



SECURITY INCIDENT MONITORING

STATEMENT OF WORK

**Proposal Date
September 2020**

**Prepared for
Williamson County**

SHI Government Solutions Statement of Work

SHI Government Solutions ("SHI GS") is pleased to submit this proposal for security incident monitoring services ("Services") to support Williamson County, Texas ("Customer"). We have assisted many customers with similar projects and our team of experienced consultants are dedicated to providing a successful assessment.

Scope of Services

This statement of work fulfills the request for:

- Provide security monitoring and retainer response services for five (5) days starting Sunday, November 1st 2020 and ending on Thursday, November 5th 2020;
- Support Williamson County IT and Security team(s) with addressing system and security events;
- Support Incident response and recovery in the event of validated cybersecurity incidents

Qualified personnel provided by SHI GS will perform all work.

Duration

SHI GS estimates the duration of this project to be not more than five contiguous days of support, monitoring and analysis efforts. Services will be performed via a combination of on-site and remote connectivity solutions that are secure and agreeable to both parties.

Tasks

TASK 1 – EXTERNAL SECURITY VULNERABILITY ASSESSMENT (ESVA)

The ESVA will include the following:



Success Criteria

1. Provided external environment scope examined

Boundaries

- Up to 1 days of external review and analysis of Williamson County's externally facing threat landscape
- Up to 64 external IP addresses reviewed (maximum)

In addition to gathering initial environmental information, SHI GS will perform an external review of the Internet-facing perimeter. This review consists of, automated vulnerability scanning, and manual inspection. The automated vulnerability scanning will use a black box methodology that does not require credentials unless the customer would like to provide these for application testing. The external review focuses on accurately determining the current security state of endpoints/applications for unauthorized external users.

TASK 2 – INTERNAL & EXTERNAL NETWORK MONITORING

The monitoring will include the following:



Success Criteria

1. Support the event analysis and monitoring of edge and internal systems for security anomalies
2. Provide consultative support of network activities and validated incident remediation

Boundaries

- Up to 64 external IP addresses monitored and analyzed for anomalies
- Up to 512 internal IP addresses monitored and analyzed for anomalies
- UP to 40 hours of consultative support for security events, response and remediation

Internal and External Network Monitoring tasks may consist of, but are not limited to:

- Review and analysis of firewall and network traffic traversing customer's environment
- Review, analysis and remediation of anomalous and/or malicious traffic traversing customer's environment
- Support in the remediation and/or configuration of existing customer technologies to mitigate malicious traffic e.g. firewall rules, IP blocking, filtering or other steps to remediate activity
- Incident management support in responding and/or remediating impact to customer systems from data breach, incidents or other cyberattack related events
- Consultation and support in addressing any identified gaps, misconfigurations or incidents during the engagement

TASK 3 – DATA ANALYSIS AND REPORT

The Analysis and Report Creation will include the following:



Success Criteria

1. Draft report created and reviewed with Williamson County team
2. Final report accepted and/or presented to Williamson County team

Following the internal and external monitoring efforts, SHI GS will analyze the gathered data and create a high-level events report (presentation) designed for education and lessons learned from the engagement.

Executive Summary

- Identification of events or anomalous activities if applicable
- Prioritized recommendations

Technical Narrative

- External events of interest if applicable
- Internal events of interest if applicable
- Recommendations and analysis where applicable

Supporting Artifacts

- Where appropriate and/or necessary, screen captures, logs and/or other supporting artifacts that SHI GS deems appropriate or helpful in articulating events during the engagement period.

This draft report will be provided to Williamson County for review. SHI GS will work with IT staff to review and ensure there is clarity around all identified findings and recommendations. After a period of not more than two weeks for clarification, opportunities for further explication requests, and any required corrections, SHI GS will provide Williamson County with a finalized report that may be presented via WebEx at the customer's request.

Roles and Responsibilities

SHI GS and Williamson County will provide individual resources outlined below to be participants for this project effort. These resources will participate in all required steps and will be fully or partially responsible for tasks and deliverables where appropriate.

ROLE	RESPONSIBILITIES
SHI GS Consultant(s)	Provides technical expertise and conducts data gathering, analysis, support and deliverable creation.
Customer Contact	Serves as the central point-of-contact for SHI GS communications.
Technical Contact	Provides technical information and responses for the customer environment.

Both Williamson County and SHI GS are responsible for the successful execution of this project.

Williamson County agrees to the following assigned responsibilities:

- Prior to the start of this SOW, Williamson County will identify to SHI GS a person to be the point of contact for central communications. All project communications will be addressed to this point of contact ("Customer Contact").
- The Customer Contact will have the authority to act for Williamson County in all aspects of the project, however, any changes that affect the scope of this SOW, schedule or price will require that an amendment to the SOW be executed between the parties.
- The Customer Contact shall have the authority to resolve conflicting requirements and approve exploitation efforts.
- The Customer Contact will ensure that any communication between Williamson County and SHI GS is made through the SHI GS project manager.
- The Customer Contact will help resolve issues and ensure that issues are brought to the attention of the appropriate persons within the Williamson County organization, if required.
- The Customer Contact will provide technical liaisons, who have a working knowledge of the enterprise components to be considered during this project ("technical contacts"). SHI GS may request that meetings be scheduled with technical contacts.
- Williamson County agrees that all related information regarding this project will be communicated to SHI GS as expeditiously as possible.

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Assumptions and Exceptions

The following assumptions and exceptions have been defined for this project:

- Interview sessions are designed to validate Williamson County's current information security management and network design model; sessions may include, but are not limited to, representatives from the following areas: endpoint management and protection, security lifecycle and processes, network security infrastructure, access control, and data and information protection.
- Target hosts/devices are scanned and monitored for vulnerabilities and validated with automated and manual techniques. All hosts must be owned by Williamson County or permission must be obtained by Williamson County from the hosting provider.
- If required, a Williamson County Executive Sponsor will be assigned to serve as the point of coordination to engage Williamson County's executive core team members at key points during the project, to make decisions relative to the project, and to assign resources or negotiate the assignment of resources within the organization.
- Should an alternate representative (designee) be assigned to participate in any workshop, presentation, or session, all answers and decisions of the alternate will be deemed accurate and may be used in the analysis and assessment without further qualification or review.
- Williamson County has identified a Project Coordinator to provide operational assistance to SHI GS' consulting team, identify project participants, and to arrange meetings and associated logistics, etc.
- Williamson County will provide access to the internal environment and working space for SHI GS consultants.
- The actual project plan will be based on a delivery schedule, including workshop dates, review activities, and presentation dates that will be mutually agreed and confirmed at the start of the project. Once confirmed, subsequent changes in Williamson County's staff availability or failure to provide a timely response to requests for information, review, and/or resources may influence the project's schedule, scope, and service fee.
- SHI GS is not responsible for lost data, system compromise, or other impact to Williamson County's system resulting from lack of existing system controls, misconfiguration or security gaps.
- SHI GS recommends that Williamson County perform a full working backup of their data prior to the consulting engagement.

Pricing and Payment Schedule

The following detail the pricing for delivery of the services outlined in this fixed-price proposal.

This quote is valid for 60 days from 9/15/2020.

SUMMARY	FEE
SECURITY POSTURE MONITORING	\$17,810

MILESTONE	%	FEE
PROJECT CLOSE	100	\$17,810
TOTAL	100	\$17,810

Billing Terms

SHI GS will inform Williamson County when a milestone/deliverable (see Payment Schedule above) has been completed. If Williamson County is not satisfied the milestone/deliverable conforms to the specifications as stated in the SOW, Williamson County will notify SHI GS within fifteen (15) calendar days in writing or by email. Williamson County will provide SHI GS with a reasonably detailed list of deficiencies in the delivered milestone. If Williamson County fails to provide SHI GS with a detailed rejection notice, the milestone shall be deemed accepted and SHI GS will proceed with invoicing in accordance with the Payment Schedule.

All invoices are due and payable within 30 calendar days of the invoice date.

Fees DO NOT include applicable taxes that must be collected. Please allow for taxes that may apply to the work outlined in your Purchase Order.

Change Management

Please be advised that the estimated timeframe provides a general timeline for delivery and is not a true reflection of the total man hours/effort involved for this engagement. SHI GS expects to complete the project between 2 and 4 weeks depending on the customer support and maintenance window to implement. In the event that there is a need to expand or change the scope or scheduling of this engagement, a formal addendum will be executed, and additional fees may apply.

Travel

SHI GS consultant(s) will travel and be on-site with Williamson County's IT Staff during the monitoring and analysis parts of the engagement. Details on travel arrangements will be agreed upon during the kick-off phase of the engagement.

Terms and Conditions

This statement of work (SOW) is subject to and governed by the terms of the services agreement DIR-TSO-4291 ("Agreement") between Williamson County and SHI with an Effective Date of February 18th 2019.

In the event any terms and conditions of this SOW conflict with the Agreement, this SOW will control for the purposes of this SOW only. All terms defined in the Agreement and used herein will have the same meaning as set for in the Agreement.

Statement of Work Acceptance

The project scope, terms and conditions are as outlined in this document. Once fully executed, this document will become the Statement of Work for the project defined in this document. The Williamson County's signature below authorizes SHI GS to begin the services described above and indicates the Williamson County's agreement to process and pay the invoices associated with these services.

The SHI GS assigned project manager and your account executive will be in touch to schedule a Project Kickoff meeting and confirm desired start and completion dates as soon as possible after SOW acceptance. Before the Project Kickoff, the SHI GS project manager and the SHI GS Practice Manager will allocate project resources in our best attempt to satisfy your scheduling desires. At the Project Kickoff, the SHI GS Project Manager will review the SOW, present the proposed timeline, resource requirements, and project deliverables. The project manager will also review the change control process to be followed, confirm the Customer Contact information, and any other project administrative items.

Williamson County, Texas	SHI Government Solutions
Signature:	Signature: <i>Garth Whitacre</i>
Print Name:	Print Name: Garth Whitacre
Title:	Title: Field Services Manager
Date:	Date: 09/30/2020