

Ardent Networks Statement of Work and Service Proposal for IEQUITY/PAREF

Prepared By: ANTONETTE A. MAGLINAO

Project Code: IEQUITY

Date Prepared: October 25, 2024

Offer Expiration: This SOW is valid on or before 1 month after Quote Date

Ardent Networks and the Ardent Networks Logo are trademarks of Ardent Networks, Inc. and are registered in the Philippines. All trademarks identified by the ®, ™, or ™ are registered marks, trademarks, and service marks, respectively. All other trademarks are the property of their respective owners.

Ardent Networks, Inc. - Proprietary & Confidential

Ardent Networks, Inc.

3F & 5F ALVA Business Center, 259 C. Raymundo Avenue,
Brgy. Maybunga, Pasig City, 1607 | Tel. No. (02) 8634-7999

www.ardentnetworks.com.ph



Get in touch

Table of Contents

[1: Summary](#)

[2: Scope of Services](#)

[3: Project Management, Timelines and Location](#)

[4: Assumptions](#)

[5: Customer Responsibilities](#)

[6: Price](#)

[7: Acknowledgement](#)

[Exhibit 1: Post-Installation Support Services](#)

Change History

Version	Date	Author(s)	Comments	Quote No.
1.0	OCTOBER 25, 2024	ANTONETTE A MAGLINAO		
1.1				
2.0				

1: Summary

1.1 Project Summary

Ardent Networks and IEQUITY is planning to deploy CISCO FIREPOWER for PAREF

1.2 Requirement

- TBD

1.3 List of Equipment

1XCisco Firepower 1120 NGFW Appliance

1XCisco Firepower 1150 NGFW Appliance, 1U

2: Scope of Services

The Ardent Networks Services to be performed are detailed under the applicable stage of the project, as described below.

2.1 Planning and Design

Ardent will perform the following activities during the Planning and Design stage of the project:

- Review the project scope with Customer.
- Identify Ardent resources required to fulfill the scope of services.

Ardent Networks, Inc.

3F & 5F ALVA Business Center, 259 C. Raymundo Avenue,
Brgy. Maybunga, Pasig City, 1607 | Tel. No. (02) 8634-7999

www.ardentnetworks.com.ph



Get in touch

- Jointly develop the project schedule.

2.2.1 CISCO ACCESS FIREPOWER Installation and Configuration

- Equipment unboxing and physical checking.
- Installation
- Staging
- Power up
- Switch Configuration
- Setting Device Credentials and Hostnames
- Setting VLAN Assignment
- Setting Management IP Address
- Enable Telnet/SSH
- Setting Uplink/Downlink Interface Configurations
- Setting Port Channel Configuration
- Setting of Default Gateway
- Setting Static Route
- Configure Static/Dynamic Routing
- Enable/Disable Inter VLAN Routing
- Software Upgrade if necessary

2.3 Testing

- Internet connectivity
- Inter-VLAN reachability
- Conduct speed tests.
- Other testing parameters agreed during project kickoff.

2.4 Turnover

- Conduct System turnover meeting with key organization contacts and other members of the project team to turn over operation and maintenance of the solution to Customer or End User.
- Knowledge Transfer
- Documentation (see Documentation)

2.5 Pre-Requisites

- Prior to the installation and configuration, the Customer or End User should have the below installation prerequisites. • IP Addressing
- VLAN Assignments
- Gateway IP
- NTP Server IP Address

2.6 Documentation

After the Installation, Ardent Networks will produce the following document after the Project completion.

Document Name	Document Contents
---------------	-------------------



Installation and Configuration Summary	A PDF document to guide with the installation and configuration of the provided solution, including, but not limited to design, credentials, IP addresses, etc.
--	---

3: Project Management, Timelines and Location

3.1 Project Management

Partner will assign, if needed, a project manager within their organization that will act as a single point of contact and will oversee the individual tasks that move a Project forward, provides a conduit for communication and supports Customer satisfaction.

3.2 Project Timeline

The hardware and software to be implemented by Ardent under this SOW is expected to be available on the agreed date on the kickoff meeting. The estimated time of completion of Project is **3 Days**.

During the planning and design stage of the project, the Ardent lead engineer will work with Customer or End User to develop a project schedule, including project updates and progress.

This service agreement is valid for **six (6) months** starting from project kick-off (or 1st day of the project). In case the project has been postponed/on hold by either customer caused or delayed due to dependencies outside of Ardent Network's control, **the project will be considered closed and delivered**.

3.3 Locations

Services will be performed on systems at the following locations if applicable.

Location Number	Location Name	Address	Work to Be Performed
1		ALABANG, METRO MANILA	

3.4 Change Request

The parties will rely on the change management process described below to address any changes, delays or disruptions in the continuous performance of the Services by Ardent Networks.

- Until such time as any change requested is formally agreed to by authorized signature, Ardent Networks shall continue to perform to the terms and scope of the original SOW.

Ardent Networks, Inc.

3F & 5F ALVA Business Center, 259 C. Raymundo Avenue,
Brgy. Maybunga, Pasig City, 1607 | Tel. No. (02) 8634-7999

www.ardentnetworks.com.ph



Get in touch

- Either party may request changes to this SOW at any time. Customer or End User and Ardent Networks will each designate a single point of contact for the authorization of project change requests. Customer or End User and Ardent Networks will use only the procedure under this Section to control changes to the SOW. **Any additional Scope of Work not stated on “Scope of Services” is subject for assessment and/or additional charge.**
- Since a change could affect the price, schedule, or other terms of this SOW, both Ardent Networks and Customer or End User must approve each change before amending the SOW. All change requests will be submitted in writing or in email.
- Customer or End User and Ardent Networks will describe the change and include whatever rationale and estimated effect the change will have on the SOW.
- Customer or End User and the Ardent lead engineer will review the change request. For any change requested, Ardent Networks shall be entitled to adjust the time of performance and the charges for the work to be performed. Any adjustments to the time of performance or the charges for the work to be performed, which result from a change request shall be set forth on the **Change Management Request Approval Form.**
- The change will then be accepted for submission to the other party, or it will be rejected. If rejected, the Change Management Request Approval Form and a rejection rationale will be returned to the originator.
- If the Change Management Request Approval Form is submitted to the other party, the receiving party shall have **three business days to agree to the proposed change by signing the Change Management Request Approval Form.**
- Approved changes as reflected on an authorized and executed Change Management Request Approval Form will then be incorporated into the SOW and become part of the agreement between the parties.

4 Assumptions

The price and Ardent Networks’ delivery of the Services described in this SOW are based on the following assumptions.

4.1 Assumptions

- **Documentation:** All documentation and custom-developed materials provided by Ardent Networks will be in the format chosen by Ardent Networks.
- **Work Location:** Services will be performed on the stated location.
- **Work Hours:** Service installation and configuration will be done on standard working hours, **08:00 to 17:00, or upon the agreed schedule, Monday through Friday, excluding holidays.** If it becomes necessary for Ardent to perform the work out of hours or on a Saturday, Sunday or holiday, details of which may be requested, **additional charges will apply.**
- **Downtime:** Ardent will notify Customer in advance of each planned downtime; systems may be unavailable during this time if applicable.
- **Products from Third Parties:** Customer or End User’s decision to acquire or use products from third parties is Customer or End User sole responsibility, even if Ardent helps Customer identify, evaluate or select them. Ardent is not responsible for, and will not be liable for, the quality or performance of such products or their suppliers. Customer or End User acknowledges and agrees that the Third-Party Product warranty, IP indemnity and any maintenance or service terms and conditions are solely between Customer or End User and Supplier and Ardent Networks has no responsibility or liability with respect to the same with Customer or End User.

Ardent Networks, Inc.

3F & 5F ALVA Business Center, 259 C. Raymundo Avenue,
Brgy. Maybunga, Pasig City, 1607 | Tel. No. (02) 8634-7999

www.ardentnetworks.com.ph



Get in touch

4.1.1 Site Preparation

Aside from the software and configuration prerequisites, the following prerequisites are assumed in place at Customer location:

- The system requires two C13/C14 power cords connected to a 15-amp circuit per device.
- Allotted rack space is already in place.

4.2 Exclusions

- Structured Cabling
- Mounting of Access Points
- Configuration of device not listed in the SOW.
- Installation or testing of Customer-provided components.
- Product training certification and installation training. (While not within the scope of this SOW, if training and certification are required, Customer or End User can contact its Ardent account Manager.)
- System security scans, hardening and remediation are not included in the scope of this project.

5: Customer Responsibilities

Customer is responsible for the following.

5.1 General Customer Responsibilities

- ISP/Telco Coordination • End clients' endpoint testing.
- For onsite installation, assigned personnel from the End User should be available onsite for any Ardent's technical concern.
- For remotely delivered Services, Customer will provide a high-speed Internet connection via SAL or VPN prior to the start of all Services activities. Customer will provide a system user ID and password, with appropriate permissions.
- Servers targeted for integration must be attached to a network with no impediments to intercommunication between the devices.
- For voice over Internet protocol (VoIP) solutions, Customer network must be ready to support VoIP traffic.
- Be responsible for disaster recovery planning, including database back-up and recovery, if applicable.

6: Price

6.1 Project Price

The total price for the Services to be provided under this SOW is **₱60,480.00PHP**, VAT included, which includes estimated travel and living expenses if needed.

Ardent Networks, Inc.

3F & 5F ALVA Business Center, 259 C. Raymundo Avenue,
Brgy. Maybunga, Pasig City, 1607 | Tel. No. (02) 8634-7999

www.ardentnetworks.com.ph



Get in touch

7: Acknowledgement

Customer Contact:		Project Code:	
Phone			
Email		Quote Number(s):	

Customer's Signature below acknowledges that Customer has reviewed and agrees to this Statement of Work. The effective date is the date on which Ardent Networks signs this SOW. Additional request of work is subject for assessment and/or additional charges as stated on the "Change Request".

Should you have further concern please don't hesitate to e-mail roy.diaz@ardentnetworks.com.ph or call at 86347999 loc. 2531.

IEQUITY

Ardent Networks, Inc.

Signature: _____

Signature: _____

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



Exhibit 1: Post-Installation Support Services

1.0 Post-Installation Support Services and Deliverables

Support Service

Ardent Networks will provide the following Services to resolve a fault integration.

- Ardent Networks will provide 1-week warranty after completion, excluding weekends.
- Support which includes receipt of trouble call from Customer, fault diagnosis, modification and resolution to return application functionality as originally delivered to Customer in accordance to this SOW. Support also includes code modification to resolve anomalies that have caused the fault, if required.
- Post installation and support will be done during standard service hours **08:00 to 17:00 (local time) Monday through Friday, excluding holidays**. If it becomes necessary for Ardent to perform the work out of hours or on a Saturday, Sunday or holiday, details of which may be requested, **additional charges will apply**.

In addition, during standard Ardent Networks work hours, Ardent will respond to basic Customer questions such as questions related to features and functions of the solution, and general usability.

2.0 Support Services Exclusions

Post-Installation Support Services coverage does not include:

- Support for the hardware platform and software not included in the Ardent provided solution.
- Development or installation of software updates, upgrades or reprogramming to add additional capabilities or functionality not directly related to the deployment, for example, any program or functional enhancements to the device's firmware.
- The cost of reconstructing data stored on disk files, tapes, memories, or other storage devices that may be lost when remote technical services are performed.
- Certification training of Customer staff.
- Repair for faults or problems caused by:
 - Actions of non-technical personnel.
 - Third-party products or components not related to the solution.
 - Failure to follow manufacturer's installation, operation, or maintenance instructions.
 - Customer failure to permit Ardent Networks timely remote access if applicable.
 - VMware configuration that was not completed by Ardent Networks.
 - Changes to the configuration by non-technical personnel.
 - Viruses, power failures, fire, flood, neglect, misuse or any other events beyond Ardent Networks reasonable control.

