



Mclennan Community College

Mario Leal

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Waco, TX 76708

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QUOTE NUMBER

OP-0132925-1

Quote Date:	RFQ:
5/9/2025	
Contract:	TEXAS DIR - CISCO2
	TEXAS DIR - CISCO Contract #DIR-CPO-5347
Quote Name:	OP-0132925

THANK YOU FOR YOUR INTEREST.

We are pleased to provide you with the following quote per your request. If you need additional services for ongoing product support, please contact us.

YOUR ACCOUNT TEAM

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2146808332

Betsy Sadler  
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LEAD TIME	SHIP VIA	F.O.B.	TERMS
30 DAYS ARO	GRD SHIP	FOB Destination	NET 30

Lead times are based on the most current information available and are subject to change as situations impacting our Secure Supply Chain evolve.

LINE #	ITEM #	DESCRIPTION	QTY	PRICE	EXT. PRICE
		TEXAS DIR - CISCO2 - TEXAS DIR - CISCO Contract #DIR-CPO-5347			
		Cisco DUO Education Subscription			
		Cisco DUO Advantage for Education - 1 Year Subscription			
1	DUO-EDU-SUB	CISCO	1	\$0.00	\$0.00
		Cisco DUO Subscription for Educational Institutions			
		TEXAS DIR - CISCO2			
		TEXAS DIR - CISCO Contract #DIR-CPO-5347			
2	DUO-EDU-ADV-F	CISCO	1,300	\$13.00	\$16,900.00
		Cisco DUO Advantage for EDU - Faculty Users			
		TEXAS DIR - CISCO2			
		TEXAS DIR - CISCO Contract #DIR-CPO-5347			
3	DUO-EDU-ADV-S	CISCO	15,000	\$4.20	\$63,000.00
		Cisco DUO Advantage for EDU - Student Users			
		TEXAS DIR - CISCO2			

TEXAS DIR - CISCO Contract #DIR-CPO-5347

4	SVS-DUO-SUP-B	CISCO Cisco DUO Basic Support TEXAS DIR - CISCO2 TEXAS DIR - CISCO Contract #DIR-CPO-5347	1	\$0.00	\$0.00
5	DUO-TLPHNY-1K	CISCO Cisco DUO - Telephony Credits (Increments of 1,000) TEXAS DIR - CISCO2 TEXAS DIR - CISCO Contract #DIR-CPO-5347	15	\$10.80	\$162.00
6	DUO-TOKEN-10PACK	CISCO Cisco DUO Hardware Tokens - 10 Pack TEXAS DIR - CISCO2 TEXAS DIR - CISCO Contract #DIR-CPO-5347	15	\$0.00	\$0.00
7	DUO-TOKEN	CISCO Cisco DUO Subscription - Hardware Token TEXAS DIR - CISCO2 TEXAS DIR - CISCO Contract #DIR-CPO-5347	150	\$21.80	\$3,270.00

Red River Professional Services

8	RRPS-PROJ-FFP	RED RIVER Red River Professional Services for DUO Implementation in accordance with the Attached Statement of Work TEXAS DIR - CISCO2 TEXAS DIR - CISCO Contract #DIR-CPO-5347	1	\$16,750.00	\$16,750.00
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**TOTAL** \$100,082.00

**\*Attention Contracting\*** Domestic Orders placed against this quote may be subject to state sales tax (if applicable) unless your organization's tax exemption certificate for the appropriate state(s) is included in your order. This quote is valid for 30 days unless otherwise noted within this quote. For terms and conditions please visit:

[Terms and Conditions](#)

**REMIT TO:**

Red River Technology LLC  
PO Box 780924  
Philadelphia, PA 19178-0924

The use of the items sold hereunder are governed by and subject to the end user terms located at (as applicable):

[CISCO](#)

# Red River

## **Response To:**

McLennan Community College

Cisco DUO Integration

Statement of Work – Quote OP-0132925

May 8, 2025



## **Submitted By:**

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*The data in this document shall not be disclosed outside the Customer organization. It shall not be used or disclosed in whole or in part for any purpose other than to evaluate the document. Should a service agreement be awarded to Red River Technology LLC (Red River) as a result of or in connection with the submission of this document, Customer shall have the right to use or disclose the data to the extent provided by the agreement. This restriction does not limit the right of Customer to use information contained in the data if it is obtained from another source without restriction.*

**THE INFORMATION AND SOLUTION PROPOSED ARE CONSIDERED TO BE UNIQUE AND SHOULD BE PROTECTED AS "PROPRIETARY" ONLY FOR THE EYES OF CUSTOMER MANAGEMENT**

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## 1.0 EXECUTIVE SUMMARY

McLennan Community College has engaged Red River Technology to provide professional services for the implementation of Cisco Duo, a leading multi-factor authentication (MFA) solution. This initiative is part of the college's ongoing commitment to strengthen its cybersecurity posture and protect user identities, systems, and sensitive data.

Cisco Duo will provide secure access controls by requiring a second layer of authentication beyond traditional usernames and passwords. Red River will lead the planning, configuration, and deployment of Duo across key user groups and critical systems, ensuring seamless integration with MCC's existing infrastructure. This includes alignment with identity providers, endpoint policies, and user access workflows.

By partnering with Red River, McLennan Community College will benefit from industry expertise, a structured implementation approach, and best practices in identity security. The project aims to reduce risk, support cybersecurity compliance, and improve user experience through a scalable and centrally managed MFA platform.

## 2.0 SOLUTION OVERVIEW

Duo Advantage, formerly Duo Access, adds policy and control over which users, devices, and networks may access your organization's applications. It analyzes user behavior, location, and device parameters and gives you the power to set more precise authentication policies. The following features are included with Duo Advantage:

Category	Feature
Multi-Factor Authentication (MFA)	MFA with push notifications, passcodes, biometrics, hardware tokens, and more
Single Sign-On (SSO)	Cloud-hosted SSO for federated authentication across applications
Device Visibility	Visibility into user device health and compliance
Policy Enforcement	Granular policy controls by user, group, device, network, or application
Trusted Endpoints	Ensure users authenticate only from corporate-managed or registered devices
Risk-Based Authentication	Detects and adapts based on anomalous login behavior or location
Duo Device Health App	Verifies device posture (OS version, encryption, firewall, etc.)
Adaptive Access Policies	Apply contextual access policies (location, time, network, device type)
User Self-Remediation	Allows end users to fix their own device posture issues
Directory Sync	Sync users from Active Directory, Azure AD, or cloud IdPs
API Access	Admin API, Auth API, and Logs API for integration and automation
Admin Reporting	Advanced reports and dashboards with security insights
Support	24x7 Technical Support

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## 3.0 PROJECT MILESTONES

### 3.1 INITIATING & PLANNING MILESTONE

Red River Professional Services will utilize the Initiation and Planning phase to perform a comprehensive discovery process and requirements analysis to ensure a successful implementation of the proposed solution. This milestone will encompass, but is not limited to, the following key activities:

- **Project Kickoff and Planning Session:**  
Conduct a formal kickoff meeting with the Customer to introduce project stakeholders, review the Statement of Work, validate the project scope, and establish communication protocols and timelines.
- **Environment and Requirements Assessment:**  
Collaborate with the Customer to assess the current environment and gather detailed implementation requirements related to hardware, software, network infrastructure, and security policies. Red River will document any gaps and provide the Customer with a prioritized list of recommended updates or modifications required to support the solution.
- **Stakeholder and Resource Coordination:**  
Work with the Customer's designated project lead or single point of contact (SPOC) to align internal and external resources, assign responsibilities, and establish timelines for task execution.
- **Requirements Definition and Success Criteria:**  
Define and document the technical and business goals of the project, including measurable success criteria. Identify the critical systems, data, and operational processes that must be secured or integrated as part of the deployment.
- **User and Application Discovery:**  
Identify and document all relevant user groups, application dependencies, and authentication mechanisms in use. This includes mapping access control requirements and understanding current workflow patterns.
- **Scheduling and Access Coordination:**  
Coordinate with the Customer to identify necessary maintenance windows, change control requirements, and access permissions. Red River will develop a schedule of activities and confirm all timing with the Customer prior to execution.

### 3.2 SERVICE SCOPE

Scoping details listed below were provided by the Customer through documents and/or interviews, and some assumptions may have been made based on industry best practices

- Number of Active Directory Domains:
  - QTY 2 – staff domain, student domain
- Number of Staff Identities:
  - QTY 1,300 Staff / Faculty
- Number of Student Identities:
  - QTY 15,000 Students

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- Number IDP or SSO Platforms:
  - QTY 1 IDP
- Applications Identified for Integration:
  - VPN
  - SSO Platform (SAML)
- Rules and Exceptions:
  - QTY 1 Staff Policy
  - QTY 1 Admin Policy
  - QTY 1 Student Policy
- QTY 3 Device and Access Policies:
  - Location
  - Identity
  - Device
- Project Timeline:
  - Complete no later than July 31, 2025.

### 3.3 EXECUTING MILESTONE

Red River Professional Services will use the Executing Milestone to perform the necessary tasks required to complete the proposed solution. This includes:

#### 3.3.1 *CISCO DUO ACCOUNT SETUP*

The McLennan Community College Duo tenant will need to be created to perform the subsequent changes and integrations. If MCC has already created the Duo tenant, administrative access must be provided to Red River professional services. The following tasks are required to begin:

- Create and configure the Duo Admin Console.
- Establish policies for user enrollment, device requirements, and access control.

#### 3.3.2 *INTEGRATE WITH IDENTITY PROVIDER (IDP)*

- **For Microsoft environments:** Integrate Duo with Active Directory (via Duo Authentication Proxy).
- **For cloud IdPs (e.g., Entra AD, Google Workspace, Okta):** Configure SSO and API integration.

#### 3.3.3 *DEPLOY DUO AUTHENTICATION PROXY (OPTIONAL)*

- Install the Authentication Proxy on a secure internal server.
- Configure LDAP or RADIUS settings to relay authentication requests to Duo.

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### 3.3.4 *PROTECT CORE APPLICATIONS*

Utilizing the information from the Initiating and Planning phase, Red River will configure the following integrations with Cisco Duo:

- VPN (AnyConnect, Global Protect, etc.)
- Microsoft 365 / Entra AD
- Web applications via SSO integration

### 3.3.5 *USER ENROLLMENT*

The following steps define the user enrollment behavior and requirements to onboard new users into Cisco Duo:

- Set up self-enrollment portal and policies.
- Pre-enroll users or allow just-in-time enrollment via authentication.

### 3.3.6 *DEVICE AND ACCESS POLICIES*

- Enforce device health checks (Duo Device Health App if applicable).
- Configure application-specific access controls (e.g., location-based policies).
- Configure methods of authentication
  - DUO Authenticator App
  - Biometric
  - Hardware Token
  - SMS Text

### 3.3.7 *ADDITIONAL INTEGRATIONS*

- Configure DUO to forward log information to MCC's Splunk instance.

### 3.3.8 *DOCUMENTATION*

- Provide MCC with SOP documentation for Staff Self MFA Enrollment
- Provide MCC with SOP documentation for Student MFA Enrollment
- Provide MCC with SOP documentation for Helpdesk procedures, including:
  - MFA method reset
  - One time MFA bypass
  - Assisted MFA enrollment

### 3.3.9 *PILOT AND TESTING*

Red River will collaborate closely with MCC to identify an appropriate pilot group for the initial deployment of the Duo Application. The selected group will serve as a controlled environment to validate the integration between Duo and the protected workflows, ensuring functionality aligns with MCC's expectations.

Lessons learned from the pilot will inform a phased rollout strategy for all remaining groups, ensuring a consistent and scalable deployment across the organization. The following key steps will guide the pilot implementation:

- Conduct testing with IT and a small user group.
- Validate functionality and user experience across applications.

### 3.3.10 *FULL ROLLOUT*

Upon successful completion of the pilot deployment, Red River will partner with MCC to execute an organization-wide rollout of the Duo Application. The following key steps will guide the full implementation:

- Analyze pilot results and feedback from stakeholders
- Apply refinements to the configuration based on lessons learned
- Enable Duo MFA for all targeted user groups.

### 3.3.11 *MONITORING AND POST DEPLOYMENT*

- Use Duo Admin Panel for logging, reporting, and policy updates.
- Adjust policies based on client feedback

### 3.3.12 *APPENDIX*

Each of the following sub-appendices contains requirement data provided to Red River from the customer. The requirements listed in each document should be considered in-scope for the duration of the project.

- A. MFA-CommunicationPlan043025.docx
- B. MFA-Requirements-FINAL043025.xlsx

## 3.4 **PROJECT COMPLETION AND ACCEPTANCE MILESTONE**

Upon completion of all tasks on the project, the Red River assigned Project Manager will notify the customer point of contact we are at the completion stage and schedule a closeout call. An acceptance form will be submitted for signature and approval. After notification of completion, Red River will assume acceptance after seventy-two (72) hours if the project acceptance form is incomplete unless we have been alerted that there are any defects or missing deliverables.

### **3.5 TASKS THAT ARE OUT OF SCOPE**

The following tasks are excluded from the project (a quote for this work can be provided if desired).

- Red River is responsible for performing only the Services expressly specified in this SOW. All other services, tasks and activities are considered out of scope.

### **4.0 PROJECT MANAGEMENT**

The assigned Red River Project Manager tracks, manages, and delivers each of the defined project tasks, milestones, and deliverables. The project is deemed complete when all phases of the project have been finished, and deliverables have been submitted and are accepted by the customer. The Red River PM will manage the success of this engagement through the following tasks:

- Kickoff Call
- Status Calls
- Deliverables Review
- Project Closeout and customer acceptance

### **5.0 ASSUMPTIONS**

#### **5.1 PROJECT ASSUMPTIONS**

- Red River reserves the right to use subcontractors and remains responsible for the services they provide.
- Red River will work at agreed upon locations and/or remotely.
- Red River engineers will be provided with a remote access solution to perform the tasks outlined in the SOW, if applicable.
- Red River Professional Services may require elevated access to work independently to perform the tasks outlined in the SOW.
- All project pricing is based on performance during normal business hours Monday through Friday, 8:00am to 5:00pm local time, unless outlined in the statement of work. Time that is required outside of normal business hours will require coordination with the Red River team as part of the project planning and scheduling.

#### **5.2 CUSTOMER RESPONSIBILITIES**

- Designate a single point of contact to whom all communications may be addressed and who has the authority to act on all aspects of the services.
- Provide confirmation of the scheduled activity to the Red River Project Manager, before the Red River team is dispatched.
- Provide Red River with all necessary information concerning all security or safety considerations and the process to work within those policies.
- Respond to any technical inquiries within (2) working days or the schedule may require adjustment requiring Change Orders.

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## 6.0 TERMS AND CONDITIONS

- Red River reserves the right to partially invoice for services based on milestones outlines in section Project Milestones.
- Project Milestones are contingent on successful completion of tasks by both McLennan Community College and Red River. Red River will not be held to pre-discussed milestones if McLennan Community College fails to complete tasks as pre-determined. Red River reserves the right to invoice for work completed due to Customer project delays.
- Red River will invoice for the hardware upon delivery, if applicable.
- Payment Terms are based on Customer Credit reference and will be determined by Red River Finance.
- All quotes are in U.S. dollars.
- If at any time during the project, tasks are identified that are outside of the outlined scope, Red River will issue a change order to accommodate those changes. A quote will be submitted to the Customer outlining additional tasks and increased costs. These are subject to Customer approval.
- See Attached Quote for all other Terms and Conditions.
- This SOW will be governed by the Master Services Agreement (“MSA”) executed by the parties if one exists. If no such agreement exists, then this SOW will be governed by the Red River MSA located at: <https://redriver.com/terms-conditions>.

## 7.0 APPROVAL TO PROCEED WITH PROJECT

The pricing for work to be completed in the document previously defined is a ***firm fixed price engagement*** based on the information gathered and milestones as outlined. Red River is pleased to offer the services described in the above SOW on the attached Quote Number: **OP-0132925**

Red River reserves the right to invoice based on milestone completion as defined in the milestone payment schedule below:

Milestone	Percentage	Invoice Upon
Hardware	100.00%	Delivery
Planning	25.00%	Order
Executing	50.00%	Milestone
Completion	25.00%	Acceptance

The undersigned parties each understand and agree that this SOW accurately sets forth the services that Red River will provide for the Customer.

Following receipt of signed Contract Agreement and the Customer's Purchase Order, a Red River Project Manager will contact McLennan Community College to discuss next steps. Red River requires a minimum of two (2) weeks' notice to begin project implementation from date of receipt of signed Contract Agreement and Customer's Purchase Order.

CUSTOMER CONTACT NAME:

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CUSTOMER CONTACT TITLE:

---

CUSTOMER PHONE NUMBER:

---

CUSTOMER EMAIL ADDRESS:

---

PROJECT SITE ADDRESS:

---

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(Signature)

(Print Name)

Date

McLennan Community College