

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



137

**FROM:** DEPARTMENT OF PUBLIC SOCIAL SERVICES

**SUBMITTAL DATE:**  
June 14, 2011

**SUBJECT:** APPROVAL OF SINGLE SOURCE PROFESSIONAL SERVICES AGREEMENT WITH NEXUS IS, INC TO IMPLEMENT CISCO INTEGRATED SERVICES ROUTERS

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve and authorize the Chairman of the Board to sign the attached Single Source Professional Services Agreement #AA-02153 with Nexus IS, Inc for an amount not to exceed \$ 68771.61.
2. Authorize the Director of the Department of Public Social Services (DPSS) to administer the contract.
3. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding, to sign amendments that do not change the substantive terms of the agreement, including amendments to the compensation provision that do not exceed the annual CPI rates.

*Susan Loew*

Susan Loew, Director

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$68,711.61	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$3,298.16	Budget Adjustment:	No
	Annual Net County Cost:	\$0.00	For Fiscal Year:	11-12

<b>SOURCE OF FUNDS:</b>				<b>Positions To Be Deleted Per A-30</b>	<input type="checkbox"/>
Federal Funding: 56.4%	State Funding: 32.9%	County Funding: 4.8%	Realignment Funding: 5.9%	Other Funding: 0%	
<b>Requires 4/5 Vote</b>					<input type="checkbox"/>

**C.E.O. RECOMMENDATION:**

APPROVE

BY: *Michael R Shetler*  
Michael R. Shetler For Debbie Cournoyer

**County Executive Office Signature**

FORM APPROVED COUNTY COUNSEL  
 BY: *Neal R. Kipnis* DATE: *6/3/11*  
 Purchasing: *Mark Seller, Assistant Director*  
 Departmental Concurrence

Consent     Policy  
 Consent     Policy

Dep't Recomm.:  
 Per Exec. Ofc.:

**Prev. Agn. Ref.:**      **District:** All      **Agenda Number:**

ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD

**3.92**

**TO: BOARD OF SUPERVISORS**

**DATE:** June 14, 2011

**SUBJECT:** APPROVAL OF PROFESSIONAL SERVICES AGREEMENT WITH NEXUS IS, INC TO IMPLEMENT CISCO INTEGRATED SERVICES ROUTERS

**BACKGROUND (Continued):**

DPSS is implementing Cisco Integrated Services Routers. Routers are necessary components of a network, securely and efficiently connecting remote locations across a wide area network. Implementing this hardware solution provides DPSS with a virtual private network (VPN), a network address translation (NAT) firewall, and intrusion detection system (IDS) services that can be centrally monitored and managed. This is necessary to replace Novell firewall services that are no longer supported by Novell.

**Price Reasonableness:**

On March 30, 2011, Request for Quotation (RFQ) DPARC-207 was released on Public Purchase to solicit bids. DPARC-207 was sent to 35 possible vendors. The County received a single bid from Nexus IS, Inc.

DPSS asked prospective vendors why they were not able to submit bids. Responses included that they did not have resources available in the time frame projected or that they were unsure they would be able to complete the work within that time frame.

Nexus IS' quote for the project is \$68,711.61. It is a fixed price contract.

DPSS requested Nexus IS break down the project by hourly rates. Engineering is \$156 per hour, while project management is \$110 per hour.

We surveyed possible bidders and established a range for engineering of \$175 - \$210 per hour and for project management of \$125 - \$150 per hour.

Using the estimated hours provided by Nexus IS:

Hours	Nexus IS		Low Estimate		High Estimate	
362 hours - Engineering	\$156.00	\$56,472.00	\$175.00	\$63,350.00	\$210.00	\$76,020.00
110 hours - Project Management	\$110.00	\$12,100.00	\$125.00	\$13,750.00	\$150.00	\$16,500.00
		\$68,572.00		\$77,100.00		\$92,520.00

Comparing these prices, Nexus IS' price appears reasonable.

**FINANCIAL:** Federal Funding: 56.4%      State Funding: 32.9%;      County Funding: 4.8%;  
 Realignment Funding: 5.9%;      Other Funding: 0%

**ATTACHMENT(S):** Professional Services Agreement AA-02153  
 Single Source Justification

**CONCUR/EXECUTE – County Counsel / County Purchasing**

SL:bt

Date: May 16, 2011  
From: Susan Loew, Director of the Department of Public Social Services  
To: Board of Supervisors  
Via: Purchasing Agent  
Subject: Request for a Sole Source Procurement

The below information is provided in support of the Department of Public Social Services requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for a sole source.

Supply/Service being requested:  
Cisco Integrated Services Routers Implementation

Supplier being requested:  
Nexus IS Inc

Alternative suppliers that can or might be able to provide supply/service:  
There are number of possible vendors capable of providing this service. Locally En Pointe Technologies, CompuCom and Sigmanet are all certified by Cisco to provide this type of service.

Extent of market search conducted:  
DPSS released RFQ DPARC-207 on March 30, 2011. We notified 35 possible bidders. We received one bid from Nexus IS Inc. in response to this bid.

Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:  
Nexus IS Inc. is a Cisco Gold Certified Partner with specializations in advanced routing and switching.

Reasons why the Department of Public Social Services requires these unique features and what benefit will accrue to the county:  
Nexus IS Inc.'s expertise and level of Cisco certification provides added insurance the project will be successfully completed. Working with a Cisco certified partner provides DPSS with a channel to Cisco to resolve problems with the partner.

Price Reasonableness:  
The cost of the project is \$68,711.61. It is a fixed price contract. We requested Nexus IS break down the project by hourly rates. Engineering is \$156 per hour, while project management is \$110 per hour.

We surveyed possible bidders and established a range for engineering of \$175 - \$210 per hour and for project management of \$125 - \$150 per hour.

Using the estimated hours provided by Nexus IS:

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		\$68,572.00		\$77,100.00		\$92,520.00

Comparing these prices, Nexus IS' price appears reasonable.

Does moving forward on this product or service further obligate the county to future similar contractual arrangements?

No.

Period of Performance:

Provide a defined period of performance. Please note multi-year terms require Board approval, unless renewable in one year increments and the Purchasing Agent approves the terms.

The project is planned to take seven weeks from the execution of the contract.

*Susan Fow*

Department Head Signature

5-23-11

Date

Purchasing Department Comments:

Approve

Approve with Condition/s

Disapprove

Purchasing Agent

Date

6-9-11

**Riverside County Department of Public Social Services**

Contracts Administration Unit  
10281 Kidd Street  
Riverside, CA 92503

SERVICES CONTRACT: AA-02153  
CONTRACTOR: Nexus IS, Inc  
TERM OF CONTRACT: July 1, 2011 through August 31, 2011  
MAXIMUM REIMBURSABLE AMOUNT: \$68,711.61

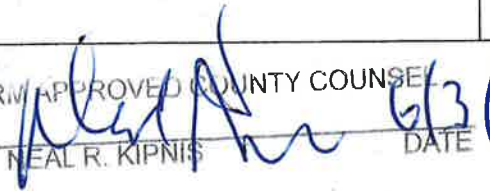
**WHEREAS**, the Department of Public Social Services hereinafter referred to as DPSS, desires to a Contractor to implement Cisco Integrated Services Routers;

**WHEREAS** Nexus IS, Inc is qualified to provide said services:

**WHEREAS**, DPSS desires Nexus IS, Inc, hereinafter referred to as the Contractor, to perform these services in accordance with the TERMS and CONDITIONS (T&C) attached hereto and incorporated herein by this reference. The T&C specify the responsibilities of DPSS and the Contractor;

**NOW THEREFORE**, DPSS and the Contractor do hereby covenant and agree that the Contractor shall provide said services in return for monetary compensation, all in accordance with the terms and conditions contained herein of this Contract.

<b>Authorized Signature for County:</b>	<b>Authorized Signature for Nexus IS, Inc:</b>
Printed Name of Person Signing: Bob Buster	Printed Name of Person Signing: Dale Hardy
Title: Chairman of the Board	Title: Vice President, Professional Services
Address: 4080 Lemon St Riverside CA 92501	Address: 27702 West Turnberry Ln. Suite 100 Valencia CA 91355
Date Signed:	Date Signed:

FORM APPROVED COUNTY COUNSEL  
BY:  DATE: 6/3/11

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Exhibit A - Deliverable Sign Off  
Exhibit B - Change Order Request  
Exhibit C - DPSS 2076A  
Attachment 1

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- Exhibit A - Deliverable Sign Off
- Exhibit B - Change Order Request
- Exhibit C - DPSS 2076A

## CONTRACT TERMS AND CONDITIONS

### I. DEFINITIONS

- A. "BM" shall mean Novell Border Manager Services product.
- B. "Business Day" shall mean Monday through Thursday, excluding County holidays. County observed holidays are:

HOLIDAY	DAY OBSERVED
* New Year's Day	January 1
Martin Luther King Jr.'s Birthday	Third Monday in January
Lincoln's Birthday	February 12
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans' Day	November 11
*Thanksgiving Day	Fourth Thursday in November
*Following Thanksgiving	Friday following the fourth Thursday in November
*Christmas Day	December 25

1. Thanksgiving Day, which shall be the fourth Thursday in November unless otherwise appointed.
  2. December 24 and 31 when they fall on Monday.
  3. Friday proceeding January 1, February 12, July 4, November 11 or December 25, when such date falls on Saturday; the Monday following such date when such date falls on a Sunday.
  4. A business day is 7:00am to 6:00pm.
- C. "C-IV" shall mean a State managed network system which provides services to 2/3rds of DPSS staff. The C-IV network is connected to the DPSS network as C-IV end-users also access services located on the DPSS network.
- D. "Contractor" shall mean any employee, agent or representative of the contract company used in conjunction with the performance of the contract. For the purposes of this RFP, Contractor and Bidder are used interchangeably.
- E. "CORNET" shall mean the County of Riverside Network which is the wide area network service provider for DPSS..
- F. "COUNTY" shall mean the County of Riverside and its Department of Public Social Services. For purposes of this RFP, DPSS and County are used interchangeably.
- G. "CSM" shall mean Cisco Security Manager application.
- H. "DHCP" shall mean Dynamic Host Configuration Protocol
- I. "DMZ" shall mean Demilitarization Zone. The DMZ is a physical or logical sub-network that contains and exposes DPSS' external services to the Internet.
- J. "DNS" shall mean a Domain Name System.
- K. "DPSS" shall mean the Department of Public Social Services. For purposes of this contract, DPSS and County are used interchangeably.
- L. "GET VPN" shall mean Cisco Group Encrypted Transport Virtual Private Network.
- M. "IDS/IPS" shall mean intrusion detection system/intrusion prevention system.



- N. "IOS" shall mean Cisco Internetwork Operating System which is a package of routing, switching, internetworking and telecommunications functions tightly integrated with a multitasking operation system on Cisco routers and network switches.
- O. "IP Address" shall mean Internet Protocol address, which is a numerical identification and logical address that is assigned to devices participating in a computer network using the Internet Protocol for communication between nodes.
- P. "ISR" shall mean Integrated Services Router.
- Q. "LAN" shall mean Local Area Network.
- R. "MARS" shall mean Cisco Security Monitoring, Analysis, and Response System.
- S. "MQs" shall mean minimum qualifications.
- T. "NAT" shall mean a Network Address Translation gateway.
- U. "NME" shall mean Network Module Enhanced.
- V. "RFP" shall mean Request for Proposal.
- W. "U" shall mean a measure of rack space height which equals 1.75 inches.
- X. "UPS" shall mean uninterruptible power supply.
- Y. "VPN" shall mean virtual private network.
- Z. "WAN" shall mean Wide Area Network.

## II. PROJECT OBJECTIVES

- A. The project objective is to design, configure, and implement Cisco Group Encrypted Transport Virtual Private Network (GET VPN), firewall, Network Address Translation gateway (NAT), and intrusion detection system/intrusion prevention system (IDS/IPS) on Integrated Services Routers (ISRs) using Cisco recommended best practices in a complex multi-local area network (LAN) to assist DPSS in migrating from a Novell Border Manager (BM) software-based solution to a Cisco hardware-based solution.
- B. The project consists of:
  - 1. Off-loading NAT, Firewall and virtual private network (VPN) functionality from BM to Cisco ISRs. Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), and Web Proxy shall remain the responsibility of the BM product.
  - 2. Installing and configuring Cisco Security Manager (CSM) 4.x, registering all installed routers and IDS modules to it.
  - 3. Creating configuration templates for ISRs (Cisco 2921, 3925, and 3945) with Cisco's GET VPN Mesh between all routers.
  - 4. Testing and verifying GET VPN functionality and communication with the CSM console.
  - 5. Creating configuration templates for ISRs (Cisco 2921, 3925, and 3945) to provide firewall services and NATed separation of internal, external, and C-IV networks.

6. Creating configuration template for Network Module Enhanced (NME) -IDS with basic rule set, tune to eliminate false positives, and configure device to communicate with CSM.
  7. Generating configuration files using CSM other methods..
  8. Configuring Cisco Security Monitoring, Analysis, and Response System (MARS) to communicate with the new NME-IDS devices at all sites.
- B. All installation and configuration work performed by the Contractor will be done at the DPSS Administration building located at 4060 County Circle Dr, Riverside, CA with DPSS IT Communication Services personnel observing during County business days.

### III. PROJECT DELIVERABLES

All deliverables will be reviewed and accepted by the assigned County Project Manager. The deliverables are listed in the following table:

1.	Milestone 1 - Design Document
	Deliverable
	Detailed design document along with identification of Best Practices.
2.	Milestone 2 - Project Plan
	Deliverable
	Detailed project plan to include statement of work, risk management plan, work breakdown structure, tasks, and proposed schedule.
3.	Milestone 3 - Summary
	Deliverable
	A Summary Document which identifies in detail the actual design and configuration implemented, lessons learned, and identification of best practices. Document is due in electronic format at project completion.

### IV. ACCEPTANCE OF DELIVERABLES

- A. The County shall have a period of ten (10) business days to determine the acceptability of a Deliverable provided by Contractor hereunder (the "Acceptance Period"). The Contractor will notify the County in writing of the completion of the Deliverable, using the Deliverable Sign Off Document (Exhibit A). The Contractor agrees that the Acceptance Period for a Deliverable shall begin when Contractor receives from the assigned County Project Manager a written receipt for such Deliverable. At any time within the Acceptance Period, the County shall:
1. Provide to the Contractor a signed copy of the Deliverable Acceptance Sign Off Document or;
  2. Provide written notice of Non Acceptance with reasonable written comments to Contractor regarding the deficiencies of the Deliverable(s). If changes or modifications are required by the County as evidenced by the Non Acceptance notification, Contractor shall have ten (10) business days to correct the deficiency noted therein and resubmit the Deliverable to the County beginning a new Acceptance Period. This process shall not exceed two cycles.
- B. All Deliverables will be delivered both electronically and in paper form to the County in English, unless otherwise specified in the Statement of Work. The County will deliver to Contractor all documents, studies, and materials in English, unless otherwise specified in the Statement of Work. All electronic documents will use the Microsoft suite of products, including, but not limited to Word, Excel, PowerPoint, Project, and Visio Pro. Signature pages may be delivered using Adobe PDF.

C. The County will be deemed to have accepted the Deliverable(s) upon occurrence of either of the following (“Acceptance”):

1. The County submits to the Contractor the Deliverable Sign Off Document or:
2. The County fails to notify Contractor within the Notice Period described above.

## V. CHANGE ORDERS

Either party may propose a change order to this Agreement. Change orders affecting this agreement will not be effective until reviewed and approved in writing by the County and made part of the Agreement as an amendment. Change orders will be requested using the Change Order Document (Exhibit B). Contractor will submit to the County an analysis of how the County’s proposed changes will affect the current work in terms of schedule and cost estimates. The County will be under no obligation to accept the cost estimates for the proposed changes. However, if the parties agree to any proposed changes, such changes shall become binding on the parties only through an Amendment to this Agreement signed by both parties. In no event shall Contractor be required to perform additional work under this Agreement, or the County is required to pay for additional work performed under this Agreement without prior written authorization in accordance with this paragraph.

## VI. DPSS RESPONSIBILITIES

- A. Assign DPSS staff to be responsible for the following roles and responsibilities:
  1. Project Manager responsible for planning in coordination with the Contractor Lead Consultant or project manager.
  2. Subject Matter Experts responsible for providing Riverside County business expertise as requested.
- B. DPSS may monitor the performance of the Contractor in meeting the terms, conditions and services in this Contract. DPSS, at its sole discretion, may monitor the performance of the Contractor through any combination of the following methods: periodic on-site visits, annual inspections, evaluations and Contractor self-monitoring.
- C. Be responsible for confirming project scheduling; as well as the availability, quality and timeliness of work its resources perform.
- D. Purchase the equipment and licenses to include:

Part #	Qty	Description
<b>CISCO2921-sec/K9</b>	<b>19</b>	<b>Cisco 2921 Security Bundle w/SEC license PAK</b>
PWR-2921-51-AC	19	Cisco 2921/2951 AC Power Supply
ISR-CCP-EXP	19	Cisco Config Pro Express on Router Flash
MEM-2900-512MB-DEF	19	512MB DRAM for Cisco 2901-2121 ISR (Default)
SL-29-IPB-K9	19	IP Base License for Cisco 2901-2951
SL-29-SEC-K9	19	Security License for Cisco 2901-2951
NME-IPS-K9	19	Cisco IPS NM for 2811, 2821, 2851 and 3800
IPS-SW-NME-7.0-K9	19	IPS Software v7.0 for NME-IPS
CON-SU1-NMEIPSK9	19	IPS SVC, AR NBD NME-IPS-K9
S29UK9-15101T	19	Cisco 2901-2921 IOS UNIVERSAL
CAB-AC	19	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m
MEM-CF-256U1GB	19	256MB to 1GB Compact Flash Upgrade for Cisco 1900, 2900, 3900
SM-NM-ADPTR	19	Network Module Adapter for SM Slot on Cisco 2900, 3900 ISR
CON-SNT-2921SEC	19	AMARTNET 8x5xNBD Cisco 2921 Security
<b>CISCO3925-SEC/K9</b>	<b>14</b>	<b>Cisco 3925 Security Bundle w/SEC license PAK</b>
PWR-3900-AC	14	Cisco 3925/3945 AC Power Supply
3900-FANASSY	14	Cisco 3925/3945 Fan Assembly (Bezel included)
C3900-SPE100/K9	14	Cisco Services Performance Engine 100 for Cisco 3925 ISR

ISR-CCP-EXP	14	Cisco Config Pro Express on Router Flash
MEM03900-1GB-DEF	14	1GB DRAM (512MB+512MB) for Cisco 3915/3945 ISR (Default)
SL-39-IPB-K9	14	IP Base License for Cisco 3925/3945
SL-39-SEC-K9	14	Security License for Cisco 3900 Series
PWR-3900-AC/2	14	Cisco 3925/3945 AC Power Supply (Secondary PS)
NME-IPS-K9	14	Cisco IPS NM for 2811, 2821, 2851, 3800
IPS-SW-NME-7.0-K9	14	IPS Software v7.0 for NME-IPS
CON-SU1-NMEIPSK9	14	IPS SVC, AR NBD NME-IPS-K9
S39UK9-15101T	14	Cisco 3925-3945 IOS Universal
MEM-CF-256U1GB	14	256MB to 1GB Compact Flash Upgrade for Cisco 1900, 2900, 3900
SM-NM-ADPTR	14	Network Module Adapter for SM Slot on Cisco 2900, 3900 ISR
CAB-AC	28	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m
CON-SNT-3925SEC	14	SMARTNET 8x5xNBD Cisco 3925 Security Bundle w/SEC license
<b>CISCO3945-SEC/K9</b>	<b>3</b>	<b>Cisco 3945 Security Bundle w/SEC license PAK</b>
PWR-3900-AC	3	Cisco 3925/3945 AC Power Supply
3900-FANASSY	3	Cisco 3925/3945 Fan Assembly (Bezel included)
C3900-SPE150/K9	3	Cisco Services Performance Engine 150 for Cisco 3945 ISR
ISR-CCP-EXP	3	Cisco Config Pro Express on Router Flash
MEM-3900-1GB-DEF	3	1GB DRAM (512MB+512MB) for Cisco 3925/3945 ISR (Default)
SL-39-IPB-K9	3	IP Base License for Cisco 3925/3945
SL-39-SEC-K9	3	Security License for Cisco 3900 Series
NME-IPS-K9	3	Cisco IPS NM for 2811, 2821, 2851 and 3800
IPS-SW-NME-7.0-K9	3	IPS Software v7.0 for NME-IPS
CON-SU1-NMEIPSK9	3	IPS SVC, AR NBD NME-IPS-K9
S39UK9-15101T	3	Cisco 3925-3945 IOS UNIVERSAL
MEM-CF-256U1GB	3	256MB to 1GB Compact Flash Upgrade for Cisco 1900, 2900, 3900
SM-NM-ADPTR	3	Network Module Adapter for SM Slot on Cisco 2900, 3900 ISR
CAB-AC	3	AC Power Cord (North America), C13, NEMA 5- 15P, 2.1m
CON-SNT-3945SEC	3	SMARTNET 8x5xNBD Cisco 3945 Security Bundle w/SEC License
<b>CSMPR-LIC-50</b>	<b>1</b>	<b>CS Mgr Enterprise Pro – Incremental 50 Device License</b>
CON-SAS-CSMPR150	1	SW APP SUPP CSM ENT PRO-50 incr. license
<b>R200-1120402W</b>	<b>1</b>	<b>UCS C200 M2 Srvr w/1PSU, DVD w/o CPU, mem, HDD or PCIe card</b>
R200-BHTs1	2	CPU heat sink for UCS C200 M1 Rack Server
R200-SASCBL-001	1	Internal SAS Cable for a base UCS C200 M1 Server
R2X0-PSU2-650W	2	650 power supply unit for UCS C200 or C210 Server
R200-PL004	1	LSI 6G MegaRAID 9260-4i card (RAID 0,1,5,6,10,60) – 512WC
R2XX-LBBU	1	Battery Back-up
CAB-9K12A-NA	2	Power Cord, 125VAC 13A NEMA 5-15 Plug, North America
R200-1032RAIL	1	Rail Kit for the UCS 200, 210, C250 Rack Servers
N2XX-AIPCI02	1	Intel Quad port GbE Controller (E1G44ETG1P20)
CON-UCS7-R200W	1	UC Support 24x7x4OS UCSC200 M2Svr w/1PSU DVD w/o CPU Mem
A01-X0105	2	2.66GHz Xeon X5650 95W CPU/12MB Cache/DDR3 1333MHz
N01-M308GB2	6	8GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 2Gb DRAMs
R200-D2TC03	4	2TB SAS 7.2 RPM 3.5in HDD/hot plug/C200 drive sled
<b>CSMPR50-4.0-K9</b>	<b>1</b>	<b>Cisco Security Manager 4.0 Professional – 50 Device License</b>
CSMPR50-PAK4	1	CS Mgr Enterprise Pro 50-Secondary Pak

CON-SAS-CSMPR504	1	SW APP SUPP CS Mgr 4.0 Enterprise Pro 50 DeviceBase
<b>CSMPR-LIC-50</b>	<b>1</b>	<b>CS Mgr Enterprise Pro – Incremental 50 License</b>
CON-SAS-CSMPRI50	1	SW APP SUPP CSM Ent Pro – 50 Incr. license

- E. Install ISRs in its Data Center and at each remote core location.
1. Rack hardware.
  2. Patch/connect ISRs to three (3) access ports on existing switch at each site.
  3. Connect to uninterruptible power supplies (UPSs).
  4. Install basic configuration to ensure remote manageability from the DPSS Administration site to remote core sites.
  5. Upgrade ISR Internetwork Operating System (IOS) based on Contractor recommendations.
  6. Install templates developed by Contractor.
- F. Setup an Administrator level account for designated Contractor employee so that identified work can be performed as determined by the DPSS IT Communications Services supervisor.

## VII. CONTRACTOR RESPONSIBILITIES

### A. SCOPE OF SERVICE

The Contractor shall:

1. Provide a project manager responsible for:
  - a. Developing overall plans in coordination with Riverside County Project Manager;
  - b. Managing day-to-day relationship with the County; taking the lead in working through all issues;
  - c. Managing contractor staff and resources;
  - d. Providing guidance and advice on issues related to product quality, testing, test procedures and validations;
  - e. Holding overall responsibility for executing and managing the project deliverables;
  - f. Monitoring progress against the plan – effort & schedule deviations;
  - g. Ensuring quality assurance for the project process and deliverables;
  - h. Attending on-site meeting to determine existing configurations and review desired outcomes, attending on-site weekly status update meetings throughout the project as needed, and participating in the project closure meeting;
2. Provide a Systems Engineer.
3. Use its best efforts to ensure that personnel are not removed or reassigned during the term of the contract. Should the Contractor be required to change personnel identified in paragraph VI.A.1, the Contractor will notify the County at least two (2) weeks prior to the change.
4. Perform the tasks and deliverables listed in paragraph II “Project Objectives” and paragraph III “Project Deliverables.” and in the Contractor’s Statement of Work included in their response to DPARC-207, attached

hereto and incorporated as Attachment 1 by this reference.

In incidences of conflicting provisions, paragraph II "Project Objectives" and paragraph III "Project Deliverables" and paragraph VII "Contractor's Responsibilities" shall take precedence over Attachment 1.

5. Conduct an on-site Joint Design meeting to review existing configurations and review desired outcomes in preparation for creating detailed design.
6. Provide a detailed design using Cisco & industry Best Practices.
7. Provide a project plan including:
  - a. A statement of work. This will include a plan to identify processes and tasks to cut over from BM to ISRs with minimal disruption of DPSS' production environment.
  - b. A risk management plan.
  - c. A work breakdown structure including tasks, and proposed schedule.
  - d. Provide testing criteria.
8. Provide ISR templates for each ISR model and use.
9. Conduct all testing.
10. After full implementation is completed, provide two days of on-site support if needed and two-weeks of phone support during normal business hours.
11. Keep the Administrator level account secure and confidential. The Contractor shall not share or transfer the account to other individuals without written approval of DPSS.

#### B. FISCAL

##### 1. MAXIMUM REIMBURSABLE AMOUNT

Total payment under this Contract shall not exceed \$68,711.61.

##### 2. METHOD, TIME AND SCHEDULE CONDITIONS OF PAYMENT

- a. The Contractor will be paid a single payment equal to the MAXIMUM REIMBURSABLE AMOUNT. The invoice for payment must be accompanied by a Deliverable Sign Off Document signed by the County for each required deliverable. If the required supporting documentation is not provided, DPSS may delay payment until documentation is received by DPSS.
- b. The Contractor shall submit DPSS Forms 2076A (Exhibit C) following the instructions set forth on the "Instructions for Form 2076A." Exhibit D is attached hereto and incorporated herein by this reference for request of all payments.
- c. All completed claims must be submitted on a monthly basis no later than 30 days after the end of each month in which the services were provided. All complete claims submitted in a timely manner shall be processed within forty-five (45) calendar days.

#### C. FINANCIAL RESOURCES

The Contractor warrants that during the term of this Contract, the Contractor shall retain sufficient financial resources necessary to perform all aspects of its obligations, as described under this Contract. Further, the Contractor warrants that there has been no adverse material change in the Contractor, Parent, or Subsidiary business entities, resulting in negative impact to the financial condition and circumstances of the Contractor since the date of the most recent financial statements.

#### D. RECORDS, INSPECTIONS AND AUDITS

1. The Contractor shall maintain auditable books, records, documents, and other evidence pertaining to charges and expenses in this Contract. The Contractor shall maintain these records for three (3) years after final payment has been made or until all pending County, State, and Federal audits, if any, are completed, whichever is later.
2. Any authorized representative of the County of Riverside, the State of California, and the Federal government shall have access to any books, documents, papers, electronic data, and other records with respect to charges for time and materials, which these representatives may determine to be pertinent to this Contract, for the purpose of performing an audit, evaluation, inspection, review, assessment, or examination. These representatives are authorized to obtain excerpts, transcripts, and copies, as they deem necessary. Further, these authorized representatives shall have the right at all reasonable times to inspect or otherwise evaluate the work performed, or being performed, under this Contract and the premises in which it is being performed.
3. This access to records includes, but is not limited to, service delivery, referral, financial, and administrative documents for three (3) years after final payment is made, or until all pending County, State, and Federal audits are completed, whichever is later.
4. Should the Contractor disagree with any audit conducted by DPSS, the Contractor shall have the right to employ a licensed, Certified Public Accountant (CPA) to prepare and file with DPSS a certified financial and compliance audit that is in compliance with generally-accepted government accounting standards of related services provided during the term of this Contract. The Contractor shall not be reimbursed by DPSS for such an audit.
5. In the event the Contractor does not make available its books and financial records at the location where they are normally maintained, the Contractor agrees to pay all necessary and reasonable expenses, including legal fees, incurred by DPSS in conducting such an audit.
6. Contractors that expend \$500,000 or more in a year in Federal funding shall obtain an audit performed by an independent auditor in accordance with generally accepted governmental auditing standards covering financial and compliance audits as per the Single Audit Act of 1984 and the Single Audit Act Amendments of 1996, as per OMB Circular 133. However, records must be available for review and audit by appropriate officials of Federal, State and County agencies.

#### E. SUPPLANTATION

The Contractor shall not supplant any federal, state, or county funds intended for the purpose of this Contract with any funds made available under any other Contract. The Contractor shall not claim reimbursement from DPSS for, or apply any sums received from DPSS, with respect to the portion of its obligations, which have been paid by another source of revenue. The Contractor agrees that it will not use funds received pursuant to this Contract, either directly or indirectly, as a contribution or compensation for purposes of obtaining state funds under any state program or county funds under any county programs without prior approval of DPSS.

#### F. DISALLOWANCE

In the event the Contractor receives payment for services under this Contract which is later disallowed for nonconformance with the terms and conditions herein by DPSS, the Contractor shall promptly refund the disallowed amount to DPSS on request, or at its option, DPSS may offset the amount disallowed from any payment due to the Contractor under any contract with DPSS.

#### G. CONFLICT OF INTEREST

The Contractor, Contractor's employees, and agents shall have no interest, and shall not acquire any interest, direct or indirect, which shall conflict in any manner or degree with the performance of services required under this Contract.

## H. CONFIDENTIALITY

The Contractor shall maintain the confidentiality of all information and records and comply with all other statutory laws and regulations relating to privacy and confidentiality.

Each party shall ensure that case record information is kept confidential when it identifies an individual by name, address, or other information. Confidential information requires special precautions to protect it from loss, unauthorized use, access, disclosure, modification, and destruction.

The parties to this Agreement shall keep all information that is exchanged between them in the strictest confidence, in accordance with Section 10850 of the Welfare and Institutions Code. All records and information concerning any and all persons referred to the Contractor shall be considered and kept confidential by the Contractor, its staff, agents, employees and volunteers. The Contractor shall require all of its employees, agents, subcontractors and volunteer staff who may provide services under this agreement with the Contractor before commencing the provision of any such services, to maintain the confidentiality of any and all materials and information with which they may come into contact, or the identities or any identifying characteristics or information with respect to any and all participants referred to the Contractor by Riverside County.

The confidentiality of juvenile records is established under section 827 and 828 of the Welfare and Institutions Code, California Rules of Court, Rule 5.552 and case law. The Juvenile Court has exclusive jurisdiction over juvenile records and information and has the responsibility to protect the interests of minors and their families in the confidentiality of any records and information concerning minors involved in the justice system and to provide a reasonable method for release of these records and information in appropriate circumstances.

Contractor shall ensure that no person will publish, disclose, use, permit, or cause to be published, disclosed, or used, any confidential information pertaining to any applicant or recipient of services under this Agreement. The Contractor agrees to inform all persons directly or indirectly involved in administration of services provided under this Agreement of the above provisions and that any person deliberately violating these provisions is guilty of a misdemeanor.

## I. EMPLOYMENT PRACTICES

1. The Contractor shall not discriminate in its recruiting, hiring, promoting, demoting, or terminating practices on the basis of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status, age, or sex in the performance of this Contract, and to the extent they shall apply, with the provisions of the Fair Employment and Housing Act (FEHA), and the Federal Civil Rights Act of 1964 (P. L. 88-352).
2. In the provision of benefits, the Contractor shall certify and comply with Public Contract Code 10295.3, to not discriminate between employees with spouses and employees with domestic partners, or discriminate between the domestic partners and spouses of those employees.
3. For the purpose of this section Domestic Partner means one of two persons who have filed a declaration of domestic partnership with the Secretary of State pursuant to Division 2.5 (commencing with Section 297) of the Family Code.

## J. EQUAL EMPLOYMENT OPPORTUNITY

By signing this agreement or accepting funds under this agreement, the contractor shall comply with Executive Order 11246 of September 24, 1965, entitled "Equal Employment Opportunity", as amended by Department of Labor regulations (41 CFR Chapter 60).

## K. HOLD HARMLESS/INDEMNIFICATION

Contractor shall indemnify and hold harmless the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives (individually and collectively hereinafter referred to as Indemnitees) from any liability whatsoever, based or asserted upon any services of Contractor, its officers, employees,



performance arising out of Contractor's negligent or intentional damage, bodily injury, or death or any other element of any kind or nature whatsoever arising from the negligent or intentional performance of Contractor, its officers, employees, subcontractors, agents or representatives Indemnitors from this Contract. Contractor shall defend, at its sole expense, all costs and fees including, but not limited, to reasonable attorney fees, cost of investigation, defense and settlements or awards, the Indemnitees in any claim or action based upon such alleged acts or omissions.

With respect to any action or claim subject to indemnification herein by Contractor, Contractor shall, at their sole cost, have the right to use counsel of their own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of COUNTY; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes Contractor's indemnification to Indemnitees as set forth herein.

Contractor's obligation hereunder shall be satisfied when Contractor has provided to COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim involved. The specified insurance limits required in this Contract shall in no way limit or circumscribe Contractor's obligations to indemnify and hold harmless the Indemnitees herein from third party claims.

#### L. INSURANCE

1. Without limiting or diminishing the Contractor's obligation to indemnify or hold the COUNTY harmless, Contractor shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverages during the term of this Contract.

(a) Worker's Compensation:

If the Contractor has employees as defined by the State of California, the Contractor shall maintain statutory Worker's Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside, and, if applicable, to provide a Borrowed Servant/Alternate Employer Endorsement.

(b) Commercial General Liability:

Commercial General Liability insurance coverage, including but not limited to, premises liability, contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of Contractor's performance of its obligations hereunder. Policy shall name the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents or representatives as Additional Insureds. Policy's limit of liability shall not be less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Contract or be no less than two (2) times the occurrence limit.

(c) Vehicle Liability:

If vehicles or mobile equipment are used in the performance of the obligations under this Contract, then Contractor shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Contract or be no less than two (2) times the occurrence limit. Policy shall name the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents or representatives as Additional Insured(s).

## 2. General Insurance Provisions – All lines:

- (a) Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an A M BEST rating of not less than A: VIII (A:8) unless such requirements are waived, in writing, by the County Risk Manager. If the County's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.
- (b) The Contractor's insurance carrier(s) must declare its insurance self-insured retentions. If such self-insured retentions exceed \$500,000 per occurrence such retentions shall have the prior written consent of the County Risk Manager before the commencement of operations under this Contract. Upon notification of self insured retention unacceptable to the COUNTY, and at the election of the Country's Risk Manager, Contractor's carriers shall either; 1) reduce or eliminate such selfinsured retention as respects this Contract with the COUNTY, or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.
- (c) Contractor shall cause Contractor's insurance carrier(s) to furnish the County of Riverside with either 1) a properly executed original Certificate(s) of Insurance and certified original copies of Endorsements effecting coverage as required herein, and 2) if requested to do so orally or in writing by the County Risk Manager, provide original Certified copies of policies including all Endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that thirty (30) days written notice shall be given to the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. In the event of a material modification, cancellation, expiration, or reduction in coverage, this Contract shall terminate forthwith, unless the County of Riverside receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverages set forth herein and the insurance required herein is in full force and effect. Contractor shall not commence operations until the COUNTY has been furnished original Certificate(s) of Insurance and certified original copies of endorsements and if requested, certified original policies of insurance including all endorsements and any and all other attachments as required in this Section. An individual authorized by the insurance carrier to do so on it's behalf shall sign the original endorsements for each policy and the Certificate of Insurance.
- (d) It is understood and agreed to by the parties hereto that the Contractor's insurance shall be construed as primary insurance, and the COUNTY'S insurance and/or deductibles and/or self-insured retentions or self-insured programs shall not be construed as contributory.
- (e) If, during the term of this Contract or any extension thereof, there is a material change in the scope of services; or, there is a material change in the equipment to be used in the performance of the scope of work which will add additional exposures (such as the use of aircraft, watercraft, cranes, etc.); or, the term of this Contract, including any extensions thereof, exceeds five (5) years the COUNTY reserves the right to adjust the types of insurance required under this Contract and the monetary limits of liability for the insurance coverages currently required herein, if, in the County Risk Manager's reasonable judgment, the amount or type of insurance carried by the Contractor has become inadequate.
- (f) Contractor shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Contract.
- (g) The insurance requirements contained in this Contract may be met with a program(s) of self-insurance acceptable to the COUNTY.

- (h) Contractor agrees to notify COUNTY of any claim by a third party or any incident or event that may give rise to a claim arising from the performance of this Contract.

M. LICENSES AND PERMITS

In accordance with the provisions of the Business and Professions Code concerning the licensing of Contractors, all Contractors shall be licensed, if required, in accordance with the laws of this State and any Contractor not so licensed is subject to the penalties imposed by such laws.

The Contractor warrants that it has all necessary permits, approvals, certificates, waivers, and exemptions necessary for the provision of services hereunder and required by the laws and regulations of the United States, State of California, the County of Riverside and all other appropriate governmental agencies, and shall maintain these throughout the term of this Contract.

N. INDEPENDENT CONTRACTOR

It is understood and agreed that the Contractor is an independent contractor and that no relationship of employer-employee exists between the parties hereto. Contractor and/or Contractor's employees shall not be entitled to any benefits payable to employees of the County including, but not limited to, County Worker's Compensation benefits. County shall not be required to make any deductions for employees of Contractor from the compensation payable to Contractor under the provision of this Contract.

As an independent contractor, Contractor hereby holds County harmless from any and all claims that may be made against County based upon any contention by any third party that an employer-employee relationship exists by reason of this Contract. As part of the foregoing indemnity, the Contractor agrees to protect and defend at its own expense, including attorney's fees, the County, its officers, agents and employees in any legal action based upon any such alleged existence of an employer-employee relationship by reason of this Contract.

O. ASSIGNMENT

The Contractor shall not assign any interest in this Contract, and shall not transfer any interest in the same, whether by assignment or novation, without the prior written consent of DPSS. Any attempt to assign or delegate any interest without written consent of DPSS shall be deemed void and of no force or effect.

P. PERSONNEL

Upon request by DPSS, the Contractor agrees to make available to DPSS a current list of personnel that are providing services under this Agreement who have contact with children or adult clients. The list shall include all staff who work full or part-time positions by title, including volunteer positions; a brief description of the functions of each position and hours each position worked; and the professional degree, if applicable and experience required for each position.

DPSS has the sole discretion to approve or not approve any person on the Contractor's list that has been convicted of any crimes involving sex, drugs or violence, or who is known to have a substantiated report of child abuse, as defined in Penal Code Section 11165.12, who occupy positions with supervisory or disciplinary power over minors, or who occupies supervisory or teaching positions over adult clients. DPSS shall notify the Contractor in writing of any person not approved, but to protect client confidentiality, may not be able to disclose the reason(s) for non-approval. Upon notification, the Contractor shall immediately remove that person from providing services under this Agreement.

Q. SUBCONTRACT FOR SERVICES

No agreements will be made by the Contractor with any party to furnish any of the services herein contained without the prior written approval of DPSS. This provision will not require the approval of agreements of employment between the Contractor and personnel assigned for services hereunder.

#### R. DEBARMENT AND SUSPENSION

As a sub-grantee of federal funds under this Contract, the Contractor certifies that it, and its principals:

1. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from covered transactions by a federal department or agency.
2. Have not within a 3-year period preceding this Contract been convicted of or had a civil judgment rendered against them for the commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction; violation of Federal or State anti-trust status or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicated or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in the paragraph above; and
4. Have not within a 3-year period preceding this Contract had one or more public transactions (Federal, State or local) terminated for cause or default.

#### S. COMPLIANCE WITH RULES, REGULATIONS, REQUIREMENTS AND DIRECTIVES

The Contractor shall comply with all rules, regulations, requirements, and directives of the California Department of Social Services, other applicable state agencies, and funding sources which impose duties and regulations upon DPSS, which are equally applicable and made binding upon the Contractor as though made with the Contractor directly.

#### T. HEALTH INSURANCE PORTABILITY ACCOUNTABILITY ACT (HIPAA)

The Contractor in this Agreement is subject to all relevant requirements contained in the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191, enacted August 21, 1996, and the laws and regulations promulgated subsequent thereto. The Contractor hereto agrees to cooperate in accordance with the terms and intent of this Agreement for implementation of relevant law(s) and/or regulation(s) promulgated under this Law. The Contractor further agrees that it shall be in compliance, and shall remain in compliance with the requirements of HIPAA, and the laws and regulations promulgated subsequent hereto, as may be amended from time to time.

All social service privacy complaints should be referred to:

Department of Public Social Services  
 HR/Administrative Compliance Services Unit  
 10281 Kidd Street  
 Riverside, CA 92503  
 (951) 358-3030

#### U. LOBBYING

The contractor agrees that it will not expend any Federal appropriated funds to pay any person for influencing or attempting to influence an officer or employee of any agency, or a Member of Congress in connection with any of the following covered Federal actions:

1. The awarding of any Federal contract;
2. The making of any Federal Grant;
3. The making of any Federal loan;
4. The entering into of any cooperative agreement; and

5. The extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement covered by 31 U.S.C. 1352.

## VII. GENERAL

### A. EFFECTIVE PERIOD

This Contract is effective July 1, 2011 through August 31, 2011.

### B. NOTICES

All notices, claims, correspondence, and/or statements authorized or required by this Contract shall be addressed as follows:

#### DPSS:

Deliverables, Deliverable Sign Offs, Change orders, and other project related material:

Department of Public Social Services  
Information Technology  
Attn: Babette Besselievre  
4060 County Circle Dr  
Riverside CA, 92503

Invoices and other financial documents:

Department of Public Social Services  
Fiscal/Management Reporting Unit  
4060 County Circle Drive  
Riverside, CA 92503

Contracts, insurance and other administrative documents:

Department of Public Social Services  
Contracts Administration Unit  
P.O. Box 7789  
Riverside, CA 92513

#### CONTRACTOR:

Nexus IS, Inc  
277202 West Turnberry Lane, Suite 100  
Valencia CA 91355

All notices shall be deemed effective when they are made in writing, addressed as indicated above, and deposited in the United States mail or other commercial mail carrier.

### C. AVAILABILITY OF FUNDING

DPSS' obligation for payment of any Contract is contingent upon the availability of funds from which payment can be made.

### D. DISPUTES

The parties shall attempt to resolve any disputes amicably at the working level. If that is not successful, the dispute shall be referred to the senior management of the parties. Any dispute relating to this Agreement which is not resolved by the parties shall be decided by the County's Compliance Contract Officer who shall furnish the decision in writing. The decision of the County's Compliance Contract Officer shall be final and conclusive unless determined by a court of competent jurisdiction to have been fraudulent, capricious, arbitrary, or so grossly erroneous as necessarily to imply bad faith. The Contractor shall proceed diligently with the performance of this Agreement pending the resolution of a dispute.

4. The Contractor's rights under this Agreement shall terminate (except for fees accrued prior to the date of termination) upon dishonesty or a willful or material breach of this Agreement by the Contractor; or in the event of the Contractor's unwillingness or inability for any reason whatsoever to perform the terms of this Agreement. In such event, the Contractor shall not be entitled to any further compensation under this Agreement.
5. The rights and remedies of the County provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or this Agreement.

I. ENTIRE CONTRACT

This Contract constitutes the entire Contract between the parties hereto with respect to the subject matter hereof, and all prior or contemporaneous Contracts of any kind or nature relating to the same shall be deemed to be merged herein.

<b>Project Information</b>		
<b>Project: Integrated Services Router Implementation</b>		
<b>Project Manager: Babette Besselievre</b>		<b>Ext: 951-358-6573</b>
<b>Project Deliverable Description</b>		
<b>Deliverable #:</b>		<b>Date:</b>
<b>Deliverable Description:</b>		
<b>Deliverable Approval</b>		
<b>Approval Signatures:</b>	<b>Date:</b>	<b>Comments:</b>
<b>Contractor</b>		
<b>Project Manager</b>		
<b>CAU</b>		
<b>Project Sponsor</b>		
<b>Non Acceptance of Deliverable</b>		
<b>Signatures:</b>	<b>Date:</b>	
<b>Project Manager</b>		
<b>CAU</b>		
<b>Project Sponsor</b>		
<b>Reason for Non Acceptance</b>		

Please return to:  
 Department of Public Social Services  
 Information Technology  
 Attn: Babette Besselievre  
 4060 County Circle Dr  
 Riverside CA, 92503

## EXHIBIT B (p.1 of 2)

## CHANGE ORDER REQUEST

Project:		
Change Name:		
Requested by:		DATE:

## Requested Change

Description	
Reason for Change	<i>[New requirement, design change, etc.]</i>

## Impact

Risk to Schedule	<i>[Note the risk to the schedule if do or do not do the change.]</i>
Impact on Cost or funding	

## Risks

Risk	Risk Management Action



**Steps to Implement Change**


**Approvals**

<b>Project Manager</b>	Signature	Date
	Signature	Date
<b>CAU</b>	Signature	Date
<b>Project Sponsor</b>	Signature	Date

COUNTY OF RIVERSIDE  
DEPARTMENT OF PUBLIC SOCIAL SERVICES  
CONTRACTOR PAYMENT REQUEST

Exhibit C

To: Riverside County  
Department of Public Social Services  
4060 County Circle Drive  
Riverside, CA 92503

Remit to Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Contractor Name \_\_\_\_\_  
Contract Number \_\_\_\_\_

Total amount requested \_\_\_\_\_ for the period of \_\_\_\_\_ 20\_\_\_\_

Select Payment Type(s) Below:

Advance Payment \$ \_\_\_\_\_  
(if allowed by Contract/MOU)  
 Unit of Service Payment \$ \_\_\_\_\_  
\_\_\_\_\_ # of Units) X (\$) \_\_\_\_\_  
\_\_\_\_\_ # of Units) X (\$) \_\_\_\_\_

Actual Payment \$ \_\_\_\_\_  
(Same amount as 2076B if needed)  
\_\_\_\_\_ # of Units) X (\$) \_\_\_\_\_  
\_\_\_\_\_ # of Units) X (\$) \_\_\_\_\_  
\_\_\_\_\_ # of Units) X (\$) \_\_\_\_\_

Any questions regarding this request should be directed to:

\_\_\_\_\_ Name \_\_\_\_\_ Phone Number \_\_\_\_\_

I hereby certify under penalty of perjury that to the best of my knowledge the above is true and correct

\_\_\_\_\_ Authorized Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

**FOR DPSS USE ONLY (DO NOT WRITE BELOW THIS LINE)**

Business Unit (5) _____	Purchase Order # (10) _____	Invoice # _____
Account (6) _____	Amount Authorized _____	
Fund (5) _____	If amount authorized is different from amount request, please explain: _____ _____	
Dept ID (10) _____	Program (if applicable) _____	Date _____
Program (5) _____	Management Reporting Unit _____	Date _____
Class (10) _____	Contracts Administration Unit _____	Date _____
Project/Grant (15) _____	General Accounting Section _____	Date _____
Vendor Code (10) _____		

**DEPARTMENT OF PUBLIC SOCIAL SERVICES FORMS**

**Mailing Instructions:** When completed, these forms will summarize all of your claims for payment. Your Claims Packet will include **DPSS 2076A, 2076B** (if required), invoices, payroll verification, and copies of canceled checks attached, receipts, bank statements, sign-in sheets, daily logs, mileage logs, and other back-up documentation needed to comply with Contract/MOU.

**Mail Claims Packet to address shown on upper left corner of DPSS 2076A.**  
*[see method, time, and schedule/condition of payments].*  
*(Please type or print information on all DPSS Forms.)*

**DPSS 2076A**  
**CONTRACTOR PAYMENT REQUEST**

**"Remit to Name"**

The legal name of your agency.

**"Address"**

The remit to address used when this contract was established for your agency. **All address changes must be submitted for processing prior to use.**

**"Contractor Name"**

Business name, if different than legal name *(if not leave blank)*.

**"Contract Number"**

Can be found on the first page of your contract.

**"Amount Requested"**

Fill in the total amount and billing period you are requesting payment for.

**"Payment Type"**

Check the box and enter the dollar amount for the type(s) of payment(s) you are requesting payment for.

**"Any questions regarding..."**

Fill in the name and phone number of the person to be contacted should any questions arise regarding your request for payment.

**"Authorized Signature, Title, and Date (Contractor's)"**

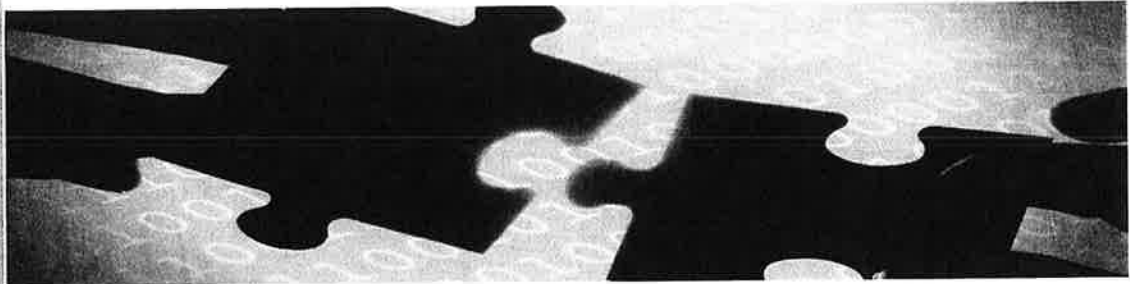
Self-explanatory (required). **Original Signature needed for payment.**

**EVERYTHING BELOW THE THICK SOLID LINE IS FOR DPSS USE ONLY AND SHOULD BE LEFT BLANK.**



## Statement of Work

*Developing advanced technology  
solutions for your business*



PREPARED FOR:

CALIFORNIA  
**RIVERSIDE COUNTY**  
*Department of Public Social Services*

**Riverside Department of Public Social Services**

4060 County Circle Dr.  
Riverside 92503

**DPARC-207**

**Riverside DPSS**

Version 2.0  
04/11/2011

**CUSTOMER CONTACT INFORMATION**

Name	Title	E-mail Address	Phone
Todd Black	Communications Analyst	<a href="mailto:teblack@riversidedpss.org">teblack@riversidedpss.org</a>	(951) 358-3157
Kevin Marsh	Communications Analyst DPSS IT	<a href="mailto:kmarsh@riversidedpss.org">kmarsh@riversidedpss.org</a>	(951) 358-3813
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# Document Control

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## Revision History

The table below shows the revision history of this document.

Version No.	Issue Date	Status	Reason for Change
2.0	04/11/11	Final Draft	RFP Response

## Review History

The table below shows the review history of this document.

Reviewer's Details	Version No.	Date
Enter the reviewer's name	1.0	Enter the Review Date

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# 1 Solution Overview

Nexus has made every effort to detail any assumptions, outstanding caveats, and other considerations within this document, based on our current understanding of Riverside Department of Public Social Services's requirements and the existing environment. This section should be carefully reviewed by all parties to ensure accuracy and completeness of the information provided.

## 1.1 Riverside Department of Public Social Services's Requirements

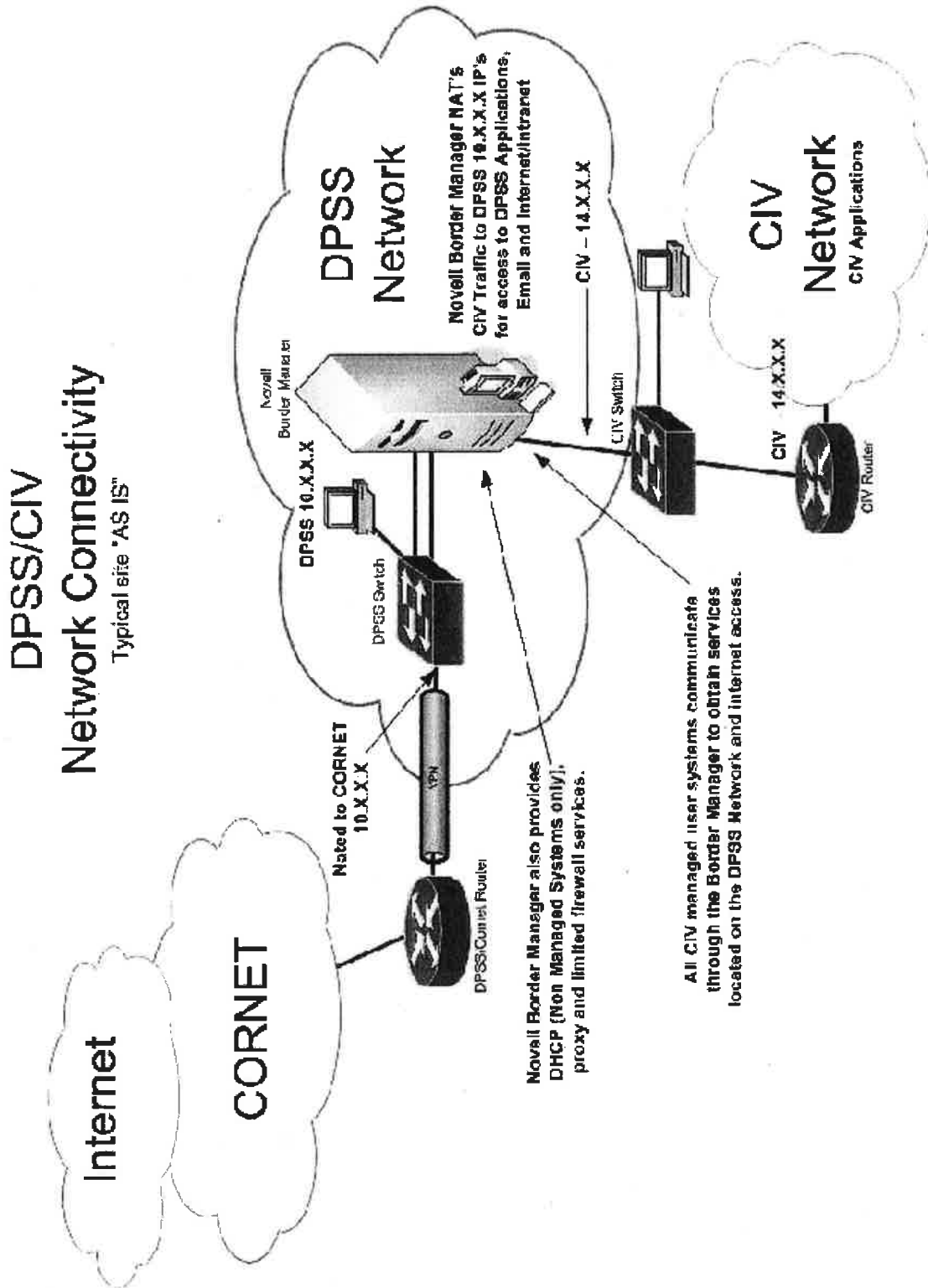
Based on pre-sales meetings between Nexus and Riverside Department of Public Social Services, Nexus perceives the following about Riverside Department of Public Social Services.

### 1.1.1 Current Environment

- < DPSS currently has 29 sites running Novell Border Manager which is providing the following functionality.
  - Firewall, NAT/PAT, Web Proxy, VPN Mesh
- < There is an external Cisco 4215 IDS sensor that is reaching end of support and will be decommissioned during this project
- < DPSS currently has Cisco Security Manager 3.3.1 deployed.
- < There is a 3560 switch functioning as the core.
- < All sites are connected by the CORENET
  - The CORENET is a county provided shared backbone that provides transport and centralized internet access.
    - ◎ CORENET services are provided on NxT1 circuits and terminated on a CORENET managed router.
    - ◎ DPSS receives a Ethernet handoff with a 10.x.y.z/24 address.
  - The CORENET uses a 10.x.y.z network and each DPSS site is provided subnets to use.
    - ◎ DPSS is not routing the CORENET provided subnets. The DPSS networks are not routed by CORENET. NAT overload is configured on the DPSS Border Manager to keep the DPSS network private from CORENET
    - ◎ This functionality will need to be maintained.
    - ◎ (Although part of the same IP scheme, the CORNET subnet is treated as public IP space, and the DPSS subnets are treated as private IP space)
- < There are two primary internal network segments.
  - DPSS networks (10.x.y.z) 2-4 subnets for DPSS traffic.
    - ◎ DPSS traffic reaches the core and other sites via the VPN tunnels (full Mesh).
    - ◎ DPSS internet traffic is sent to the web proxy server (Border manager configured in the client browser) then sent unencrypted into CORENET for internet access.



- ⊙ The unencrypted traffic is NAT translated to a CORNET address at the DPSS edge.
- CIV network (14.x.y.z) 1 subnet for CIV traffic.
  - ⊙ CIV traffic utilizes VPNs for site to site traffic.
  - ⊙ CIV traffic is not permitted to be seen by CORENET.
    - ⟨ CIV traffic must be NATed to a CORENET edge address to access the internet.
  - ⊙ CIV traffic is routed to the web proxy server Border Manager address configured in the client browser
  - ⊙ CIV traffic must be permitted to reach select devices on the DPSS network such as printers.
    - ⟨ Currently NAT is being performed to allow this.



(Figure 1)

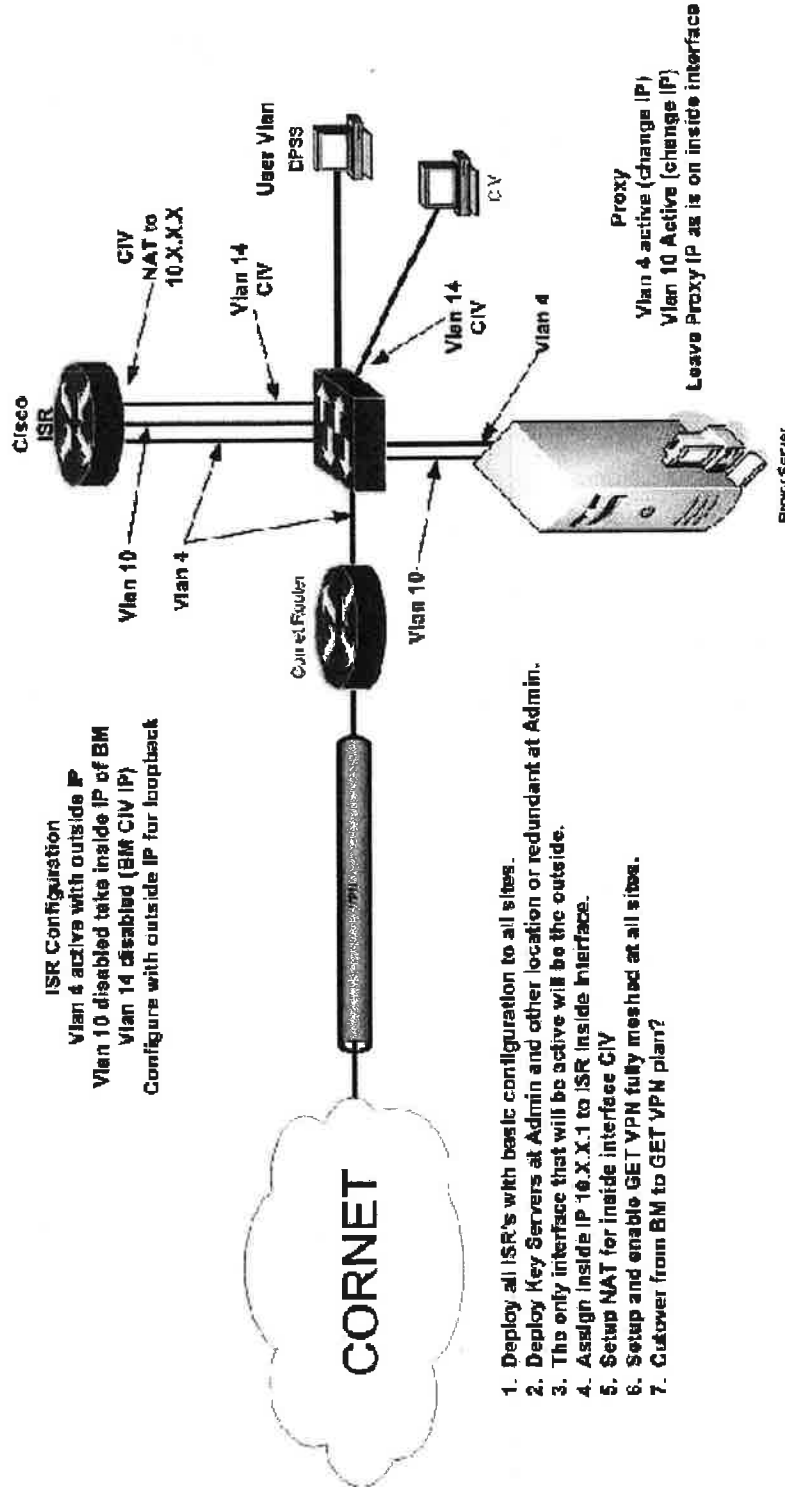
### 1.1.2 Requirements and goals

Based on conversations, the following functional requirements have been gathered:

- < DPSS plans to reduce reliance on the Border Manager
  - o The full mesh VPN topology has become difficult to manage and outages at one site disrupts the entire mesh.
  - o Border Manager functionality must be offloaded as much as possible.
    - ⊙ NAT, Firewall and VPN functionality must be moved in this project.
    - ⊙ DNS, DHCP, and Web Proxy will remain the responsibility of the Border Manager.
- < DPSS requires Nexus to Upgrade Cisco Security manager to 4.x and register all installed routers and IDS modules to it.
  - o Installation and configuration to be performed onsite.
- < DPSS requires Nexus to provide professional services to perform the following:
  - o Configure ISR G2 routers (Mix of 2921, 3925, and 3945 routers) with GET VPN technology.
    - ⊙ Phase 1 - to set up a separate Parallel Network for testing.
  - o Configure ISR routers to provide firewalled/NATed separation of internal and external networks.
    - ⊙ NOTE= In order for GET VPN to function, CORENET will be routing DSS internal networks.
    - ⊙ Maintain Border Manager for Web Proxy.
    - ⊙ Permit CIV network to access resources on local DPSS network only
    - ⊙ Internet traffic sent unencrypted to CORENET
    - ⊙ Phase 2- migrate from BM network to ISR network
  - o Configure NME-IDS to inspect DPSS traffic. (IDS mode only)
    - ⊙ Perform basic IDS configuration and registration to Cisco Security Manager.
  - o Configure Cisco Security Monitoring, Analysis, and Response System (MARS) to communicate with the new NME-IDS devices at all sites.

DPSS provided completed design. (Figure 2)

# New ISR – BM Cutover Conceptual Configuration Drawing with Nexus Input



## 1.2 Solutions Components

### WAN Components

- < DPSS has already purchased the ISR routers (BOM listed below)
- < DPSS is requesting Nexus to perform configuration services.

PART#	QTY	DESCRIPTION
<b>CISCO2921-SEC/K9</b>	19	Cisco 2921 Security Bundle w/SEC license PAK
PWR-2921-51-AC	19	Cisco 2921/2951 AC Power Supply
ISR-CCP-EXP	19	Cisco Config Pro Express on Router Flash
MEM-2900-512MB-DEF	19	512MB DRAM for Cisco 2901-2921 ISR (Default)
SL-29-IPB-K9	19	IP Base License for Cisco 2901-2951
SL-29-SEC-K9	19	Security License for Cisco 2901-2951
NME-IPS-K9	19	Cisco IPS NM for 2811, 2821, 2851 and 3800
IPS-SW-NME-7.0-K9	19	IPS Software v7.0 for NME-IPS
CON-SU1-NMEIPSK9	19	IPS SVC, AR NBD NME-IPS-K9
S29UK9-15101T	19	Cisco 2901-2921 IOS UNIVERSAL
CAB-AC	19	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m
MEM-CF-256U1GB	19	256MB to 1GB Compact Flash Upgrade for Cisco 1900,2900,3900
SM-NM-ADPTR	19	Network Module Adapter for SM Slot on Cisco 2900, 3900 ISR
CON-SNT-2921SEC	19	SMARTNET 8X5XNBD Cisco 2921 Security
<b>CISCO3925-SEC/K9</b>	14	Cisco 3925 Security Bundle w/SEC license PAK
PWR-3900-AC	14	Cisco 3925/3945 AC Power Supply
3900-FANASSY	14	Cisco 3925/3945 Fan Assembly (Bezel included)
C3900-SPE100/K9	14	Cisco Services Performance Engine 100 for Cisco 3925 ISR
ISR-CCP-EXP	14	Cisco Config Pro Express on Router Flash
MEM-3900-1GB-DEF	14	1GB DRAM (512MB+512MB) for Cisco 3925/3945 ISR (Default)
SL-39-IPB-K9	14	IP Base License for Cisco 3925/3945
SL-39-SEC-K9	14	Security License for Cisco 3900 Series
PWR-3900-AC/2	14	Cisco 3925/3945 AC Power Supply (Secondary PS)
NME-IPS-K9	14	Cisco IPS NM for 2811, 2821, 2851 and 3800
IPS-SW-NME-7.0-K9	14	IPS Software v7.0 for NME-IPS
CON-SU1-NMEIPSK9	14	IPS SVC, AR NBD NME-IPS-K9
S39UK9-15101T	14	Cisco 3925-3945 IOS UNIVERSAL
MEM-CF-256U1GB	14	256MB to 1GB Compact Flash Upgrade for Cisco 1900,2900,3900
SM-NM-ADPTR	14	Network Module Adapter for SM Slot on Cisco 2900, 3900 ISR
CAB-AC	28	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m
CON-SNT-3925SEC	14	SMARTNET 8X5XNBD Cisco 3925 Security Bundle w/SEC license
<b>CISCO3945-SEC/K9</b>	3	Cisco 3945 Security Bundle w/SEC license PAK
PWR-3900-AC	3	Cisco 3925/3945 AC Power Supply
3900-FANASSY	3	Cisco 3925/3945 Fan Assembly (Bezel included)
C3900-SPE150/K9	3	Cisco Services Performance Engine 150 for Cisco 3945 ISR

ISR-CCP-EXP	3	Cisco Config Pro Express on Router Flash
MEM-3900-1GB-DEF	3	1GB DRAM (512MB+512MB) for Cisco 3925/3945 ISR (Default)
SL-39-IPB-K9	3	IP Base License for Cisco 3925/3945
SL-39-SEC-K9	3	Security License for Cisco 3900 Series
NME-IPS-K9	3	Cisco IPS NM for 2811, 2821, 2851 and 3800
IPS-SW-NME-7.0-K9	3	IPS Software v7.0 for NME-IPS
CON-SU1-NMEIPSK9	3	IPS SVC, AR NBD NME-IPS-K9
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MEM-CF-256U1GB	3	256MB to 1GB Compact Flash Upgrade for Cisco 1900,2900,3900
SM-NM-ADPTR	3	Network Module Adapter for SM Slot on Cisco 2900, 3900 ISR
CAB-AC	3	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m
CON-SNT-3945SEC	3	SMARTNET 8X5XNBD Cisco 3945 Security Bundle w/SEC license

### GET VPN overview.

Cisco's Group Encrypted Transport VPN (GET VPN) introduces the concept of a trusted group to eliminate point-to-point tunnels and their associated overlay routing. All group members (GMs) share a common security association (SA), also known as a group SA. This enables GMs to decrypt traffic that was encrypted by any other GM. (Note that IPsec CE acts as a GM.) In GET VPN networks, there is no need to negotiate point-to-point IPsec tunnels between the members of a group, because GET VPN is —tunnel-less. □

The IETF standard RFC-3547 Group Domain of Interpretation (GDOI) is an integral part of GET VPN. The GDOI protocol was introduced in 12.4(2)T but the GET VPN solution with several enhancements was released in 12.4(11)T.

GET VPN provides the following key benefits:

- < Instantaneous large-scale any-to-any IP connectivity using a group IPsec security paradigm
- < Takes advantage of underlying IP VPN routing infrastructure and does not require an overlay routing control plane
- < Seamlessly integrates with multicast infrastructures without the multicast replication issues typically seen in traditional tunnel-based IPsec solutions.
- < Preserves the IP source and destination addresses during the IPsec encryption and encapsulation process. Therefore GET VPN integrates very well with features such as QoS and traffic engineering.

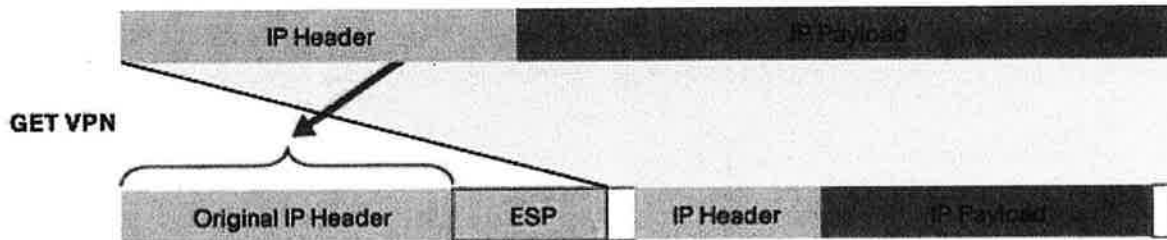
**Table 1. GET VPN Solution Comparison**

Product Number	EzVPN	DMVPN	GET VPN
<b>Infrastructure Network</b>	Public Internet Transport	Public Internet Transport	Private IP Transport
<b>Network Style</b>	Hub-Spoke; (Client-to-Site)	Hub-Spoke and Spoke-to-Spoke; (Site-to-Site)	Any-to-Any; (Site-to-Site)
<b>Routing</b>	Reverse-route Injection	Dynamic routing on tunnels	Dynamic routing on IP WAN
<b>Falover Redundancy</b>	Stateful Hub Crypto Fallover	Route Distribution Model	Route Distribution Model + Stateful
<b>Encryption Style</b>	Peer-to-Peer Protection	Peer-to-Peer Protection	Group Protection
<b>IP Multicast</b>	Multicast replication at hub	Multicast replication at hub	Multicast replication in IP WAN network

In traditional IPsec, tunnel endpoint addresses are used as new packet source and destination. The packet is then routed over the IP infrastructure, using the encrypting gateway source IP address and the decrypting gateway destination IP address. In the case of GET VPN, IPsec protected data packets encapsulate the original source and destination packet addresses of the host in the outer IP header to —preserve the IP address.

GET VPN is not well suited for deployment over the Internet, so a tunnel-based IPsec solution such as DMVPN, EzVPN, or Site-to-Site VPNs should be deployed over the Internet.

**Tunnel Header Preservation**



**Note:** Because of tunnel header preservation, GET VPN solution is very well suited for MPLS, Layer-2 (L2), or an IP infrastructure with end to end IP connectivity. However, GET VPN is generally not a good candidate for deployment over the Internet because enterprise host IP addresses are typically not routable, and network address translation (NAT) functions interfere with tunnel header preservation.

## 2 Professional Services

---

### 2.1 Design Development

Nexus will develop the detailed design. Requirements will be translated into technical parameters that describe the solution configuration and programming.

This process requires Riverside Department of Public Social Services to complete sections of the data worksheets (provided by Nexus).

### 2.2 Deployment Tasks

Please note: a more detailed project plan will be presented after the initial customer kick-off meeting.

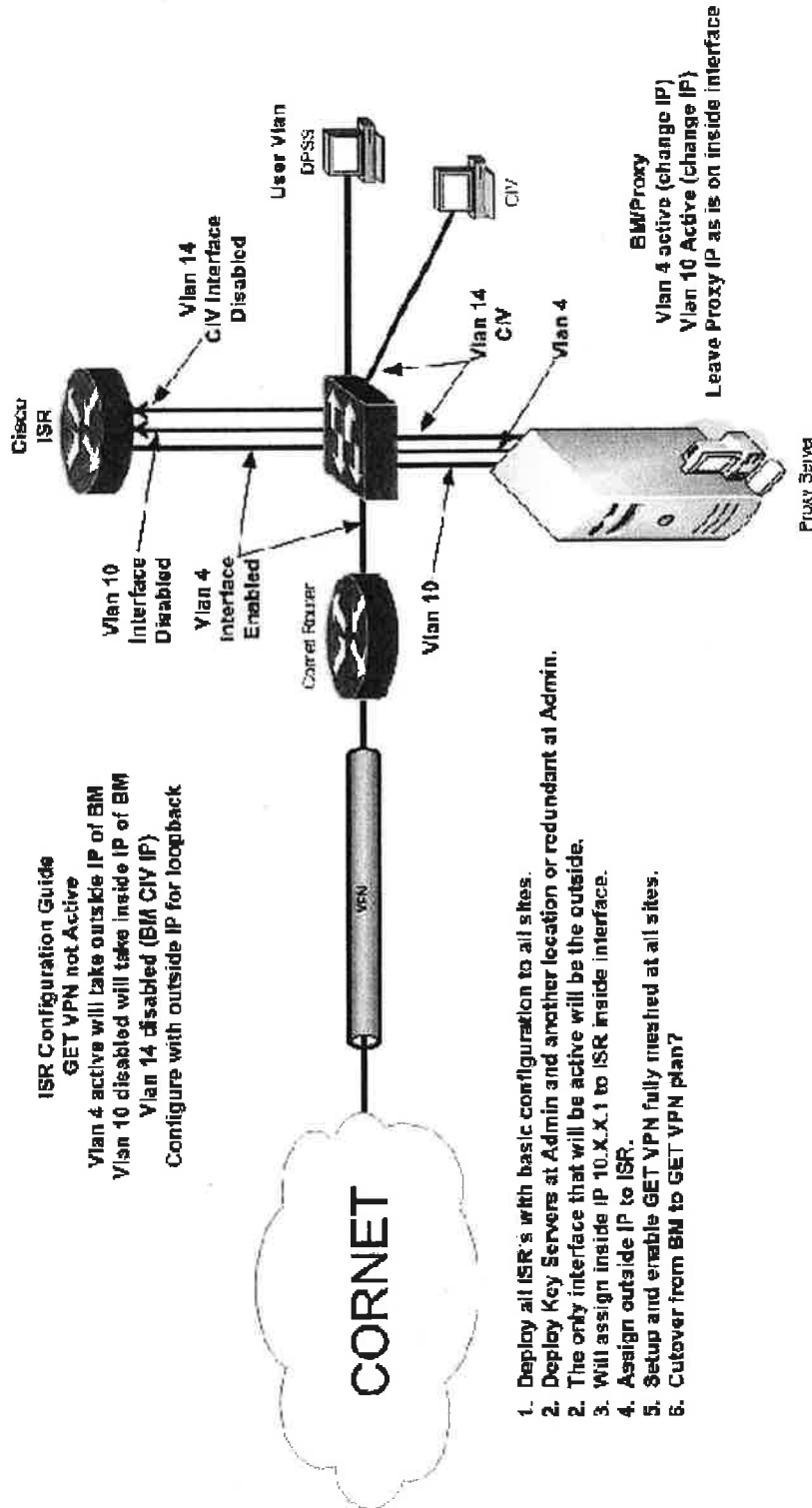
#### WAN Deployment Overview

1. Nexus and DPSS to meet for a Detailed design review
  - a. DPSS to provide existing configurations and review desired outcomes
  - b. Nexus to provide best practice configuration review
    - i. Nexus to develop ISR templates for Initial ISR configuration.
  - c. Nexus to develop a deployment plan
2. DPSS to Install ISR routers at each remote location (29 total locations). (See Figure 3)
  - a. DSPP to rack and stack existing hardware.
  - b. DPSS to upgrade router IOS based on Nexus recommendations.
    - i. DPSS to install basic configuration to ensure remote manageability from the DPSS Administration site to remote DPSS offices based on template developed by Nexus in the design phase.
  - c. DPSS to patch ISR router to 3 access ports on the existing switch in each location.
    - i. Gi0/0/0 - Intended for outside interface will be configured with a CORENET "Public IP". This interface will be attached to VLAN 4 on the switch.
    - ii. Gi0/0/1 - Intended for DPSS internal interface will be configured by Nexus at a later time with the LAN Default Gateway IP address (when moved from Border Manager). This interface will be attached to VLAN 10 on the switch.
    - iii. Gi0/0/2 - Intended for CIV network, will be configured by Nexus at a later time with the LAN Default Gateway IP address (when moved from Border Manager). This interface will be attached to VLAN 14 on the switch.
  - d. DPSS will create VLAN 14 on the switch and move the CIV switch connection direct to the Border Manager to the switch so traffic can be routed to the DPSS network and internet without passing through the Border Manager (after cutovers)



(figure 3)

# New IRS - BM Replacement ISR Deployment Drawing with Nexus Input



**ISR Configuration Guide**  
 GET VPN not Active  
 Vlan 4 active will take outside IP of BM  
 Vlan 10 disabled will take inside IP of BM  
 Vlan 14 disabled (BM C/V IP)  
 Configure with outside IP for loopback

1. Deploy all ISR's with basic configuration to all sites.
2. Deploy Key Servers at Admin and another location or redundant at Admin.
3. Will assign inside IP 10.X.X.1 to ISR inside interface.
4. Assign outside IP to ISR.
5. Setup and enable GET VPN fully meshed at all sites.
6. Cutover from BM to GET VPN plan?

**BM/Proxy**  
 Vlan 4 active (change IP)  
 Vlan 10 Active (change IP)  
 Leave Proxy IP as is on inside interface

3. Nexus to Establish base configuration and GET VPN
  - a. Nexus to supplement preliminary base configuration and configure SNMP management via Cisco Security Manager.
  - b. Nexus to configure Key server pair on Head end routers.
  - c. Nexus to configure VPN groups, encryption mechanisms, access lists to define encrypted traffic.
  - d. GET VPN provided header preservation (required by DPSS for Multicast and other technologies) and will require CORENET to route DPSS "internal" networks.
  - e. Nexus to configure Route filtering to reduce routing tables at edge devices and reduce visibility to CORENET.
  - f. Nexus to Test GET VPN network in parallel to Border manager network prior to moving production traffic to Get VPN /ISR managed Network.
4. Nexus to Configure routing and firewalling to permit the removal of the Border Manager as a NAT and Firewall device.
  - a. Nexus to configure routing protocol based on requirements determined in design session.
  - b. Nexus to set up route filters, and access lists to control the flow of traffic in the following ways.
    - i. CIV network (VLAN 14) will have access to specified resources in the Local DPSS "internal" Network. CIV will have internet access through the Border Manager (Port 80 only) and be NATed prior to leaving the ISR to the CORENET. CIV traffic will not traverse the VPN Mesh.
    - ii. DPSS site local traffic will not be permitted to reach CIV network (except for replies to requests from the DPSS network (Firewall or reflexive ACLs)
    - iii. CORENET traffic should not reach DPSS internal networks.
5. Nexus to work with DPSS to cut over from Border Manager controlled network to ISR network. (Nexus to perform configurations remotely from the DPSS Administration site, cutovers will be performed at the DPSS head end site).
  - a. Nexus and DPSS to coordinate on test site and downtimes.
    - i. DPSS to provide Configuration assistance moving the Internal network gateway IP address from the Border Manager to the ISR Internal Network interface.
    - ii. Nexus to configure and tune routing.
    - iii. Nexus to test GET VPN encrypted site to site traffic, and un-encrypted Internet traffic.
    - iv. DPSS to test all required traffic flows and access to ensure compatibility with expected behavior.
    - v. Nexus to troubleshoot and tune configuration.
  - b. Nexus and DPSS to replicate cutover on remaining sites. (Nexus may perform cutovers remotely from the DPSS Administration site or onsite as cutovers become more predictable).
    - i. Cutover time and downtime schedules will be determined based on preliminary cutover and testing results.

- ii. DPSS to provide all required exceptions per site for non standard access.
    - 1. Nexus assumes all sites will be very similar in configuration and will require minimal customization. Excessive customization of a particular site may require a change order.
  - iii. Nexus to test and provide troubleshooting per site (or group of sites)
- 6. Nexus to introduce IDS inspection into the network
  - a. Based on deployment strategy, this may be activated prior to cutover from Border Manager network to ISR network.
  - b. Configure basic inspection ruleset (IDS functionality – no proactive/IPS behavior)
  - c. Configure IDS to be managed by Cisco Security Manager.
  - d. Configure IDF to send log alerts to existing CS-MARS appliance.
  - e. Provide 3 four hour Tuning sessions at the DPSS Administration site in the presence of DPSS-IT DataComm staff.
- 7. Troubleshooting and Go-Live support
  - a. Go live support will be distributed throughout the project.
    - i. Support and testing the GET VPN
    - ii. Support and test the first pair of sites migrated from the Border Manager network to the ISR network.
    - iii. Support for each site cutover (reduced attention after proven in first cutover) – May cut multiple sites at a time depending on level of effort determined.
    - iv. Support and troubleshooting of IDS.
- 8. Nexus to provide as built configuration
  - a. Nexus to provide updated Visio diagram
  - b. Nexus to provide configuration files of the as built network.
  - c. Nexus to spend time reviewing the configuration with DPSS staff.

#### Cisco Security Manager Upgrade.

- 1. Nexus and DPSS will review existing Cisco Security Manager (CSM) usage and functionality.
  - a. DPSS will state primary usage.
  - b. Nexus and DPSS will discuss how the new system will be deployed and configured with the 29 new ISR routers and NM-IDS modules.
- 2. Nexus to Install Server hardware.
  - a. DPSS to provide rack space and network settings.
  - b. Cisco to Install and configure UCS hardware.
- 3. DPSS to install and configure Windows 2008 Server (64bit) Operating system.
  - a. DPSS to configure OS according to company policies.
  - b. DPSS to apply security patches.
  - c. DPSS to create accounts required for CSM
- 4. Nexus to install CSM 4.0 software and apply 50 additional device licenses.
  - a. Nexus to backup existing CSM configuration and restore to new system.
- 5. Nexus to register newly configured routers and NM-IDS modules with CSM.
  - a. IDS tuning will be centralized from the CSM.

6. Nexus assumes DPSS is already familiar with CSM and will not require knowledge transfer.
7. Nexus will accomplish configuration of CSM 4.0 software on location at the DPSS Administration site.

## 2.3 Deliverables

To customer from Nexus:

- < Project plan
  - o A statement of work. This will include a plan to identify processes and tasks to cut over from BM to ISRs with minimal disruption of DPSS's production environment.
  - o A risk management plan.
  - o A work breakdown structure including tasks, and proposed schedule.
  - o Provide testing criteria.
- < Signed Network Ready For Use (NRFU) check sheet
- < Updated Visio diagrams
  - o Provide ISR templates for each ISR model and use.
- < "As built" configuration files

To Nexus from customer:

- < Signed SoW
- < Existing network configurations and Static routes from Border Managers. (Gateway File)
  - o Including CIV routing tables
- < Provide static routes where applicable from C-IV production site network to DPSS Border Manager
- < Provide Gateways Files from all DPSS production Border Manager servers
- < Provide existing DPSS EIGRP area number identifiers at DPSS sites currently using EIGRP routing
- < Signed In-Service Acknowledgement Form

## 2.4 Project Completion

Upon Nexus' completion of the professional services, Nexus shall notify Riverside Department of Public Social Services of completion of a specific milestone or service performed by providing an In-Service Acknowledgement Form. Riverside Department of Public Social Services has five (5) working days from the receipt of the In-Service Acknowledgement Form to schedule appropriate personnel to review the particular milestone or services performed and sign the In-Service Acknowledgement Form. Signing of the In-Service Acknowledgement Form, or Riverside Department of Public Social Services' failure to respond to the form within the designated five (5) day period, signifies Riverside Department of Public Social Services' acceptance of the milestone and that services have been performed as described in the In-Service Acknowledgement Form and in accordance with the SoW.

In order to refuse acceptance of the services performed, Riverside Department of Public Social Services must provide Nexus with full details that show that services do not conform to the

SoW. Nexus shall address such non-conformance in a timely manner. Nexus shall compile an action plan to correct any deficiencies and the process for acceptance detailed herein shall be repeated until such time as all deficiencies have been resolved and the services meet the requirements of the SoW. Acceptance may not be withheld due to defects in services that do not represent a material non-conformance with the requirements of the SoW.

At the conclusion of this project, Riverside Department of Public Social Services will have deployed a solution as described throughout the various applicable contractual documents including but not limited to this Scope of Work.

As acknowledgement that the system has been placed into commercial operation, Riverside Department of Public Social Services will sign an "In-service Acknowledgement" form, which may list certain minor items that were not yet able to be deployed. These items (if any) will also have documented due dates for the expected completion date. Other items listed could include as-built documentation and or drawings as applicable based on what was purchased in the agreement.

## 2.5 Issue Escalation

There are two kinds of support issues that require escalation:

- < Implementation issues
- < Operations and Maintenance (O&M) issues

### 2.5.1 Implementation Issues

All issues directly related to the implementation of the Riverside Department of Public Social Services network are the responsibility of, and should be directed to, the Nexus Project Team. These issues include anything within the scope of the signed Professional Services Statement of Work. Please note that the responsibility for maintenance of the installed components of the new network transitions to an O&M status upon Riverside Department of Public Social Services signing the Site Completion Certificate. In lieu of a formal handoff procedure, it must be agreed that the responsibility for any equipment, properly installed, configured, and tested by Nexus, becomes the responsibility of Riverside Department of Public Social Services.

**Problem Resolution** - During an implementation, the Project Manager will be responsible for ensuring Cisco-related issues are resolved to the satisfaction of Riverside Department of Public Social Services. For contact information pertaining to the Nexus project team please direct all inquiries to the following individual:

Problem Resolution Contact Information			
Name	Title	Phone	E-mail
TBD			

**Problem Escalation** - Any problems encountered post-implementation require Riverside Department of Public Social Services to open a support case with Cisco TAC. Nexus must also be separately informed to assign an engineering advisor to the TAC support case:

Problem Escalation Contact Information
--

Name	Title	Phone	E-mail
Tod Welch	Managing Consultant	(858) 427-2648	<a href="mailto:tod.welch@nexusis.com">tod.welch@nexusis.com</a>

### 2.5.2 Operation and Maintenance (O&M) Issues

For all issues outside the scope of this SoW, specifically, for network problems occurring after execution of the In-Service Acknowledgement Form, Riverside Department of Public Social Services is responsible for resolving.

and Nexus offer several flexible technical support service options to help resolve system incidents or service change requests. These service options focus on the “operate” phase of the network lifecycle to help maintain operational efficiency.

### 2.5.3 NexusCare Managed Service (Optional Additional Service)

NexusCare managed service extends Cisco’s SMARTnet support to include remote and onsite support and system management. Service incidents are managed from notification to resolution. Our Nexus TAC (NTAC) engineers know your network, saving valuable time and effort troubleshooting and managing incidents and service changes. Our NTAC engineers are highly skilled and experienced at supporting Cisco converged infrastructures, Unified Communications solutions and Cisco Advanced Technologies such as Unified Contact Center Express and Enterprise, Cisco MeetingPlace, and Cisco TelePresence.

- < NexusCare Managed Service provides expert support:
- < 24x7 major service incident management from notification to resolution
- < 8x5 minor service incident management to resolution
- < Service Level Objectives: 1 hour for major incidents; next business day for minor incidents.
- < Remote support via NTAC
- < Onsite support dispatch within Nexus primary service areas, other areas if pre-arranged.
- < Escalation management to Cisco TAC for Level 3 & 4 technical support.
- < Escalation management to carriers for circuit diagnostics and issue resolution.
- < Parts replacement via manufacturer warranty or service agreement.
- < Preferential scheduling and pricing for billable service change requests.

For more information on NexusCare, please contact your Nexus Advanced Solutions Executive.

### 2.5.4 Nexus Time and Materials Support

Nexus Time and Materials (T&M) support will provide a remote or onsite available Nexus technical support resource on a time and materials basis. Your T&M billable service request will be dispatched to an appropriate Nexus TAC or Nexus Field Services Engineer for handling. While a NexusCare managed service agreement will ensure the fastest response times and priority trouble resolution, T&M service is available as a flexible choice to supplement other service entitlements.

## 3 Responsibilities of Each Party

### 3.1 Project Coordination

Nexus project coordination services provide a structured methodology for implementation for this SoW. Project coordination services provide oversight of the organization, direction and control of all project-related efforts required to complete the implementation as defined herein. Project coordination will include the oversight of the project as defined by this SoW together with the customer in the role of the Nexus' single point of contact. Timelines and schedules will be established to help meet the needs of the project goals and expectations for the associated solutions as defined in Section 2.0 herein.

Upon execution of this SoW by both parties and Nexus' receipt of the executed SoW, signed Schedule A and Purchase Agreement from the customer, Nexus will determine the optimal start date and cutover/delivery date based on discussions with the Nexus sales team, project coordination resource, Nexus technical resources, and the customer.

The Nexus Project Manager will manage the project remotely, with the potential exception of the kick-off meeting. Status meetings/conference calls will typically be driven by the Nexus Project Manager, with additional Nexus resources scheduled as needed for participation at the discretion of the Nexus Project Manager.

The Project Manager will organize and coordinate the following tasks including but not limited to:

- < The procurement, staging and delivery of the equipment purchased (if any)
- < The scheduling of Nexus resources
- < The coordination of required customer resources and associated tasks (if applicable)
- < The planning of installation activities utilizing the timeline established after the kick off meeting as the guide
- < Act as the single point of contact for change control, escalation and acceptance activities for the implementation team efforts defined within this SoW.

For engagements requiring dedicated or on-site project management, Nexus offers dedicated or full-time professional project management service options. If an on-site or dedicated Project Manager is required, additional charges will apply and a separate Statement of Work for such services will replace Section 4.1 of this Statement of Work.

#### 3.1.1 Project Kickoff Meeting

The purpose of the project kickoff meeting is to transition the project from the design and purchase process to the implementation phase. The agenda of the meeting will include the review of the contract terms, and key project task areas. The key stakeholders need to attend to agree on roles and responsibilities, establish joint planning, and define short-term deliverables for both Nexus and the Customer. This is typically an on-site meeting with the added attendance of the Nexus Advance Solutions Executive, Systems Design Engineer and Deployment Engineer(s) either live or remotely, as well as the customers' key stakeholders.

At a minimum, the agenda will also include the review the following planning activities:

- < Validate the Bill of Materials as itemized on the Schedule A of the agreement
- < Review various other specifics of this Scope of Work
- < Develop & verify the contact and escalation list
- < Communication plan that defines the understanding as to how Nexus and the customer agree to communicate on all project related information ranging from non-critical information to critical information. As part of the communication plan, the Nexus Project Manager and the customer's single point of contact will jointly establish:
  - o The time and frequency for status meetings/conference calls
  - o Documentation of meetings and the distribution of the associated meeting notes
  - o The assignment and tracking of all required action items
  - o Network information deliverables required from the customer
  - o Project Invoicing terms as defined in the Schedule A of the agreement
  - o Freeze dates for any scope changes
  - o Review and verify the Customers' hours of operation, available building access for Nexus, Customers' change management requirements, loading dock availability, blackout dates/times for service or delivery, security, site access badge requirements, escorted access requirements, and facility training requirements.
- < Change Management Plan. This is how Nexus and the customer will manage changes during the project lifecycle. It is common for changes to occur during a project for a multitude of reasons and it is vital that a plan is in place to document and execute changes on a written change order as they arise. If changes occur that have an impact on the initial timeline, the Project Manager will make changes to reflect any associated milestone impacts that may arise as the direct result of the change(s).
- < Site test, acceptance process and criteria based on the scope of the project

### 3.1.2 Implementation Phase:

Throughout the implementation phase, the Project Manager will:

- < Lead the project by following this project scope, and associated activities as established in the project kickoff meeting
- < Update the Project Time Line, review the project for jeopardy, and act as the Nexus "Single Point of Contact"
- < Coordinate the requirements associated with system data gathering requirements
- < Establish and participate in status update calls
- < Process any change orders as may be required throughout the implementation
- < Oversee the process of collecting the information required for the Requirements Definition Documentation (if purchased) and coordinate the preparation and presentation of the final document
- < Validate with the Nexus and customer project teams that voice services are in place as required and designed prior to the conversion date
- < Track the flow of equipment from the Nexus staging facility to the Customer location.
- < Contact Customer to confirm site readiness for equipment delivery and prior to the start of work on site by the Nexus deployment team
- < Verify the existence of the required electrical and environmental equipment prior to the installation



- < Ensure Nexus employees and any subcontractors conform to customer's reasonable workplace policies, conditions, and safety regulations that are consistent with Nexus' obligations herein and that are provided to Nexus in writing prior to commencement of the services; provided, however, that Nexus' personnel or subcontractors shall not be required to sign individual agreements with the customer or waive any personal rights.

Customer responsibilities include:

- < Designate a single point of contact to whom all Nexus communications may be addressed and who has authority to act on all aspects of the services. This primary contact is identified in Section 1.6 and will be available during normal business hours.
- < Designate a backup contact when the primary customer contact is not available, who has the authority to act on all aspects of the services in the absence of the primary contact.
- < Unless otherwise agreed to by the parties, provide information and documentation required by Nexus within two (2) business days of Nexus' request.
- < Notify Nexus of any hardware and/or software upgrades or any other changes within the customer's network at least thirty (30) business days prior to the upgrade.
- < Notify Nexus of any installation scheduling change at least seventy-two (72) hours prior to the originally scheduled installation date. Scheduling changes and/or cancellations made after this 72-hour window may be subject to Nexus' then current cancellation penalty charge.
- < When requested by Nexus, provide customer site building layouts, including the floor plans, location of cables, and power sources.
- < Supply the workplace policies, conditions, and environment in effect at the customer site.

## 3.2 System Configuration

Nexus responsibilities:

- < Develop configuration documentation with input from the customer and/or network design team.
- < Develop the implementation-specific network diagram with input from the customer and/or the design team.

Customer responsibilities:

- < Provide input to Nexus for the development of configuration documentation.
- < Provide station locations IP addresses and subnet masks and existing DNS and DHCP server configurations information, if applicable.

## 3.3 On-Site Staging

Nexus responsibilities:

- < Receive, inventory, and record serial numbers for the product at the on-site staging location. It is Nexus' preference to stage equipment at Nexus facilities.
- < Load and configure implementation-specific Internetworking Operating System (IOS), per the staging plan requirements.

Customer responsibilities:

- < Provide a staging room with adequate table space, power, grounding, and network infrastructure as specified in the staging plan to allow Nexus to stage and configure the product.
- < This staging room should have a locked storage area. Storage fees may be incurred if the customer does not have capacity to store the materials.
- < Provide shipping addresses for each site along with contact names for shipment to the customer-specified locations.

### 3.4 Deployment

#### Nexus responsibilities:

- < Deliver the product from the on-site staging facility to the designated installation locations within the same general site.
- < Confirm that the site readiness recommendations have been completed by the customer and that the network is ready for the installation of the solution.
- < Install and connect the product to the customer-provided facilities at the agreed upon demarcation points in accordance with the documentation provided.
- < Troubleshoot and replace hardware failures relating to the installation of the product.
- < Provide remote technical support for the on-site engineer during installation, migration, cutover, and implementation testing.

#### Customer responsibilities:

- < Identify a coordinator responsible for the services at each customer site.
- < Prepare the customer site in accordance with the site readiness recommendations. Nexus shall not proceed with the product installation until such modifications and changes are made.
- < When required, order and install all customer-provided data circuits prior to the scheduled installation date. Ensure that demarcations circuit identifications are clearly identified.
- < Verify all distance and interference limitations of interface cables to be used and confirm that all necessary cabling, power, and grounding is delivered and installed prior to the installation date.
- < Install and verify the operation of all Customer Provided Equipment (CPE) not provided by Nexus.
- < Provide earthquake bracing, if required.
- < Provide any security clearances, escorts, special safety equipment, and access training as required to access the site.

## 4 Change Management Process

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It may become necessary to amend this SoW for reasons including, but not limited to, the following:

- ⟨ Riverside Department of Public Social Services's changes to the SoW and/or specifications for the services.
- ⟨ Riverside Department of Public Social Services's changes to the project plan.
- ⟨ Unavailability of resources that are beyond either party's control.
- ⟨ Environmental or architectural conditions not previously identified.

In the event either party desires to change this SoW, the following procedures shall apply:

- ⟨ The party requesting the change will deliver a Change Order Form to the other party. The Change Order Form will describe the nature of the change, the reason for the change, and the effect the change will have on the scope of work, which may include changes to the deliverables and/or the schedule.
- ⟨ A Change Order Form may be initiated either by the Customer or by Nexus for any changes to the SoW. The Project Coordinator of the requesting party will review the proposed change with his/her counterpart. The parties will evaluate the Change Order Form and negotiate in good faith the changes to the services and the additional charges, if any, required to implement the change order. If both parties agree to implement the change order, the appropriate authorized representatives of the parties will sign the change order, indicating the acceptance of the changes by the parties.
- ⟨ Upon execution of the Change Order Form, the Change Order Form will be incorporated into the SoW.
- ⟨ Nexus is under no obligation to proceed with the Change Order Form until such time as the Change Order Form has been agreed upon by both parties.
- ⟨ Whenever there is a conflict between the terms and conditions set forth in a fully executed change order and those set forth in the original SoW, or previous fully executed change order, the terms and conditions of the most recent fully executed change order shall prevail.

## 5 Assumptions

The following assumptions, together with those detailed elsewhere, were made to create this Statement of Work. Should any of these assumptions prove to be incorrect or incomplete then Nexus may modify the price, scope of work, or milestones. Any such modifications shall be managed by the Change Management Procedure.

### 5.1 General Assumptions

- ⟨ Riverside Department of Public Social Services will provide 24/7 access to customer facilities, including, where applicable, computer equipment, facilities, workspaces, and equipment.
- ⟨ Riverside Department of Public Social Services will provide system access according to the specifications of the detailed Project plan.
- ⟨ Riverside Department of Public Social Services will provide a complete and documented network architecture plan that would provide physical and logical schematics (Visio format preferred) prior to service commencement.
- ⟨ Ensure that all site preparation (for example, but not limited to, power, space, HVAC, abatement, cables, and racks) will be in place and the site ready for equipment installation three (3) business days prior to the beginning of the scheduled onsite installation.
- ⟨ Ensure that there are the necessary power and cable requirements at each user location.
- ⟨ UPS, surge protection, or wall outlets are available and labelled for equipment.
- ⟨ Ensure that the correct voltage and receptacles are available based on the design being delivered.
- ⟨ All patch panels and cables are properly wired and labelled.
- ⟨ All cabling meets CAT5 specs set by EIA/TIA.
- ⟨ Any additional cabling required is performed by the client's cabling vendor.
- ⟨ Riverside Department of Public Social Services shall be responsible for the registration of all Cisco SmartNet, or other required hardware or software registrations.
- ⟨ Riverside Department of Public Social Services network architecture design shall not change between the date of customer's execution of this SoW and the completion of all services contemplated hereunder.
- ⟨ Riverside Department of Public Social Services is responsible for any shipping and insurance charges, if any, to transport equipment from the staging facility to the installation site(s).
- ⟨ Delays caused by the lack of completed site preparation or Riverside Department of Public Social Services's failure to meet any responsibilities specified in this SoW shall be billed at Nexus time and materials rates including travel and other expenses. Any additional costs incurred by the customer as a result of delays shall be the sole responsibility of the customer.
- ⟨ Unless otherwise agreed to by the parties, a response will take place within two (2) business days of Nexus' request for documentation or information needed for the project.
- ⟨ Customer has delivered to Nexus all of the required paperwork for processing.

- < Nexus requires an average of three weeks to schedule resources for the project start from the time all completed contracts are received and processed.
- < Resources from various Nexus offices may be utilized, as needed, to provide a full scope of technical expertise.
- < Any product or service delivery dates communicated to the customer outside of this SoW or the project plan are not to be considered valid or binding.
- < Requests for support or services outside of this SoW require written approval by the customer and acceptance by the Nexus Project Manager and may result in additional charges to the customer.
- < If the project extends beyond the timeline specified in the project plan due to delays caused by parties other than Nexus, additional charges may apply.
- < All backup and antivirus solutions are to be provided by the customer. Nexus has not provided these solutions as part of this SoW and does not hold any responsibility for these elements of the end-state solution.
- < All SoW activities, with the exception of cutover, will be conducted during normal business hours, Monday through Friday, 8 am to 5 pm.
- < Where possible, work will be performed remotely from the DPSS Administration site. On-site resources will only be used for activities such as physical hardware installation, cutover, and go live support.
- < Any services outside the scope of this project will be provided on a time and materials basis.
- < Customer change orders will be billed at current labor and material rates and will be due and payable upon receipt.

## 6 Statement of Work Signoff

Customer Agreement of Terms	Nexus Agreement of Terms
<p>I do hereby agree to the solution as set forth within this Statement of Work.</p> <p>Name: _____</p> <p>Title: _____</p> <p>Signature: _____</p> <p>Date: _____</p>	<p>I do hereby agree to the solution as set forth within this Statement of Work.</p> <p>Name: _____</p> <p>Title: _____</p> <p>Signature: _____</p> <p>Date: _____</p>