Cisco SD-WAN Services

Uncompromised Experience over Any Connection

Services Proposal for <<r\_client>>

Insert client Logo

   
<<r\_date>>

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This proposal is valid for a period of ninety (90) days from the date of this proposal’s submission.

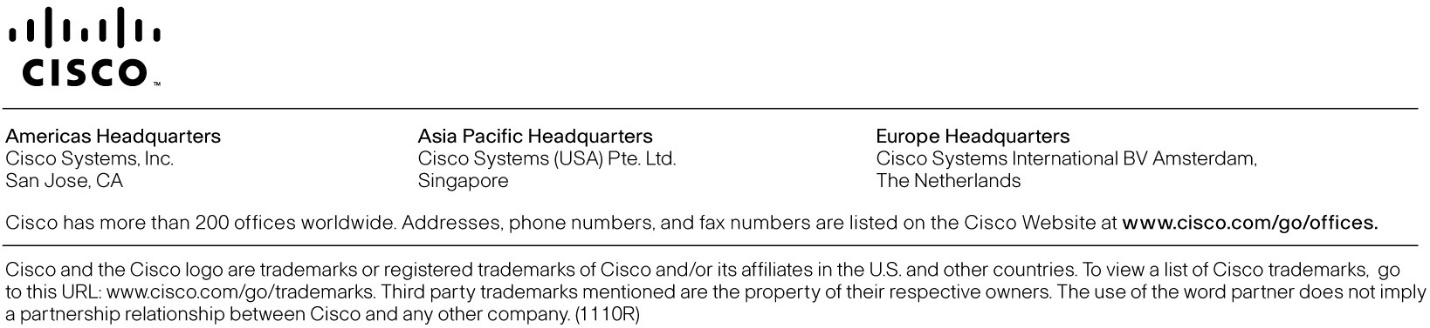


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Cisco SD-WAN Services — Technical Offer Details

1. Technical Offer Details are not a contract. For specific information on contractual agreements, please refer to the governing Service Description or Statement of Work.

Service Components

<<<<< Section Start: Assessment Service >>>>>

Assessment Service

Activities

* Gather <<r\_client>> information for the purposes of drafting the SD-WAN Migration Assessment Report by:
  + Reviewing <<r\_client>>-provided information and documentation.
  + Conducting interviews with key <<r\_client>> stakeholders.
  + Remotely accessing <<r\_client>>’s existing WAN devices via Secure Shell (SSH) to determine the SD-WAN capabilities and configuration of devices.
  + Reviewing the Bill of Materials (BOM) created by <<r\_client>>.
* Draft the SD-WAN Migration Assessment Report, which will include:
  + Existing (as-is) WAN architecture.
  + Compatibility of interfaces.
  + Memory requirements of target WAN routers.
  + WAN features gap analysis.
  + Feedback on the <<r\_client>>-created BOM.
  + WAN routers hardware recommendations.
  + <<o\_asmt\_notes>>

1. Assessment only includes <<r\_client>>’s current WAN router network.

* Provide the SD-WAN Migration Assessment Report for review and approval.

Deliverables

* SD-WAN Migration Assessment Report

<<<<< Section End: Assessment Service >>>>>

<<<<< Section Start: Solution Requirements Development >>>>>

Solution Requirements Development

Activities

* Gather <<r\_client>> information for the purposes of drafting the Solution Requirements Document by:
  + Providing <<r\_client>> with a Requirements Questionnaire to list <<r\_client>> business objectives and technical requirements for the proposed solution.
  + Conducting up to <<r\_srd\_days>> business-day <<r\_srd\_remon>> Requirements Gathering Workshop.
  + Conducting interviews with key <<r\_client>> stakeholders.
  + Reviewing existing <<r\_client>> documentation related to current and planned architectural designs.
  + Reviewing requirements of the proposed solution gathered from the <<r\_client>> and performing a gap analysis against the current architectural designs, the results of which will be included in the Solution Requirements Document.
* Draft a Solution Requirements Document, which may include the following:
  + Business, technical, and operational requirements.
  + Future technology plans.
  + Identified feature or functionality gaps.
  + Network Protocol Requirements.
  + SD-WAN Network Requirements.
  + <<o\_srd\_notes>>
* Provide the Solution Requirements Document for review and approval.

Deliverables

* Solution Requirements Document

<<<<< Section End: Solution Requirements Development >>>>>

<<<<< Section Start: Solution Design Development >>>>>

Solution Design

Activities

* Gather and review <<r\_client>> information for the purposes of drafting the Solution Design by:
  + Reviewing <<r\_client>>-provided information
  + Conducting up to <<r\_sdd\_days>> business-day <<r\_sdd\_remon>> Design Workshop.
  + Conducting interviews with key <<r\_client>> stakeholders.
  + Adding any other methods/inputs Cisco may use to draft the Solution Design Document.
* Draft the Solution Design Document, which shall be limited to the following:
  + New technical objectives and requirements fulfilment.
  + Definition of design recommendations.
  + Network topology.
  + Routed and routing protocols.
  + High-availability platform features/protocols.
  + Controllers and network management systems.
  + Security infrastructure.
  + Network logical and physical topology.
  + IP addressing scheme.
  + Hardware platform recommendations.
  + Cisco platform configuration templates for the aforementioned protocols and features.
  + Software release recommendations based on features and/or functionality.
  + SD-WAN develop initial and day-2 configuration of controllers.
  + <<o\_sdd\_notes>>
* Provide the Solution Design Document for review and approval.

Deliverables

* Solution Design Document

<<<<< Section End: Solution Design Development >>>>>

<<<<< Section Start: Implementation Plan Development >>>>>

Implementation Plan Development

Activities

* Gather and review <<r\_client>> information for the purposes of drafting the Implementation Plan by:
  + Reviewing <<r\_client>>-provided information.
  + Conducting up to <<r\_ipd\_days>> business day <<r\_ipd\_remon >> Implementation Plan Development Workshop to discuss the high-level implementation strategy and review and finalize all implementation scenarios based on the input from <<r\_client>>.
  + Conducting interviews with key <<r\_client>> stakeholders.
  + Reviewing <<r\_client>>-provided information for organizational change management processes and recurring time periods that prohibit implementation activities.
* Draft the Implementation Plan, which will be based on the approved Solution Design and supports network refresh and product migration activities; the Implementation Plan may include:
  + Detailed systematic procedures for solution implementation.
  + Recommended implementation sequence and scheduling as per the timeline for the proposed implementation.
  + Rollback procedures (if any).
  + Configurations for the relevant solution.
  + Requisite list of high-level events, phased changes, and activities in order to introduce new hardware and protocols into the network.
  + Network dependencies and impact and risk mitigation steps for the migration.
  + Alignment to organizational implementation policies and change management goals.
  + Controller policy to satisfy control plane and data plane requirements that dictates the end to end rollout.
  + SD-WAN Master configuration templates for Cisco WAN Edge devices.
  + Reusable templates for a maximum of three (3) representative site-types.
  + Site-specific configurations based on master template for up to <<r\_hw\_type\_count>> Cisco hardware platform types.
  + <<o\_ipd\_notes>>
* Provide the Implementation Plan for review and approval.

Deliverables

* Implementation Plan

<<<<< Section End: Implementation Plan Development >>>>>

<<<<< Section Start: Migration Plan Development >>>>>

Migration Plan Development

Activities

* Gather and review <<r\_client>> information for the purposes of drafting the Migration Plan by:
  + Reviewing <<r\_client>>-provided documentation.
  + Conducting interviews with key <<r\_client>> stakeholders.
  + Reviewing the updated BOM with <<r\_client>>.
* Draft a Migration Plan, which is a guide for the migration engineer to follow and contains relevant node and site-specific information and provides a record of the basic tests and actions carried out prior to migration; the Migration Plan drafted by Cisco shall be limited to the following:
  + Information necessary to carry out the migration of the equipment at the <<r\_client>> location including:
    - Migration Method of procedure (MOP) for cutover and post cutover connectivity planning and testing.
    - Site-specific configurations based on master template for up to 4 WAN Edge router types.
    - Configuration of up to <<r\_scale\_rtr\_count>> WAN devices across all branches based on the templates created as part of the Solution Design Document.
    - Steps to migrate the existing solution to the target Cisco solution, aligned with the Solution Design Document.
    - Any changes to which the <<r\_client>> operations staff should be alerted.
    - Any switchover dependencies.
    - <<o\_mpd\_notes>>

1. The Migration Plan excludes testing of application availability beyond connectivity to the implemented solution. The Migration Plan includes information necessary to carry out the migration of connectivity to products identified in the appropriate BOM, and as installed at the <<r\_client>> location, and to verify basic operation and the environment is Ready for Service. "Ready for Service" means that the <<r\_client>> environment, or a subset of it, is functioning as per the specifications documented in the Migration Plan.

* Provide the Migration Plan for review and approval.

Deliverables

* Migration Plan

<<<<< Section End: Migration Plan Development >>>>>

<<<<< Section Start: Test Plan Development >>>>>

Test Plan Development

Activities

* Gather and review <<r\_client>> information for the purposes of drafting the Test Plan by:
  + Reviewing <<r\_client>>-provided information.
  + Conducting up to <<r\_tpd\_days>> business-day <<r\_tpd\_remon>> Test Plan Development Workshop to discuss with <<r\_client>> the high-level test plan, test cases, execution process, and test tools to be used.
  + Conducting interviews with key <<r\_client>> stakeholders.
  + Reviewing specific testing goals based on hardware and software features deployed and business objectives for the solution.
  + Analyzing requirements such as target software, platforms, topology, protocols, and configurations.
* Draft a Test Plan, which shall be limited to the following:
  + Test-case procedures for SD-WAN Network.
  + Test-case expected results and pass/fail criteria.
  + Test-case tool requirements (if applicable).
  + Verification of proposed design and features.
  + <<o\_tpd\_notes>>
* Provide the Test Plan for review and approval.

Deliverables

* Test Plan

<<<<< Section End: Test Plan Development >>>>>

<<<<< Section Start: Implementation Execution >>>>>

Implementation Execution

Activities

* Install the Cisco products in accordance with the Cisco product specification and execute the tasks and procedures documented in the Implementation Plan.
* Provide remote and on-site Implementation Execution Services for the Cisco products covered by the scope of this proposal in accordance with the Cisco Product specification and execute the tasks and procedures documented in the Implementation Plan Document.
* Install <<ime\_controller\_count>> instance of each controller.
* Remotely deploy <<ime\_sdwan\_rtr\_count>> initial edge devices.
* Configure the control and data plane connections.
* Execute the following tasks and procedures:
  + Discover devices with network management system.
  + Configure up to four (4) provisioning/configuration templates.
  + Configure users and roles (up to five users).
  + Setup Logical infrastructure segmentation (up to <<r\_ime\_num\_vpns>> VPNs, <<r\_ime\_num\_colors>> color sites, and two (2) device groups).
  + Push configuration from network management system platform to edge devices.
  + Update necessary controller policies.
  + Check operation of network management system and controllers via the control and data plane connections.
* <<o\_ime\_notes>>
* Update and provide the Solution Design Document to include implemented components, devices, and applications to reflect the final as-built design.

Deliverables

* Updated Solution Design Document

<<<<< Section End: Implementation Execution >>>>>

<<<<< Section Start: Migration Execution >>>>>

Migration Execution

Activities

* Perform migration of <<r\_client>>’s solution to a production environment in accordance with the approved SD-WAN Migration Plan, including the tasks to migrate sites, systems, solution(s), end users, and networks to production state.
* Perform pre-migration checks to baseline the network.
* Utilize the Migration Plan to perform the following:
  + Upgrade IOS®-XE to IOS-XE SDWAN, the software of the Cisco WAN devices to enable SD-WAN, if needed.
  + Deploy logical configuration of the SD-WAN router per the Migration Plan.
  + Migrate configurations (IOS-XE/IOS-XE SDWAN), if needed.
  + Convert device-specific configuration to the SD-WAN configurations.
* Perform post-migration checks and validate services.
* Update the Migration Plan to include:
  + Detailed summary of the activities performed along with outcome of each maintenance window.
  + Time logs of the steps performed after completion of the maintenance window activities.
* <<o\_mge\_notes>>

Deliverables

* Updated Migration Plan

<<<<< Section End: Migration Execution >>>>>

<<<<< Section Start: Test Execution >>>>>

Test Execution

Activities

* Perform testing in accordance with the approved Test Plan.
* Production testing includes pre-post checks, validation of protocol services running and device connectivity after deployment.
* Provide <<r\_client>> with the updated Test Plan to include the test results.
* <<o\_te\_notes>>

Deliverables

* Updated Test Plan

<<<<< Section End: Test Execution >>>>>

<<<<< Section Start: Post Support >>>>>

Post Support

Activities

* Provide up to <<r\_ps\_days>> business days of <<r\_ps\_remon>> Post Support over a period of <<r\_ps\_num\_period >> calendar months, commencing on the next business day following completion of <<r\_ps\_compl\_actvty>>.
* Provide up to one (1) Cisco resource(s) as consultative support for assisting in <<r\_client>>’s execution of implementation/migration tasks.
* Perform the following remediation activities if the root cause is a result of implementation and is within the scope of Cisco’s responsibilities:
  + Develop a Remediation Plan and review with <<r\_client>>.
  + Schedule change window to implement the Remediation Plan.
  + Execute the Remediation Plan and confirm resolution of the issue.
  + Adjust the analysis process for subsequent move groups.

1. Implementation Support Services will be deemed complete upon the consumption of the defined number of business days or at the end of the Implementation Support period, whichever is earlier.

Deliverables

* Root Cause Analysis Report and Remediation Plan, if applicable
* Support-related documentation, as needed

<<<<< Section End: Post Support >>>>>

<<<<< Section Start: Knowledge Transfer >>>>>

Knowledge Transfer

Activities

* Reach agreement with <<r\_client>> on the location and the commencement date of the Knowledge Transfer Workshop(s) within five business days following completion of <<r\_kt\_compl\_actvty>>.
* Provide information to <<r\_client>> regarding any course prerequisites for <<r\_client>> personnel nominated to attend the Knowledge Transfer Workshop(s).
* Determine an appropriate format and delivery method for the Knowledge Transfer Workshop(s), which will be conducted in English.
* Conduct up to <<r\_kt\_wksp\_count>> <<r\_kt\_remon>> Knowledge Transfer Workshop(s) on topics relevant to the Cisco products and technologies deployed in <<r\_client>>’s production network, including:
  + Configuration, administration, and operation of the controller.
  + How to use key features.
  + Network management system (configuration, operation, and maintenance of the Cisco network management tool).
  + Basic management and troubleshooting of SD-WAN.

1. Each workshop will be held for up to <<r\_kt\_days>> consecutive business days, for a maximum of ten (10) participants. The Knowledge Transfer Sessions do not replace product training related to the solution. Knowledge Transfer Services will be deemed complete on delivery of all the Knowledge Transfer Workshop(s).

* Provide related knowledge transfer materials, if any.

Deliverables

* Knowledge transfer materials, if any

<<<<< Section End: Knowledge Transfer >>>>>

Assumptions and Exclusions

Assumptions

* <<r\_assumptions>>

Exclusions

* <<r\_exclusions>>

Pricing

All pricing provided herein is stated for budgetary purposes only. This proposal should not be treated as a firm offer ready for acceptance. <<r\_client>> should be aware that the project scope, pricing, and assumptions provided herein may vary. If <<r\_client>> decides to purchase the proposed services, Cisco will prepare and submit a formal Statement of Work or price quote that will state the details of all deliverables and responsibilities of <<r\_client>> and Cisco.

The total budgetary indicative price (exclusive of any taxes, fees, duties, or other applicable amounts) for the offered services is as follows.

Pricing

|  |  |
| --- | --- |
| <<r\_client>> SD-WAN Services | Net Price |
| Statement of Work:  SD-WAN Advise and Implement (Plus Migration) Service | $ |
| Service Component (SKU) | $ |
| Estimated travel and expenses (if applicable) | $ |
| Total: | $ |

The estimated travel expenses for this project are included in the price of services above.

Appendices