Firewall Professional Services

Budgetary Proposal # 017121

Prepared for:

Lake Bluff School District 65

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Prepared by:

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↻ Appendix A

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This Appendix A is governed by the Master Services Agreement by and between Sentinel Technologies, Inc., (Contractor) with principal offices at 2550 Warrenville Road, Downers Grove, Illinois 60515, and Lake Bluff School District 65 with principal offices at 121 E. Sheridan Place Lake Bluff, IL 60044.

Statement of Work

Executive Summary

Lake Bluff School District 65 has requested a proposal for professional services to refresh their current carrier managed firewall with a district managed firewall. Lake Bluff has already procured the Cisco FPR 1210's that will be deployed at two different locations, all hardware requirements are the responsibility of Lake Bluff.

It is the intent of this engagement that Sentinel will architect, design, and implement the project according to Sentinel established best practices and, in a manner, ready for production computing. During this project, knowledge transfer of general administration tasks, points of scale, and the environment will be provided to prepare the customer staff moving forward after the engagement.

Solution Description

Lake Bluff School District 65 has a single 1GB DIA circuit terminated in a carrier managed FortiGate today. Lake Bluff has purchased four (4) Cisco FPR 1210 firewalls and will deploy them in HA at two different locations. A new 1GB DIA circuit provided by ICN will be delivered to the second location where one of the HA pairs will be deployed. The FortiGate configuration will be migrated to both HA pairs as is. Remote access VPN will be leveraged with SAML authentication. Base IPS and file inspection policies will be configured on all firewalls, content filtering is administered from a cloud based/EDR solution in place today, and will remain in place. Cisco Firepower Management Center will be utilized to mange all FPR 1210's.

L3 connectivity between locations is terminated at each buildings respective Cisco C9300 core switch. Each location will egress its local firewall for internet destined traffic and failover/failback automatically. EIGRP is deployed today to exchange routes between locations and can be leveraged to facilitate automatic failover when an upstream internet connection fails.

Lake Bluff has recently deployed a new IP schema with the assistance of their MSP. Switch management IPs need to be adjusted as the last phase. Sentinel will assist Lake Forest with RE IPing the management addresses of all switches.

Sentinel will migrate all DHCP scopes from the current domain controller to the 9300 core at each location.

The FortiGate contract will expire before the ICN circuit is delivered, requiring to separate maintenance windows.

Project Methodology

Project Initiation

Sentinel Project Management will coordinate a kick-off meeting to review and approve the Scope of Work provided to the Customer. Customer and Sentinel provided resources will be introduced and their relevant roles for the project discussed. Sentinel Project Management will then coordinate a design meeting between Sentinel Engineers and Customer in order to draft a blueprint of all proposed work which will be provided to the Customer. High level

timelines for project milestones will also be identified and discussed.

Design

Sentinel engineers will perform a high-level audit of the Customer's relevant infrastructure. The data collected from this audit will be used to generate a design for the implementation of the solution. Sentinel engineers will inform the Customer of any design requirements that will need to be completed by the Customer's IT staff prior to the start of the next phase (such as provisioning of storage space, acquisitions of licenses, and other essential design components not covered within this document). Upon acceptance of the work as detailed within the blueprint by the Customer, Sentinel engineers and project managers will then coordinate specific dates and times appropriate for accommodating the nature of the work involved (i.e. work which will require outages will be scheduled during appropriate maintenance windows).

Implementation

During the Implementation phase, equipment will be unboxed, burned-in, configured and tested. Unless explicitly stated in this Scope of Work, the staging of equipment will occur at Customer's location. This ensures maximum efficiency and quality while minimizing the disruptions and impacts to the Customer's environment. After the equipment has been staged Sentinel engineers will proceed with the implementation of all items specified within this Scope of Work and further detailed in the Customer approved Design Document.

Cutover and Post Support

Cutovers will be scheduled per the details in the scope below. Sentinel engineers will be dedicated to being available for the resolution of any problems or issues that arise during the post support portion of the project.

Project Completion

Upon conclusion of all other phases of work Sentinel's engineers will provide the Customer with updated design documents for the project. Sentinel's project management team will then arrange for a meeting with the Customer to review the status of all project items. If no project items remain open Sentinel's project managers will request that the Customer sign off on the project, thus closing the project at that time.

Project Management

Sentinel will provide a project manager committed to the success of the project. The project manager will be responsible for:

- Complete success of the project.
- Optimal coordination of all resources.
- Guiding the Customer on aspects of the project they are required to perform.
- Tracking and reporting of progress.
- Management of agreed to budget issues.
- Management of expected timelines for implementation.
- Changes to the project and communications of changes in writing using a Project Change Form.
- Post installation document gathering, assembly and presentation.
- Post installation project completion agreement and signature.

Project management will ensure complete project success. Communication is the cornerstone of project management

and the project manager will be the central communication mechanism for all parties. This will assure all relevant parties are informed about decisions that may affect the success of their component of the solution.

Scope of Work

Design

Firewall Design

- Qty (2) - Firewall Base Design
    - Review and discovery of current firewall environment with the goal of creating a design blueprint containing the following:
    - 3 Firewall Zones.
    - 30 Firewall rules.
    - 10 Static NATs or port translations.
    - 1 Remote access VPN profile/policy.
    - Up to 2 LAN to LAN IPsec tunnels
    - 2 WANs with static routing and failover.
    - 2 Local user accounts.
    - Written Design Document
- Qty (2) - NGFW Design
    - Consisting of:
    - 1 Malware policies
    - 1 Basic IPS policies
    - 1 Web filtering policies
- Qty (2) - Advanced Routing Design
    - Dynamic routing design for OSPF, BGP, or EIGRP
- Qty (2) - Design Advanced remote access VPN authentication with SAML or Single Sign-On (SSO)
    - Define groups
    - Define requirements
    - Define platform, protocol, and process
- Qty (2) - Design Advanced LAN routing (OSPF, EIGRP) Per Device/HA
    - Design interior routing protocol to establish dynamic route exchange with internal layer 3 devices

Management Center Design

- Primary Design
    - Design of a virtual or physical management appliance that manages the firewalls.
    - Hostname
    - Ip addressing/VLANs
    - Syslog
    - Email
    - DNS
    - Update Interval
    - Backup Target

o ID Integration

Implement

Firewall Implementation

- Qty (2) - Firewall Base Configuration
  - o Configuration of base design:
  - o 3 Firewall Zones.
  - o 30 Firewall rules.
  - o 10 Static NATs or port translations.
  - o 1 Remote access VPN profile/policy.
  - o Up to 2 LAN to LAN IPsec tunnels
  - o 2 WANs with static routing and failover.
  - o 2 Local user accounts.
  - o Base system config
- Qty (2) - Advanced remote access VPN authentication with SAML or Single Sign-On (SSO)
  - o SAML integration for client VPN authentication.
- Qty (2) - Advanced LAN routing (OSPF, EIGRP) Per Device/HA
  - o Configuration and implementation of standard LAN routing protocols, such as OSPF or EIGRP
- Qty (2) - Physical Hardware Installation
  - o Sentinel to unpack, rack, patch, and install firewall.

Management Center Install

- Management Center Install
  - o Single install of management center and following features:
  - o Hostname
  - o Ip addressing/VLANs
  - o Syslog
  - o Email
  - o DNS
  - o Update Interval
  - o Backup Target
  - o ID Integration

Cutover and Post Support

Firewall Cutover and Post Support

- Base Cutover and Post Support, single site
  - o Cutover from existing firewall to new firewall
  - o Includes cutover window as well as dedicated post support
- Additional Cutover Windows (1 Each)
  - o Sentinel has allocated additional cutover windows to decrease project risk by breaking up changes into smaller more manageable chunks or to reduce downtime duration. Cutover windows are typically defined

as change windows outside standard business hours (8a - 5p).
- o Each Cutover window includes post support hours as well
- Qty (2) - Post Support
  - o Additional post-support hours for customers requesting white-glove treatment and/or dedicated post support coverage during their transition.
- Administrative knowledge transfer, per 2 hour session
  - o Sentinel will provide administrative knowledge transfer on the platform(s) as requested, including points of scale, common administrative tasks, and troubleshooting.

Out of Scope

Sentinel is responsible to perform only the Services described in this Statement of Work Agreement. Any additional services discussed or implied that are not defined explicitly by this SOW will be considered out of scope. All services requested outside of this SOW as detailed above will require a "Change Order" before any services are performed. "Change Order" must be agreed upon by all parties and signed. Specific examples from this project may be listed below.
- Feature enhancements or software licenses for third party products (i.e. ISE, Anyconnect).
- Implementation or configuration of any local or external authentication system that is not otherwise specified in this scope of work.
- Routing configuration excludes, and at Sentinel's sole discretion, any significant or unrelated changes not directly related to this scope of work or for which Sentinel lacks access, visibility, or is owned by an entity not party to this agreement.
- Configuration of hardware not referenced in this SOW or associated project Bill of Materials.
- Once onsite, if it is discovered that additional hardware or software is required to meet functional requirements previously undiscovered, a change order may be required for purchase of additional equipment, supplies, or engineering costs.

Customer Responsibilities

To ensure the successful execution of this project, both Sentinel and the customer, acknowledge and agree to the following responsibilities. This section outlines the specific obligations and expectations that the Customer must fulfill throughout the duration of the project or engagement. It is imperative that the Customer's active participation, timely cooperation, and adherence to these responsibilities are vital to achieving the project's objectives and meeting mutually agreed-upon timelines.
- Procuring the necessary virtual resources for solution.
- Procuring any hardware required for the solution, unless otherwise stated.
- Customer is responsible for any acquisition and/or costs related to the purchasing of public IP space, BGP Autonmous System Numbers (ASN), third-party SSL certificates, domain names.
- Customer is responsible for any public DNS related tasks.
- Customer to ensure adequate rack space, power, transceivers, SFPs, and patch cables are available prior to firewall installation.
- Procuring any hardware required for the secondary management center
- Procuring the necessary virtual resources for the secondary management center
- Virtual resources, as needed
- Provide backup repository.
- Client is responsible for the viability of the restoration process.

Key Assumptions

The successful execution of this project is contingent upon a set of key assumptions. These assumptions serve as reference points for the project's planning and execution. It is imperative that these assumptions are understood, acknowledged, and monitored throughout the project to ensure that the project proceeds as intended. Deviations from these assumptions may have an impact on project timelines, costs, and outcomes. The Key Assumptions are as follows:

- Sentinel assumes that, and prior to project kickoff, customer already has a working external authentication system compatible with both the hardware being implemented and SAML/SSO, unless otherwise specified in this scope of work.
- Customer network is assumed to have a stable, error free routing protocol setup. Issues resulting from, or work required to remediate or troubleshoot, routing instabilities may require a change order.
- Up to one release version within compatibility matrix.
- Hardware must be compatible with target version.
- Upgrade will adhere to manufacturer-recommended procedure

Documentation and Knowledge Transfer

Sentinel will include:

- Documentation of the setup including a revised Sentinel design doc as well as any available vendor-created administrative and/or best practices guides.
- Knowledge transfer including basic functional overviews of products implemented, demonstrating the normal operations as installed in the Customer's environment.
    - *Note that knowledge transfer and functional overviews are not a substitute for formal vendor product Customer Education courses available. Sentinel strongly encourages attendance at Customer Education classes to gain further insight into the product architecture and its integration.*

Sentinel welcomes Customer to be involved in all aspects of the project life cycle to achieve the highest level of knowledge transfer during the project. While there is no way to guarantee the level of knowledge transfer that will occur, additional time can be added to the staging, installation or testing portions of the project to try and accomplish this need. This request should be scheduled with the Project Manager. If additional time is added for this request, it will be handled through Sentinel's Change Order process.

Customer's that seek to get the most out of the knowledge transfer have had a higher degree of success by combining the specific deployment knowledge transfer with formal course training. When the course work is done prior to the project knowledge transfer Sentinel has seen the highest degree of self support post installation. That knowledge transfer and functional overviews are not a substitute for formal vendor product Customer Education courses available. Sentinel strongly encourages attendance at Customer Education classes to gain further insight into the product architecture and its integration.

General Assumptions

The following is a list of responsibilities and/or tasks that Sentinel assumes have been completed or reviewed by

Customer to the execution of the above-mentioned project. If additional responsibilities are uncovered during the project, Sentinel will make sure that Customer is made aware of any issues promptly to determine resolution.

Product Lead Times

Depending on the technologies quoted, orders may be direct or through distribution. Lead times should be expected to be 8 weeks but can exceed 8 weeks. Should expedited equipment requirements arise, there could be an additional charge to source through a warehousing distribution partner.

Travel Requirements and Cost

Unless specified within the proposal, all travel expenses and time are not included. Travel time shall be invoiced at pre-negotiated rates and expenses plus per diem at actual costs.

3rd Party Integration

Unless noted otherwise, Sentinel assumes no reliance on 3rd Party applications, connections or plug-ins to software deployments and updates as specified in this scope. If during Analysis and Planning any required 3rd Party integration is uncovered, additional hours may be incurred.

Labor Union Requirements

Sentinel has NOT included any parameters for Union workers. Any requirement would require a subcontract arrangement to be determined up front and would increase the cost of deployment.

Managed Services

The applicable devices outlined within the Pricing Summary will **NOT** be added to the existing NOC Monitoring and Managed Services contract upon the conclusion of the project.

Professional Services

Product Description	Ext Price
Professional Services - Fixed Price	$37,608.00
Subtotal:	**$37,608.00**

Firewall Professional Services

Prepared by:	Prepared for:	Contract Information:
Sentinel Technologies, Inc	**Lake Bluff School District 65**	**Budgetary Proposal # 017121**
Jake Widlowski	121 E. Sheridan Place	Version: 1
6307868332	Lake Bluff, IL 60044	Delivery Date: 11/20/2024
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Quote Summary

Description	Amount
Professional Services	$37,608.00
Total:	**$37,608.00**

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Terms and Conditions

By signing below, Customer agrees that the products and services being purchased through this contract are subject to the Sentinel Technologies Terms and Conditions, as applicable, located at https://sentinel.com/Terms-and-Conditions unless expressly provided herein or otherwise addressed in a separate Agreement between the parties.

Invoice Terms

Hardware: Upon Shipment

Labor: Milestone Progress Billing

Subscription/License: At the beginning of the contract - In Full