

# **EXHIBIT A**

## **RFP-MB-96935 STATEMENT OF WORK (SOW)**

### **Network Access Control System Solution**

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#### **1.0 Introduction**

Colorado Springs Utilities (UTILITIES) desires to contract with a reputable firm for the purchase and the planning, design, implementation, configuration and training for a Network Access Control (NAC) System Solution.

#### **2.0 Background**

Colorado Springs Utilities is a four-service municipal utility, which provides electric, natural gas, water and wastewater services to the Colorado Springs community and outlying areas. Delivery of these services to UTILITIES customers is a 7x24x365 operation. UTILITIES has an extensive in-house network of systems and equipment that play a vital role in our everyday delivery and management of these services. To support UTILITIES' businesses, the integrity, reliability, stability, and security of its systems and equipment is critical. Any interruption to UTILITIES service environment has the potential to affect both customer satisfaction and UTILITIES' revenue stream.

Colorado Springs Utilities is interested in a Network Access Control solution that will complement the existing network security infrastructure that is currently in place.

#### **3.0 Scope and Responsibilities**

The objectives of this Network Access Control (NAC) System Solution are multi-faceted:

- Guest Networking(authentication)
- Endpoint Security(checking for patches and antivirus)
- Identity-Aware Networking(enforcing access based upon a user's identity and/or role)
- Quarantining/Containment (restricting access to PCs that violate a specific policy, or that may be dangerous to the network).
- Leverage current products in the UTILITIES environment — either through standards-based 802.1 X or by enabling NAC functionality embedded in installed network and/or security infrastructure.

#### **3.1 UTILITIES Responsibilities**

UTILITIES shall

- 3.1.1 Assign a designated Project Manager on behalf of the UTILITIES, who shall have responsibility for providing all project approvals, project information, and the day-to-day project management of the Implementation. The UTILITIES Project Manager shall be available to consult with RESPONDENT to facilitate the delivery of the services per this Statement of Work ("SOW").
- 3.1.2 Ensure the proposed solution has the required power and network connectivity available.
- 3.1.3 Provide RESPONDENT with supervised access to all locations where services are to be performed.

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- 3.1.4 Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required.
- 3.1.5 Assist RESPONDENT with the implementation of the NAC System.
- 3.1.6 Coordinate specific outages for production network during installation and implementation procedures.
- 3.1.7 Participate in the NAC System Implementation Project Wrap-Up Meetings upon completion of the Implementation.

**3.2 RESPONDENT Responsibilities:**

RESPONDENT shall:

- 3.2.1 Be an Authorized Reseller of the entire product proposed including all channels of the product delivery, installation, and support. A letter stating the fact shall be included in the proposal for all products proposed in the solution.
- 3.2.2 Provide a NAC System solution that meets the mandatory requirements at a minimum as set forth in Exhibit B.1.
- 3.2.3 Provide professional services to design, configure, and implement the NAC System.
- 3.2.4 Participate with UTILITIES personnel at a project Kick-Off Meeting.
- 3.2.5 Provide a Project Implementation Plan including a detailed Work Breakdown Structure (WBS) for each Deliverable Milestone in the Plan. The Plan should include design, installation, configuration, test, verification, and documentation of the proposed solution.
- 3.2.6 Provide UTILITIES with the necessary power requirements as part of the technical solution provided in this RFP.
- 3.2.7 Assign a designated Project Manager who shall have responsibility for providing all project approvals, project information, and the day-to-day project management of the Implementation of the proposed solution to facilitate the delivery of the services per this Statement of Work ("SOW").
- 3.2.8 Perform standard hardware/software tests/diagnostics for the selected NAC System product.
- 3.2.9 Provide complete configuration documentation and submit electronic copies for review/verification by the UTILITIES Project Manager.
- 3.2.10 Participate in final system testing and user accepting testing (UAT) including verification of compatibility with our internal infrastructure.
- 3.2.11 Define the knowledge transfer process and coordinate with UTILITIES for the knowledge transfer regarding the NAC System features and operational use that will be provided by Respondent's team resources assigned to this implementation.
- 3.2.12 Participate in the UTILITIES Project Close Out and Wrap-Up session.

**4.0 Deliverables**

Upon completion of this Network Access Control System Implementation, Respondent shall have provided Utilities with the following deliverables:

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**4.1 Network Access Control System.**

Provided a NAC System Solution that meets UTILITIES requirements.

**4.2. Project Implementation Plan.**

Provided a detailed Project Implementation Plan including a work breakdown structure for each Task in the Plan for UTILITIES review. This plan shall include initial daily activities that detail required system reboots, system unavailability for testing purposes and estimate when the system is past initial verification and available for UTILITIES staff.

**4.3. Design**

Created all logical and physical diagrams for the NAC System configuration. These diagrams will be based on UTILITIES requirements, and shall include pertinent information necessary to properly configure all hardware and software as well as labeling the cables and shall be documented in an electronically formatted implementation document, which shall be delivered to UTILITIES

**4.4. Hardware/Software Installation Configuration and Verification**

Installed all the hardware/software according to the Network Access Control System Product Document specifications. Respondent shall have run standard tests/diagnostics on all the solution hardware/software.

**4.5. Implementation Services**

Provided UTILITIES with implementation services for the design, configuration and implementation of the NAC System.

**4.6. Knowledge Transfer.**

Provided knowledge transfer and hands-on expertise to UTILITIES employees throughout the entire Implementation process. Such knowledge transfer and hands-on expertise shall include all NAC System features and operational use.

**4.7. Full Documentation**

Provided UTILITIES with an Implementation Document, and an editable electronic copy (Word, Visio, etc.) of the As-Built configuration information captured.

**4.8. Knowledge Acquisition**

Provided UTILITIES with up to 40 hours of training or post implementation consulting at no charge for the NAC System software and hardware to be utilized over the next twelve months.

**4.9. Project Close Out and Wrap-up**

Participated in all NAC System Implementation Project Close Out and Wrap-up Sessions for knowledge transfer to UTILITIES resources. These Project Close Out and Wrap-up Sessions will be held in Colorado Springs, Colorado at a mutually convenient time and date.

**5.0 Documents**

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Due to the sensitive nature of UTILITIES' operating environment the Systems Diagrams, System Definitions, Data Schemes, and the Enterprise Architecture shall be released to Respondents who have completed the binding Non-Disclosure Agreement, contained in Exhibit C of the RFP.

Please print out the Non-Disclosure Agreement ("NDA") complete and execute; return a soft copy of the executed NDA documents via email to either of the contacts below or hand deliver (between 8:00 AM to 4:30 PM (MT), Monday through Friday) to:

Marie A. Bishop, Principal Contracting Agent  
[mbishop@csu.org](mailto:mbishop@csu.org)

**or**

Aubree Lujan, Procurement and Contracts Admin Specialist  
[alujan@csu.org](mailto:alujan@csu.org)

121 South Tejon Street, Suite 200  
Colorado Springs, CO 80903

## **6.0 Work Performance**

**6.1. Location:** All on-site services shall be performed at the Colorado Springs Utilities System Energy Control Center, 215 Nichols Boulevard, Colorado Springs, CO 80907

**6.2 Hours:** All work shall be performed Monday through Friday during the hours of 8:00 AM and 5:00 PM (MDT) excluding CONTRACTOR's observed holidays. No work for this SOW is scoped for weekend or holiday hours.

## **7.0 Acceptance Criteria.**

Once the Acceptance Criteria for each Deliverable has been met Respondent will complete the UTILITIES Acceptance Form contained in Attachment A-1 of this Statement of Work to the UTILITIES Project Manager for execution. Once the UTILITIES Project Manager accepts the Deliverable and executes the Acceptance Form, Respondent shall submit an Invoice to Utilities for payment.

- 7.1** The successful Respondent shall validate proper functionality of the total NAC solution that was installed and shall validate the configuration. After successful completion of the configuration, UTILITIES will execute the UTILITIES Acceptance Form attached as Attachment B to this Statement of Work.
- 7.2** Respondent shall have participated with UTILITIES at Project Kick-Off meeting on schedule.
- 7.3** Respondent shall have installed the NAC solution in accordance with the NAC Design Document specifications on schedule and cost.
- 7.4** Respondent shall have performed the NAC solution standard hardware/software tests/diagnostics on schedule and cost.

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- 7.5 Respondent shall have provided knowledge transfer of the NAC solution features and operational use.
- 7.6 Respondent shall have installed and verified the restoration functionality of the NAC solution.
- 7.7 Respondent shall have provided complete configuration documentation and submitted electronic copies for review/verification by the Utilities Project Manager.
- 7.8 Respondent shall have participated in all Project Close Out and Wrap-Up sessions.

**8.0 Outsourced Activity**

CONTRACTOR shall describe in detail the origin of all proposed services, identifying any tasks or services that will be assigned to sub-contractors.

**9.0 Security Guidelines.**

- 9.1 RESPONDENT agrees that all personnel assigned to this Project shall adhere to all UTILITIES' security policies and guidelines at all times and at all UTILITIES' locations.
- 9.2 A background check verification may be required by UTILITIES prior to the start date of a resulting contract for those contract agencies or services providers who will need unescorted physical or electronic access to one or more UTILITIES Critical Cyber Assets (CCAs), i.e. SECC Control Center, LYSC Control Center and Tesla Hydro Control Center.
- 9.3 Any supplier-provided computing equipment to be connected to UTILITIES computer network must be scanned for viruses and other malicious software by UTILITIES personnel prior to each connection. UTILITIES recommends that supplier(s) supply general Internet access for all supplier resources through supplier provided mobile wireless services to maximize on-site productivity.