Statement of Work

City of Joliet

SOW Prepared By:

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Project Overview

This Statement of Work ("SOW") reflects the services and material to be provided by Heartland Business Systems, LLC, (hereinafter referred to as "HBS") for City of Joliet (hereinafter referred to as "Customer").

This Statement of Work (SoW) defines the scope of services to implement a secure network access architecture encompassing wired 802.1X, wireless 802.1X, VPN authentication, and centralized RADIUS services using Cisco Identity Services Engine (ISE). The goal is to deliver an integrated and policy-driven access control framework for both corporate and guest users across all access mediums.

The objectives of the project are:

- Deploy 2 x ISE Virtual Machines
- Wired ISE in Closed Authentication (up to 145 switches)
- Wireless ISE in Closed Authentication (up to 3 x SSIDs)
- VPN Authentication (up to 10 x Authentication Profiles)
- Device Administration Authentication (up to 172 devices)

Project Scope

HBS will provide the following services (hereinafter referred to as the "Scope"):

In Scope

- Project Management & Planning
  - o Conduct project kick-off meeting with stakeholders
  - o Assign engineering resources and develop project schedule
  - o Review and validate Bill of Materials (BoM)
  - o Identify IT stakeholders for wired, wireless, VPN, and guest access components
- Infrastructure Preparation
  - o Deploy and configure ISE Virtual Machines (2-node Admin/Policy/Monitoring as needed)
    - § Size and location to be determined with customer for placement
  - o Verify required network services (DNS, DHCP, NTP, AD, PKI) are available and accessible
- Wired Access Configuration
  - o Configuration
    - § Enable profiling probes and rules for dynamic endpoint detection
    - § Create and test Monitor Mode policy set
    - § Create Closed Mode policy set and migrate 3 switches with IT support
    - § Create required DACLs with IT collaboration
    - § Configure authentication and authorization policies for wired endpoints
    - § Configure switches in ISE with device groups and network device profiles
  - o Pilot
    - § Identify (up to 10) access layer switches for pilot implementation
    - § Identify wired endpoints (e.g., IP Phones, Access Points, Printers, PCs)
    - § Configure global 802.1X settings on pilot switches
    - § Configure interface-level 802.1X on identified ports

- Validate access control via wired authentication testing
- Cutover schedule to be determined in the project plan
- Migrate to new authentication / authorization policies on switches
- Monitor for unexpected disruptions and roll back if necessary
  - Full Deployment
    - Configure global 802.1X settings on remaining switches
    - Configure interface-level 802.1X on identified ports
    - Validate access control via wired authentication testing
    - Cutover schedule to be determined in the project plan
    - Migrate to new authentication / authorization policies on remaining switches
    - Monitor for unexpected disruptions and roll back if necessary
- Wireless Access Configuration
  - Configuration
    - Identify Wireless LAN Controllers (WLCs) and WLANs in scope
    - Identify wireless endpoints (Staff devices, BYOD, Guests)
    - Configure AAA RADIUS settings on WLCs
    - Configure ISE Authentication and Authorization policies for wireless endpoints (up to 30 policies)
    - Deploy and configure ISE Guest Services portal (customizable per customer needs, up to 2 portals)
    - Setup new SSIDs for new authentication methods (up to 3 new SSIDs)
  - Pilot
    - Validate device onboarding for new SSIDs (up to 10 different device types)
    - Validate wireless 802.1X and guest access across different device types
  - Full Deployment
    - Validate device onboarding for new SSIDs
    - Validate wireless 802.1X and guest access across different device types
- VPN Authentication Configuration
  - Identify VPN appliance/gateway in scope (Secure Firewall / FTD)
  - Configure SAML Authentication with RADIUS-based VPN Authorization with ISE (up to 2 VPN portals)
  - Define user/group access policies in ISE (tie to AD groups or certificate trust, up to 5 user groups)
  - Test authentication and posture validation if applicable
  - Validate VPN user experience and ensure secure access enforcement
- Device Administration Authentication Setup
  - Configure Device Authentication / AAA settings for non-local username login (up to 172 devices)
  - Configure Radius Authorization policies (up to 2 user groups)
  - Validate logging, accounting, and live session tracking
- Training & Knowledge Transfer
  - Provide knowledge transfer sessions for IT administrators
  - Review authentication policies, user and device flows, and operational runbooks

Out of Scope

Any work or material not specifically identified in this document is not included in this Agreement. The out-of-scope items shall include the following:

- Implementation or redesign of internal/public certificate authority (CA) infrastructure. Assumes existing PKI is functional and integrated with Active Directory
- Active Directory restructuring, group policy cleanup, OU reorganization, or user/group audit/cleanup outside of access policy definitions.
- Hardware upgrades, image refreshes, or feature licensing for switches or wireless controllers beyond what is required for 802.1X or RADIUS integration.
- Configuration of firewalls, segmentation, or ACLs outside of dynamic ACLs required by ISE for policy enforcement.
- Integration with third-party ticketing systems, MDM platforms, asset databases, or custom guest access portals.
- End-user training (e.g., how to connect to Wi-Fi, use VPN, or certificate installation) is outside the scope.
- Configuration or remediation of client devices (e.g., supplicant configuration, certificate deployment, OS patching, driver updates).
- Deployment of any additional equipment not specifically listed in this SOW or Quote for the project.

Additional Requirements and Conditions

- HBS and Customer will both ensure that adequate resources, for which each respective party is responsible, are available when needed throughout the duration of this engagement. The timely completion of this engagement will depend on the availability of the necessary Customer personnel.
- The timely completion of this engagement will also depend on the availability and delivery of the product(s) associated with this SOW from other vendors. Any shipping and delivery dates are approximate and are not guaranteed and are subject to the current availability of products from third party vendors, production schedules of third-party vendors, and supply chain delays and shortages, all of which are outside the control of HBS. Such delays may extend the duration of the project and may result in budget impacts and increased time to manage resources against the estimated product delivery. In the event that a delay may impact the project, the parties shall utilize the change order process in order to address the impacts of such delay.
- Any potential dependencies discovered prior to or during implementation will be communicated to Customer and HBS to determine impact to the timing, scope and pricing for the project, and the parties shall utilize the Change Order process as necessary.

Customer Responsibilities

Site and System(s) Readiness

The items listed below shall be the responsibility of the customer:

- PKI environment must be deployed ahead of the project start if not already deployed
- MDM will be used or group policies will be used to deploy required authentication settings
- Customer to provide laptop and test equipment in order to validate onboarding of devices
- Customer provides administrative access to switches, WLCs, VPN appliances, and ISE
- Endpoint inventory and policy requirements are supplied prior to build
- Customer to provide any portal elements that they want customized (limited to logo)

Working Conditions and Access

The items listed below shall apply to the extent applicable:

- Customer will provide a Single Point of Contact with decision making ability to interface with HBS. This person is responsible for signing off on Scope of Work and Change Order documents throughout the project.

- Customer will provide Subject Matter Experts (SMEs) when required by project personnel and/or project activities. If delays in the project timeline are a result of delayed access to SME personnel or any other Customer delays, Customer may be subject to additional charges.
- Customer will provide HBS with access, including all password and logins, to required existing network or system assets listed in the scope.
- Customer will provide HBS with proper access and workspace areas at Customer locations that includes internet, physical and remote access to in scope infrastructure or systems.
- Customer will allow the HBS engineer to connect their computer to Customer network in order to perform their duties.   HBS will allow Customer to examine said notebook for current anti-virus software, if needed.
- Customer will allow HBS unescorted access to computer rooms, equipment closets and the general facility. If unescorted access is not available, Customer shall assign access levels appropriately and coordinate escorts.
- Customer will provide adequate access and credentials required for the assessment of all components or systems listed in the scope.
- Customer will provide remote access prior to, and throughout, the project if required.
- Customer will have working Internet access available where the work will be performed.
- Customer is responsible for resolving problems outside the SOW that are beyond the control of HBS. These shall include but not be limited to software/firmware bugs, vendor engineering support cases, hardware failures, telecommunication circuits, server issues, desktop issues, the acts or omissions of any third party, or any other occurrence not caused by HBS. HBS can assist with these out-of-scope issues through the Change Order process or on a time and materials basis.

Testing, Notification and Change Control

- Customer will provide advanced notification of any network outages or changes during the implementation period.
- Customer will assist with the creation of and perform user acceptance testing and post-migration end-point validations.
- HBS and Customer will provide 48-hour notification of any schedule changes.
- Customer will assist with the design, testing and validation of the project Deliverables.
- Customer and HBS agree that work shall progress when Customer staff is not available to participate.

Milestones

The project milestones below are utilized to track progress against the Project Plan.

#	Milestone
1	Deployment and Configuration of ISE
2	Wired ISE
3	Wireless ISE
4	VPN Authentication
5	Device Administration

Deliverables

The following are the deliverables HBS will provide to Customer (hereinafter referred to as "Deliverables") for this project:

Any change to the Deliverables listed below will require a Change Order.

#	Deliverables
1	ISE Policy Export
2	Device Configuration Templates

Estimated Hours

This is an estimate of hours and, by its nature, is a "best guess," based on industry standards and best practices, HBS' experience, and Customer's needs as communicated thus far. HBS used input from its most experienced team members to generate this estimate. The pricing is set forth on the attached Quote.

#	Task	Est Effort (hrs)
1	Engineering	237.5
2	Engineering – After Hours	110
3	Project Management	65
	Total Hours	**412.5**

Project Completion

Project will be complete when all Deliverables have been provided to Customer.

Customer will have seven (7) business days to review the Deliverables for the project. If HBS does not receive a written notice of rejection describing the basis for rejection within this period, the Deliverables will be considered accepted.

After the completion of the project, support may be obtained by contacting the HBS Account Manager. Support will be billed at an agreed upon rate for services rendered.

Change Management

Additional products and services beyond the In-Scope deliverables listed above are considered out of scope and require a Change Order executed by the parties before any such work can be performed. Any additions, deletions, or modifications to the Agreement, regardless of change to project value, require a Change Order.

Terms

Binding Agreement. This SOW describes the professional services and/or products, and results to be provided by HBS. Upon execution, this SOW shall be contractually binding on the parties. The HBS Standard Terms and Conditions are also made part of this Agreement.

Order of Precedence. Any ambiguity or inconsistency between or among the statements of this SOW and the Standard Terms and Conditions shall be resolved by giving priority and precedence in the following order:

- Statement of Work
- Standard Terms and Conditions

Work Hours. All professional services work will be completed during the normal business hours of 8:00 am – 5:00 pm Monday - Friday Central Time. Any work occurring after 5:00 pm or before 8:00 am or on weekends is subject to a bill rate of 1.5 times the normal rate, unless the parties agree otherwise in writing. In the event that any change to the above-stated work hours is required, whether due to shipping or delivery delays or any other reason, the parties shall utilize the Change Order process.

General. No other promises have been made related to this SOW except for those stated in this SOW. This SOW supersedes all other agreements or promises related to this project and SOW. HBS shall not be responsible for any delay caused by the Customer or its vendors or contractors, equipment or shipping delays, or any other occurrence not caused by HBS.

Confidentiality. Each party may have access to confidential information concerning the methodologies, pricing, and business practices of the other. Neither party shall make any use of such information of the other party except in connection with the exercise of its rights and responsibilities under this SOW.

HEARTLAND
BUSINESS SYSTEMS

ISE Deployment with Appliances	Quote #346153 v3

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Date Issued:
07.30.2025

Expires:
08.22.2025

CIsco Small Secure Network Server		Price	Qty	Ext. Price
SNS-3815-K9	**Small Secure Network Server for ISE Applications**	$7,373.70	2	$14,747.40
CON-SNT-SNS3A8K9	**SNTC-8X5XNBD Small Secure Network Server for ISE Appl** 36 months	$6,231.52	2	$12,463.04
SNS-NVMEG4-M960-D	**960GB 2.5in U.3 15mm P7450 Hg Perf Med End NVMe**	$442.43	2	$884.86
SNS-PSU1-1200W-D	**1200w AC Titanium Power Supply for C-series Rack Servers**	$0.00	2	$0.00
SNS-PSU1-1200W-D2	**1200w AC Titanium Power Supply for C-series Rack Servers**	$176.09	2	$352.18
SW-38X5-ISE-K9	**Cisco ISE Software Load on SNS-38x5-K9 appliance**	$0.00	2	$0.00
SNS-CPU-A9115	**AMD 9115 2.6GHz 125W 16C/64MB Cache DDR5 6000MT/s**	$0.00	2	$0.00
SNS-MRX32G1RE5	**32GB DDR5-6400 RDIMM 1Rx4 (16Gb)**	$0.00	4	$0.00
SNS-O-ID10GC-D	**Intel X710T2LOCPV3G1L 2x10GbE RJ45 OCP3.0 NIC**	$0.00	2	$0.00
SNS-OCP3-KIT-D	**C2XX OCP 3.0 Interposer W/Mech Assy**	$0.00	2	$0.00
SNS-RIS1A-225M8	**C225 M8 1U Riser 1A PCIe Gen4 x16 HH**	$0.00	2	$0.00
SNS-TPM2-002D-D	**TPM 2.0 FIPS 140-2 MSW2022 compliant AMD M8 servers**	$0.00	2	$0.00
SNS-BBLKD-M8	**UCS C-Series M6 & M8 SFF drive blanking panel**	$0.00	18	$0.00
SNS-CBLFNVME-225M8	**C225M8 NVME Cable, Mainboard to backplane**	$0.00	2	$0.00
CAB-9K12A-NA	**Power Cord, 125VAC 13A NEMA 5-15 Plug, North America**	$0.00	4	$0.00
SNS-PCIEIQ10GF-D	**Intel X710 quad-port 10G SFP+ NIC**	$0.00	2	$0.00
			Subtotal	**$28,447.48**

Cisco ISE Subscription - 3 Year Billed Annually - Year 1 of 3, Billed 2025		Price	Qty	Ext. Price
ISE-SEC-SUB	**Cisco Identity Service Engine - Subscription**	$0.01	1	$0.01

Cisco ISE Subscription - 3 Year Billed Annually - Year 1 of 3, Billed 2025		Price	Qty	Ext. Price
ISE-A-LIC	**Cisco Identity Services Engine Advantage - License - 1 License**	$3.38	3500	$11,830.00
SVS-ISE-SUP-S	**Cisco Solution Support - Service - 24 x 7 - Technical (Per Month)**	$147.96	12	$1,775.52
	Subtotal			**$13,605.53**

Cisco ISE Subscription - 3 Year Billed Annually - Year 2 of 3, Billed 2026		Price	Qty	Ext. Price
ISE-SEC-SUB	**Cisco Identity Service Engine - Subscription**	$0.01	1	$0.01
ISE-A-LIC	**Cisco Identity Services Engine Advantage - License - 1 License**	$3.38	3500	$11,830.00
SVS-ISE-SUP-S	**Cisco Solution Support - Service - 24 x 7 - Technical (Per Month)**	$147.96	12	$1,775.52
	Subtotal			**$13,605.53**

Cisco ISE Subscription - 3 Year Billed Annually - Year 3 of 3, Billed 2027		Price	Qty	Ext. Price
ISE-SEC-SUB	**Cisco Identity Service Engine - Subscription**	$0.01	1	$0.01
ISE-A-LIC	**Cisco Identity Services Engine Advantage - License - 1 License**	$3.38	3500	$11,830.00
SVS-ISE-SUP-S	**Cisco Solution Support - Service - 24 x 7 - Technical (Per Month)**	$147.96	12	$1,775.52
	Subtotal			**$13,605.53**

HBS Services		Price	Qty	Ext. Price
HBS-FLEX-SERVICES	**HBSFLEX Services - Estimated Engineering, Project Managment, Travel** Flexible Services block- Rates for services based on attached HBS FLEX Volume Service Schedule	$96,077.50	1	$96,077.50
	Subtotal			**$96,077.50**

(Not in Total) Cisco ISE Virtual Machine	* Optional	Price	Qty	Ext. Price
R-ISE-VMC-K9=	**Cisco ISE Virtual Machine Common PID**	$2,163.26	2	$4,326.52
CON-ECMU-RISE9KVM	**SWSS UPGRADES Cisco ISE Virtual Machine Common PID**	$2,983.21	2	$5,966.42
	* Optional Subtotal			**$10,292.94**

Non-Returnable/Non-Refundable Language

Cisco/Meraki Note:

All new Cisco and Meraki orders submitted for hardware, and any attached software, will be non-cancellable and cannot be modified starting 45 days prior to the current estimated ship date. Meraki license-only orders are not impacted by this policy change. Non-cancellable orders are not eligible for RMA credit and are not eligible for an RMA exception.

Quote Summary	Amount
CIsco Small Secure Network Server	$28,447.48
Cisco ISE Subscription - 3 Year Billed Annually - Year 1 of 3, Billed 2025	$13,605.53
Cisco ISE Subscription - 3 Year Billed Annually - Year 2 of 3, Billed 2026	$13,605.53
Cisco ISE Subscription - 3 Year Billed Annually - Year 3 of 3, Billed 2027	$13,605.53
HBS Services	$96,077.50
Total:	**$165,341.57**

This quote may not include applicable sales tax, shipping, handling and/or delivery charges. Final applicable sales tax, shipping, handling and/or delivery charges are calculated and applied at invoice. The above prices are for hardware/software only, and do not include delivery, setup or installation by Heartland ("HBS") unless otherwise noted. Installation by HBS is available at our regular hourly rates, or pursuant to a prepaid

Acceptance	
Chicago Illinois Office	**Joliet, City of**
Mauri Spampinato	
Signature / Name	Signature / Name Initials
07/30/2025	
Date	Date

IL Service Schedule 3 - 2025

SCHEDULE to the Service Agreement ("Agreement") between Heartland Business Systems, a Wisconsin limited liability company, (hereafter called Heartland) and Joliet, City of(Customer). Heartland and Customer (hereafter called PARTIES) agree as follows:

1. The terms of this SCHEDULE shall govern in the event of a conflict between the terms of the Agreement and the terms of this SCHEDULE.
2. **Pricing.** Customer agrees to pay Heartland based on the hourly rates described below. Pricing does not include applicable sales tax which will be charged at time of invoicing.
3. **Travel.** Travel will be billed to customer at below rates based on one way travel from closest Heartland office.
4. **Prepayment.** HBSFLEX Volume Service Pricing is available only for prepaid service blocks.   HBSFLEX Agreements may not be used to purchase products.
5. **Expiration.** HBSFLEX Agreements will expire 18 months from date of purchase.
6. **Additions.** Should this quote be an addition or conversion of an existing agreement, Rate schedule below will apply to all funds.

SS.2024.V1.0

HOURLY SERVICES BILLING SCHEDULE
(time is billed in 15 minute increments)

Engineer Work Role	Standard Hourly Rate	Prepaid Flex Hourly Rate
Structured Cabling Project Coordinator	$100 $115	$100 $115
AV Tech I Break-Fix I Cisco Collaboration I ESRM Coordinator I Help Desk I Physical Security Engineer I Project Coordinator Project Manager I	$125	$125
AV Engineer II Cabling II Cabling Project Manager II Cisco Collaboration II Cloud Engineer II Enterprise Engineer II Help Desk II HBS Data Center Engineer II Imaging Technician II Mitel Collaboration II Network Operations Center II Physical Security Engineer II Project Manager II SMB Engineer II	$160	$160
AI III Apps Business Consulting III AV Engineer III Cisco Collaboration III Cloud Engineer III Custom Development III Data Analytics III D365 Consultant III D365 / Modern Work Consultant III Enterprise Engineer III Imaging Technician III Mitel Collaboration Engineer III Network Operations Center III Physical Security Engineer III Project Manager III SQL III	$195	$195
AI IV Cisco Collaboration IV Cloud Architect IV Data Analytics IV D365 Senior Consultant IV Enterprise Technical Engineer IV ERP/Dynamics GP IV InfoSec Consultant IV InfoSec SOC Consultant IV Project Manager IV SMB Engineer IV SQL IV	$215	$215
AI V	$240	$240

Applications Architect V Cisco Collaboration V Cloud Architect V Data Analytics V D365 Custom Dev V Enterprise Principal Engineer V ERP/Dynamics GP V SQL V	$250	$250
Business Technology Consultant VI Enterprise Principal Engineer VI Cloud Architect VI Cloud Architect - InfoSec VI Collaboration Architect VI Data Analytics VI	$290	$290
InfoSec Consultant VII InfoSec SOC Consultant VII	$335	$335
On Call Pager	$350	$350
After Hours Rate - Before 8am or after 5pm CST - Weekends &Company Recognized Holidays	1.5x Base Rate	1.5x Base Rate