the system in terms of latency, capacity, and ability to deliver prompt, efficient service.

- **Security** – Assesses the security of a system in terms of integrity and confidentiality of information, and the ability of the system to avoid, detect, and respond to accidental or intentional intrusions.
- **Management** – Assesses the capabilities to configure, monitor, and control the operation of an existing system to maintain service requirements.

12. PROJECT ADDENDUM PROCEDURES

Client or Quest may request changes to this SOW at any time. Because such changes may potentially affect the cost, schedule, or other critical aspects of the project, both Client and Quest must approve such project addendums prior to their implementation. The following project addendum procedure will be used except as superseded by mutual agreement or other binding procedures:

- A. A Project Addendum (PA), form in a format acceptable to both Client and Quest will be the vehicle for communicating change.
- B. A PA must describe the requested change, the rationale for such change, and any anticipated effects from the change on the contract and/or the work performed under the contract.
- C. When a PA is issued by Client, delivery of the PA to Quest constitutes authorization by Client for additional hours and cost incurred by the information technology consultant to investigate the PA.
- D. Client and/or Quest must complete all reviews and officially approve or reject an issued PA within five (5) business days of receipt.
- E. Resolution of open issues concerning the definition, submission, acceptance, rejection, or implementation of all PAs will occur via a mutually selected and approved process.
- F. Rates for services performed outside of those specifically described in this document are outlined in [Attachment A](#).
- G. In the event the SOW is suspended, terminated, or abandoned, Quest is entitled to submit an invoice to Client for an equitable adjustment to any outstanding milestones payments, payments or costs incurred, for any work performed toward the implementation of the SOW.

13. POINTS OF CONTACT

Quest Primary Contact:

Andrew Samms – Account Manager

Email: Andrew_Samms@questsys.com

Phone: 916-338-7070

Quest Secondary Contact:

Dave Montano – Technical Consultant

Email: Dave_Montano@Questsys.com

Phone: 916-338-7070

14. CONFIDENTIALITY

Quest agrees that Quest and its agents and personnel may have access to confidential and proprietary information and materials belonging to or disclosed by Client, whether disclosed electronically, orally, in writing, or by display, which are not generally disclosed to or known by the public, concerning or pertaining to the business of Client, including, without limitation, trade secrets, data, reports, methods, techniques, procedures, processes, methodologies, forecast, plans, employee information, and Client information, and that such information is commercially valuable to Client or is otherwise confidential and proprietary to Client (“confidential information”). Confidential information shall not include any information to the extent that it (i) is or becomes a part of the public domain through no act or omission on the part of Quest; (ii) is disclosed to third parties by Client without restriction on such third parties; (iii) is in Quest’s possession, without actual or constructive knowledge of an obligation of confidentiality with respect thereto, at or prior to the time of disclosure under this SOW; (iv) is disclosed to Quest by a third party; (v) is independently developed by Quest without reference to the disclosing party’s confidential information; or (vi) is released from confidential treatment by written consent of Client. Quest agrees that nothing in this SOW grants to it any license, right, title, or interest in or to the confidential information, except as expressly set forth herein. Client reserves all rights to its confidential information not expressly granted in this SOW. Quest agrees to use confidential information solely for the purposes of this SOW and pursuant to the terms of this SOW and for no other purpose whatsoever. Quest agrees to hold such information in the strictest confidence. Quest shall use reasonable efforts to protect the confidentiality of Client’s confidential information, treating it as Quest would its own confidential

information of a similar nature and value. Quest agrees to provide Client with such further assurances as reasonably requested by Client from time to time.

15. HIRING FEE

In the event Client or any of its affiliates hires, employs, or otherwise engages (for example as an independent contractor or through another staffing agency) any employee or contractor of Quest within one (1) year of this agreement, Client shall pay a placement fee of 20% of the hired person's annualized compensation. Annualized compensation is defined as annual salary, signing bonus, any guaranteed portion of any annual bonus, vested interest in-the-money stock options or similar equity awards, car allowance, severance pay, and any other compensation that is expected to be earned by the hired employee during the first 12 months of service with Client, regardless of when or if such compensation is actually paid.

16. INDEPENDENT CONTRACTOR STATUS

Parties agree that Quest is an independent contractor providing professional services and not an employee, agent, joint venture, or partner of Client. Nothing in this SOW, nor in a course of dealing between the parties, shall be interpreted or construed as creating the relationship of employer and employee, principal and agent, joint ventures, or partners between Quest and Client and/or its personnel. Neither party shall have any right, power, or authority, expressed or implied, to bind the other.

17. LIMITATION OF LIABILITY

In no case shall either party's maximum liability arising out of this agreement, whether based upon warranty, contract, negligence, tort, strict liability, or otherwise, exceed in the aggregate, the actual payments received by Quest during the six (6) months preceding the event giving rise to any claim.

In no event shall either party be liable for: (i) indirect, special, incidental, or consequential damages, including, but not limited to, loss of profits, loss of revenues, loss of opportunities, loss of data, or loss of use damages, arising out of this agreement, even if the party has been advised of the possibility of such damages, or (ii) damages relating to any claim that arose more than one (1) year prior to the institution of suit thereon.

18. GENERAL PROVISIONS

This SOW represents the entire understanding between Quest and Client with respect to the engagement, the Consulting Services and Quest's engagement hereunder, and all prior discussions, agreements, and understandings are merged herein. In the event that either party institutes any lawsuit or other formal legal action to enforce its rights under this SOW, the prevailing party shall be entitled to an award of all costs incurred thereby, including reasonable attorneys' fees. This SOW shall not be assignable (other than pursuant to a merger or otherwise by law) without the other party's prior written consent. This SOW shall be governed by and construed in accordance with the laws of the State of California without regard to such state's principles of conflicts of laws. This SOW may be amended, modified, or supplemented only by written instrument executed by each of the parties hereto. Any legal proceeding by a party to enforce any provision of this SOW or arising out of this SOW must be brought in the California Superior Court in the County of Sacramento or the United States Court for the Eastern District of California, as applicable, and each party consents to the jurisdiction of such courts and waives any objection to the venue laid therein. This SOW may be signed in counterparts, and both counterparts shall collectively be deemed one and the same document. Signatures delivered electronically or by facsimile shall be deemed to be original signatures for all purposes.

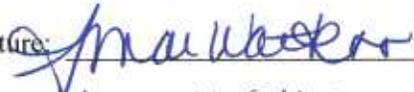
19. ACCEPTANCE

The pricing contained in this SOW shall remain valid for 30 days from the date of delivery. Prior to beginning work, Quest requires this SOW to be signed by an authorized representative of Client and a purchase order issued to cover the costs as outlined. **Upon signature, please email signed document to Dave Montano at Dave_Montano@questsys.com.**

Signature below denotes agreement to and approval by authorized representatives for the execution of this proposal:

DJUSD:

QUEST:

Signature: 

Signature: _____

Name: Amari Watkins

Name: _____

Title: Associate Superintendent
of Business Services

Title: _____

Date: 10/29/2020

Date: _____

Contract/PO#: _____

ATTACHMENT A – RATE SCHEDULE

In addition to the amounts set forth above, any technical support provided by Quest in connection with the services shall be billed by Quest on a time and materials basis pursuant to the following rate schedule.

- All fees are in US Dollars.
- Incident Response as well as data and/or application migration services are available upon request for an additional fee/cost.

Remote (Quest NOC) Support (1 hr. min, billed in 15 minute increments)

Cable Plant at Quest Data Center	\$85 per hr.
Desktop/Printer	\$85 per hr.
Project Coordinator	\$95 per hr.
Video Surveillance, Access Control	\$110 per hr.
Audio/Video, Video Conferencing	\$110 per hr.
Engineering Consultant	\$185 per hr.
Program or Project Manager	\$155 per hr.
Sr. Engineering Consultant	\$210 per hr.
Engineering Architect Consultant/Application Architect Consulting	\$225 per hr.
Security Incident Emergency Response Resource	\$275 per hr.

On-Site Scheduled Support (8 hr. min, scheduled 24 hrs. in advance)

Data Cabling	\$95 per hr.
Desktop/Printer	\$90 per hr.
Project Coordinator	\$100 per hr.
Video Surveillance, Access Control	\$125 per hr.
Audio/Video, Video Conferencing	\$125 per hr.
Engineering Consultant	\$195 per hr.
Program or Project Manager	\$160 per hr.
Sr. Engineering Consultant	\$225 per hr.
Engineering Architect Consultant/Application Architect Consulting	\$250 per hr.
Security Incident Emergency Response Resource	\$275 per hr.

After Hours Technical Support (4 hr. min, less than 24 hr. notice and/or after hrs./weekends)

Data Cabling	\$110 per hr.
Desktop/Printer	\$130 per hr.
Video Surveillance, Access Control	\$150 per hr.
Audio/Video, Video Conferencing	\$175 per hr.
Router, Switch, Server, or Storage	\$230 per hr.
Sr. Engineering Consultant	\$275 per hr.
Engineering Architect Consultant/Application Architect Consulting	\$295 per hr.

- Emergency Incident Threat Response Services - billed per hour with minimum amounts determined at time of incident:
 - Immediate response to threat
 - Assess your security posture against the threat
 - Determine the level of effort required to protect Clients assets
 - Work to prevent, detect, and respond to incidents
 - Identify and mitigate complex security vulnerability
 - Provide risk analyses and recommendations for threat eradication
 - Provide forensic analysis to determine extract threat vector
- Professional Service engagement(s) or project(s) engagements are subject to rates listed in any separate engagement document(s). Please contact the Quest account manager, technical consultant, or service manager for engineering rates.
- Quest reserves the right to adjust technical support rates.

