



SECTION II
SCOPE OF WORK
Network Maintenance and Purchases
Event# 3886

- 2.0 **Description of Project:** The City of Savannah (“the City”) is seeking to establish a contract for network equipment maintenance, managed services, and equipment procurement. The contract will include hardware and software maintenance for designated equipment from Juniper Networks, Aruba Networks and Palo Alto Networks. This contract will also include supplemental Network Operations Center (NOC) and Security Operations Center (SOC) services to complement the designated hardware and software maintenance. In addition, this contract will include equipment procurement that will encompass on-going hardware purchases and associated implementation services for the same systems (Juniper Networks, Aruba Networks and Palo Alto Networks). This contract will include equipment procurement of purchases and associated implementation of F5 systems.

Electronic submissions will not be accepted.

Vendors may respond to all or part of this solicitation, but it is the City’s preference to award all listed services in this contract to one vendor.

Electronic submissions will not be accepted.

The City of Savannah’s data network provides data and voice communication services to City of Savannah staff (approximately 2500) at approximately 130 locations. The primary infrastructure consists of two (2) data center locations and 21 core aggregation ring sites.

Connectivity between these two sites consists of mixed ten (10) G and one (1) G links available via City-owned fiber and franchise-available fiber.

A list of all equipment to be covered under this contract is provided in Appendix A.

- 2.1 **Scope of Services:** The successful proposer shall provide at a minimum the following services:

2.1.1 **Network Maintenance Service Levels:** Required maintenance levels for each piece of equipment is detailed in Appendix A.

2.1.2 **Upgrades:** The proposer should provide a thorough explanation of software upgrades. This must include detail of annual support costs; any additional costs for “major” upgrades as well the process of testing and training staff on new software versions.

2.1.3 **Network Operations Center (NOC) services:** NOC services will include proactive and reactive responses for all designated equipment as defined in Appendix A. Monitoring of the covered equipment will be provided as an on-premise service (within the City’s Data Center). Offsite monitoring of this on-premise service as well as the City’s enterprise edge devices (external routers, firewalls and VPNs) is required. The City will work with the selected vendor to establish notification schedules and response requirements required per covered equipment. Any hardware required to be placed in the

City's Data Center to accomplish this monitoring should be included in the vendor's response.

In the event of an alert, the City expects that a dedicated network engineer would acknowledge the alert and follow the issue to resolution, involving manufacturer support if necessary. It is required that the responding network engineer be on-site within 30 minutes of the alert, if warranted.

The City requires that the vendor have an existing NOC that can provide, at a minimum, the following services:

- 24x7 monitoring and escalating alerts
- Up/Down ICMP polling of monitored equipment
- Device upgrades and patch management
- SNMP interface metrics
- SNMP trap receiver
- SNMP environmental metrics
- Interface monitoring for all uplink interfaces
- Quarterly off-site configuration back-ups
- Fault detection and resolution
- Incident management and ticketing
- Customer portal

2.1.4 SOC services: The City requires SOC services for PaloAlto Firewall and Juniper VPN equipment. The selected vendor will provide pro-active management and reporting of events. The selected vendor will provide pro-active immediate remediation to detected threats. In the event of an identified threat, the selected vendor will take immediate action to remediate the threat by adjusting policies and profiles appropriately to block the offending traffic. Upon completion of the remediation, the selected vendor will provide notification to the City of actions taken and provide a written summary of the event.

PaloAlto 3020 appliances: The selected vendor will also pro-actively review PaloAlto release notes to advise the City when upgrades would be beneficial. With approval and direction from the City, the selected vendor will perform the upgrades to the PaloAlto appliances and provide support if issues occur as a result of the upgrade. The selected vendor will notify the City regarding any changes to rules, policies, profiles, and objects and provide support in the creation of new rules, policies, profiles, and objects when required.

Juniper MG6610 appliance: The selected vendor will also pro-actively review Juniper release notes to advise the City when upgrades would be beneficial. With approval and direction from the City, the selected vendor will perform the upgrades to the Juniper MG6610 appliance and provide support if issues occur as a result of the upgrade. The selected vendor will notify the City regarding any changes to rules, policies, profiles, and objects and provide support in the creation of new rules, policies, profiles, and objects when required.

At a minimum, the selected vendor should be able to provide the following SOC services:

- 24x7 monitoring and escalating security alerts within the vendors NOC
- Up/Down ICMP polling of monitored equipment
- Security event investigation, remediation and recommendations

- Firewall policy and rule-set management (Palo Alto 3020)
- SSL realm, role, and resource rule-set consulting (Juniper MG6610)
- Device upgrades and patch management
- SNMP interface metrics
- SNMP trap receiver
- SNMP environmental metrics
- Interface monitoring for all uplink interfaces
- Fault detection and resolution
- Incident management and ticketing

In addition, the City requires that the vendor provide security information and event management (SIEM) services for up to 50 elements. The selected vendor will describe the solution that will be used. The selected vendor will monitor and parse all incoming log source feeds from the identified 50 elements and correlate events to present the City a comprehensive assessment of the City's security posture.

2.1.5 Contact Center: The selected vendor will provide a contact process (email and/or phone) for the City of Savannah IT staff to access 24/7 for needed support. It is required that the vendor respond to these calls within fifteen (15) minutes. An escalation process must be defined for City of Savannah staff to follow if response is not initiated within the fifteen (15) minute window. A flow chart should be provided documenting the call process and resolution steps.

2.1.6 VPN Access: The City of Savannah will allow the selected vendor remote SSL VPN access into the City's network to assist in troubleshooting of network issues.

2.1.7 Network Mapping Support: The selected vendor will be required to generate a network diagram (in Visio format) based on information provided by the City of Savannah. The selected vendor will be required to update this network diagram annually to reflect changes that occur over the prior twelve (12) month period.

2.1.8 Quarterly Meetings: The City of Savannah requires that the vendor schedule quarterly meetings to provide an update on network and security issues as well as technology trends for planning infrastructure upgrades.

2.1.9 Annual report: The City requires that the vendor provide an annual report providing a breakdown of all tickets, summary of network uptime, network utilization, resolved security vulnerabilities, and major network modifications.

2.1.10 Equipment Procurement: The City of Savannah purchases equipment annually based on replacement/upgrade cycles and/or additional projects. The City is requesting that the respondent provide a set pricing discount for equipment purchases from each of the manufacturers covered in this proposal. The vendor will be required to provide the manufacturer's printed price list when requested to verify discounts are being applied consistently. First year maintenance should be included with all equipment purchases. Maintenance should be calculated to be co-terminus with vendor annual maintenance contracts.

Purchase volumes in 2015 were approximately as follows:

- Juniper Networks: \$60,729
- Palo Alto Networks: \$107,566

- Aruba Networks: \$138,812

2.1.11 Professional Service Hours: The City of Savannah requires that a block of 40 professional services hours at a senior network engineer rate be included in this proposal to be used as needed to troubleshoot issues that fall outside of the network support agreement. The City will reserve the right to purchase additional blocks of 40 hours for professional services, if needed.

2.1.12 Additional services: If during the course of this contract, the City of Savannah requires additional services not described in this RFP, the City of Savannah will meet with the selected vendor to define the additional scope of services. The vendor will respond with a proposal to complete the work detailing the tasks and associated fees.

2.2 References: Proposers shall provide a minimum of three (3) references for each of the following services: Network Equipment Maintenance, Network Operations Monitoring, and Security Operations Monitoring. References should be operating a similar size and organization type (i.e. local government). Provide contact names and phone numbers for each reference.

2.3 NOC requirements: The selected vendor must have an established NOC. Proposers shall describe the age, functionality, and capacity of their NOC. The City may request a tour of this facility prior to award of the contract.

2.4 Qualifications

It is required that the proposer have the following minimum partner relationships with the designated manufacturer:

- Juniper Networks: Elite Enterprise Solutions Provider
- Aruba Networks: Platinum
- Palo Alto Networks: Platinum

2.5 Credentials and Certifications

Proposers shall provide credentials and certifications for:

Senior network engineers who will be responding to alerts both remotely and on-premise. A senior network engineer should hold, at a minimum, the following credentials:

- Juniper Networks Certified Associate – Junos (JNCIA)
- Aruba Certified Mobility Professional (ACMP)
- Aruba Certified CelarPass Professional (ACCP)
- Palo Alto Networks Certified Network Security Engineer (PCNSE)
- VMware Certified Professional 5 (preferred)

NOC personnel who will be responsible for monitoring the City's network equipment.

SOC personnel who will be responsible for monitoring the City's PaloAlto Firewall and Juniper VPN equipment.

2.6 Local Presence: It is required that the proposer have a senior network engineer staff reside locally (within a 30-mile radius of Savannah) to be available to respond on-site quickly if emergency network support is needed.

- 2.7 **Demonstrations:** The proposer must be available to provide an on-site presentation of the proposed services at the City's request.
- 2.8 **Costs:** Detail all cost items for software, implementation costs, and training. Include line item costs for any required hardware and all software. Define licensing structure and costs. First year's maintenance and support should be included in the initial cost. Also include second year through five (5) year costs that may be required for maintenance, upgrades, etc.
- 2.9 **Proposal Format:** Proposals shall be submitted in the following format and include the following information:
- Statement of consultant qualification and list of similar projects performed by each consultant.
 - Response to Appendix A
 - List of project references.
 - Response to functional requirements list.
 - Fee Proposals per instructions in Section III signed by responsible party
 - Proposed Schedule of Minority and Women owned Business Participation and Non-Discrimination Statement.
 - Additional materials as necessary.

2.10 **Basis of Award**

Proposals will be evaluated according to the following criteria and weight at a minimum:

- a) Proposer's qualifications and experience. *(30 points)*
- b) Ability to meet scope of services requirements. *(30 points)*
- c) Fees, including the cost of training, maintenance and support. *(20 points)*
- d) References. *(5 points)*
- e) MWBE participation *(10 points)*
- f) Local vendor participation *(5 points)*

Proposals shall be evaluated by a Selection Committee. The City reserves the right to determine a short list of finalists for further consideration. The City also reserves the right to request an on-site demonstration of the system if it so desires.

- 2.11 **Copies:** One (1) unbound, printed, and signed original, and two (2) identical, printed copies of the proposal and supporting documents must be submitted in response to this RFP. All responses must relate to the specifications as outlined.
- 2.12 **Contacts:** Proposers must submit proposals in accordance with the instructions contained in this RFP. All requested information must be submitted with the proposal. Instructions for preparation and submission of proposals are contained in this package. All questions regarding this RFP should be submitted in writing and emailed to the person listed on the summary event page.
- 2.13 **Minority/Woman Business Enterprise Goals:** The City of Savannah has established a **12% M/WBE** goal for this project. The breakdown is as follows: **12% MBE, 0% WBE.**

2.14 Insurance Requirements

Comprehensive General Liability

Contractor shall carry comprehensive general liability on an occurrence form with no “x, c or u” exclusions with the following minimum limits:

- Each occurrence - \$1,000,000
- Damage to Rented Premises - \$50,000
- Medical Expense - \$5,000
- Personal & Adv Injury - \$1,000,000
- General Aggregate - \$2,000,000
- Products – Completed Ops. Aggregate - \$2,000,000

General aggregate shall apply on a per project basis

Contractor will provide a Certificate of Insurance reflecting required coverage.

A waiver of subrogation endorsement to the policy in favor of the City shall also be provided and attached to the certificate

A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate

Commercial Automobile Liability

The automobile policy must include coverage for owned, non-owned and hired automobiles

- Minimum limits are \$1,000,000
- Contractor will provide a Certificate of Insurance reflecting required coverage.
- A waiver of subrogation endorsement to the policy in favor of the City shall also be provided and attached to the certificate
- A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate

Workers Compensation

Contractor shall carry a workers compensation policy including all statutory coverage required by Georgia state law

Minimum employer’s liability limits:

- \$500,000 each accident
- \$500,000 each employee (disease)
- \$500,000 policy limit (disease)

Contractor will provide a Certificate of Insurance reflecting required coverage.

A waiver of subrogation endorsement to the policy in favor of the City shall also be provided and attached to the certificate

A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate

Umbrella/Excess Liability

Contractor shall carry an umbrella/excess liability policy which must follow form over underlying policies: general liability, auto liability and employer's liability.

Minimum limits:

- \$1,000,000 per occurrence
- \$1,000,000 aggregate

Contractor will provide a Certificate of Insurance reflecting required coverage.

Waiver of subrogation endorsement to the policy in favor of the City shall also be provided and attached to the certificate

A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate

General

All insurance shall be placed with Georgia admitted carriers with a current Best's rating of A (minus), X, or better

Any modifications to specifications must be approved by the City

- 2.15 Proposer acknowledges that by submitting a proposal for this event, it is waiving any right to insist upon the inclusion of any exculpatory provisions in the parties' contract. The City will not enter into any contract that contains exculpatory provisions in favor of proposer.
- 2.16 Vendor is responsible for determining and acknowledging any addenda issued in connection with this RFP. Addenda must be acknowledged in order for proposals to be considered.

**SECTION III
FEE PROPOSAL**

I have read and understand the requirements of this request for proposal RFP Event #3886 and agree to provide the requested system in accordance with this proposal and all attachments, exhibits, etc. The proposed fee shall include all labor, material, and equipment to provide the system as outlined including any required communications devices, computer hardware and software, any travel or per diem expenses and any other miscellaneous expense involved. Additional pages may be included to provide detail of costs.

Maintenance Managed Services: (detail to be provided in Appendix A)

Manufacturer	2016 Cost
Juniper Core / Switch Network Maintenance and Managed Services	\$
Aruba Wireless Network Maintenance and Managed Services	\$
Palo Alto Firewall Maintenance and Managed Services	\$
F5 Load Balancer Maintenance and Managed Services	\$
Professional Services (40 hour block)	\$
SIEM (Security Information and Event Management) services for up to 50 elements	\$
Total	\$

Discount Pricing on Equipment Purchases

Manufacturer	Extended Discount
Juniper Networks	%
Aruba Networks	%
Palo Alto Networks	%
F5 Systems	%

Compliance with NOC / SOC requirements

Network Operation Center Services	Comply with requirement (Y/N)
24 x 7 monitoring and escalating alerts	
Up / Down ICMP polling of monitored equipment	
Device upgrades and path management	
SNMP interface metrics	
SNMP trap receiver	
SNMP environmental metrics	
Interface monitoring for all uplink interfaces	
Quarterly off-site configuration back-ups	
Fault detection and resolution	
Incident management and ticketing	
Customer portal	

Security Operation Center Services	Comply with requirement (Y/N)
24 x 7 monitoring and escalating security alerts within the vendor's NOC	
Up / Down ICMP polling of monitored equipment	
Security event investigation, remediation and recommendations	
Firewall policy and rule-set management (Palo Alto 3020)	
SSL realm, role and resource rule-set consulting (MG 6610)	
Device upgrades and patch management	
SNMP interface metrics	
SNMP trap receiver	
SNMP environmental metrics	
Interface monitoring for all uplink interfaces	
Fault detection and resolution	
Incident management and ticketing	

SUBMITTED BY: _____

PROPOSER: _____

SIGNED: _____

NAME (PRINT): _____

ADDRESS: _____

CITY/STATE: _____ **ZIP:** _____

TELEPHONE: () _____
Area Code

FAX: () _____
Area Code

CONFIRM RECEIPT OF ANY ADDENDA ISSUED FOR THIS PROPOSAL:

ADDENDUM #(S) _____

DATE: _____

ACKNOWLEDGEMENT OF REQUIRED INSURANCE COVERAGE _____

INDICATE MINORITY OWNERSHIP STATUS OF BIDDER (FOR STATISTICAL PURPOSES ONLY):

CHECK ONE:

_____ **NON-MINORITY OWNED**
_____ **AFRICAN AMERICAN**
_____ **HISPANIC**
_____ **WOMAN**

_____ **ASIAN AMERICAN**
_____ **AMERICAN INDIAN**
_____ **OTHER MINORITY**

PROPOSED SCHEDULE OF M/WBE PARTICIPATION

All M/WBEs listed **must be certified as a minority-owned or women-owned business** by the City of Savannah or a federally-recognized or state-level certifying agency (such as USDOT, State DOT, SBA 8(a) or GMSDC) that utilizes certification standards comparable to the City of Savannah **prior** to the due date of this bid. **Other business certifications that do not specify majority woman or minority ownership may not be substituted. Proof of M/WBE certification from the certifying agency is required to accompany the bid.** A firm that has submitted an application for M/WBE certification but has not been certified is not qualified as a certified M/WBE and will not be recognized as such during the City's evaluation process. To expedite verification, please provide accurate phone numbers for all M/WBEs listed and ensure firms understand contact will be made following bid submittal.

Name of Proposer: _____ Event No. _____
 Project Title: _____

NOTE: Unless certified through the City of Savannah M/WBE Program, proof of M/WBE certification must be attached for all firms listed.

Name of M/WBE Participant	Name of Majority Owner	Telephone	Address (City, State)	Type of Work Sub-Contracted	Estimated Sub-contract Value	MBE or WBE	Certified? (Y or N)	Certifying Agency? (City of Sav. or Other)
					%			
					%			
					%			
					%			
					%			
					%			

MBE Participation Value: _____ % WBE Participation Value: _____ % M/WBE Participation Value: _____ %

The undersigned will enter into a formal agreement with the M/WBE Subcontractors/Proposers identified herein for work listed in this schedule, conditioned upon executing a contract with the Mayor and Aldermen of the City of Savannah. The Prime's subcontractor that subcontracts work must enter into a formal agreement with the tier subcontractor identified herein for work listed in this schedule. The Prime may count toward the goal any tier of M/WBE subcontractors and/or suppliers that will be utilized in the contract work. However, when an M/WBE subcontracts part of the work, the value of the subcontracted work may **only** be counted toward the goal **if the tier subcontractor is an M/WBE**. Any work an M/WBE firm subcontracts to a non-M/WBE firm **will not count toward the M/WBE goal**. It is the responsibility of the Prime contractor to advise all M/WBEs of this requirement and to ensure compliance by subcontractors.

Joint Venture Disclosure

If the prime bidder is a joint venture, please describe the nature of the joint venture, the level of work and the financial participation to be provided by the Minority/Female joint venture firm in the space provided below.

Joint Venture Firms	Level of Work	Financial Participation

Printed name (company officer or representative): _____

Signature: _____ Date _____

Title: _____ Email: _____

Telephone: _____ Fax: _____

The Minority/Women Owned Business Office is available to assist with identifying certified M/WBEs. Please contact the M/WBE Office at (912) 652-3582. The City of Savannah's certified M/WBE registry is posted on its website @ www.savannahga.gov.

Developing a Strong M/WBE Participation Plan

Key facts every bidder/proposer needs to know prior to developing their M/WBE Participation Plan:

1. All bidders/proposers must submit a "Proposed Schedule of M/WBE Participation" which identifies the minority and/or woman-owned companies that have agreed to participate in the project if awarded. All companies listed on the form must be certified as either minority-owned and controlled or woman-owned and controlled. The City does not accept a company's "self-identification" as minority or woman-owned.
2. **Proof** of M/WBE certification from the certifying agency is required to accompany the bid; and certification must have been completed by the City of Savannah, a federally-recognized or a state-level certifying agency (USDOT, State DOT, SBA 8(a) or GMSDC) utilizing certification standards comparable to the City of Savannah.
3. The certification must have been approved prior to the due date of this bid. A firm that has submitted an application for certification but has not been certified will not be counted toward the M/WBE goal.
4. The M/WBE Office **will be contacting all M/WBE firms** included in the bidder's M/WBE Plan to confirm each: a) was contacted by the bidder/proposer; b) performs the type of work listed; and c) agreed to participate.
5. To expedite the verification process, bidders/proposers need to: provide accurate phone numbers for all M/WBEs listed; ensure M/WBEs know to expect to be contacted by phone and email; request M/WBEs be accessible during the critical period before bid-opening; and advise M/WBEs that City staff **must** receive the M/WBE's confirmation that the firm agreed to participate in the bid/proposal in order for the prime contractor to receive credit toward their proposed M/WBE participation goals.
6. If a proposed M/WBE cannot be confirmed as certified, performing the type of work described or agreeing to participate, the bidder/proposer will be notified and given a pre-determined period to submit a correction. If an M/WBE still cannot be confirmed or replaced, the proposed percentage of participation associated with the unverified M/WBE firm will **not be counted** and **will be deducted** from the overall proposed M/WBE goal.
7. Any tier of M/WBE subcontractors or suppliers that will be utilized in the contract work may count toward the MBE and WBE goal **as long as the tier subcontractors/suppliers are certified M/WBEs**. Work that an M/WBE subcontracts to a non-M/WBE firm does not count toward the M/WBE goal.
8. M/WBEs must perform a "**commercially useful function**" which is the provision of **real and actual work or products**, or performing a distinct element of work for which the business has the skills, qualifications and expertise, and the responsibility for the actual management and supervision of the work contracted.
9. Per the *Proposed Schedule of M/WBE Participation* "the undersigned (bidder/proposer) will enter into a formal agreement with the M/WBE Subcontractors/Proposers identified herein for work listed in this schedule, conditioned upon executing a contract with the Mayor and Aldermen of the City of Savannah." **This signed commitment is taken seriously by the City**, so do not list M/WBEs you do not plan to utilize. Any proposed changes must be pre-approved by the M/WBE Office, be based on legitimate business-related reasons, and still meet the M/WBE participation goals per the City's contract.
10. A bidder who is a certified M/WBE may count toward the goal the portion of work or services on a City contract that is actually performed by the M/WBE, including: the cost of supplies/materials purchased or equipment leased for contract work, fees for bona fide services such as professional or technical services, or for providing bonds or insurance specifically required for the performance of a City contract.

11. If awarded the contract, the MWBE Office **will be reviewing your company's subcontracts, invoices and payment records** to substantiate the completion of work and payment of M/WBEs. If the prime contractor is an M/WBE that is being included in its M/WBE goal, the prime contractor must maintain records **that will be inspected** to prove the portion of work performed, cost of work, and payments to the prime company.
12. Most bids for goods and materials do not have specific MWBE goals established for the contract. If no goals are include in the scope of work or General Specifications, you are not required to submit MWBE participation but encouraged to do so when the opportunity is available. The City maintains this information for statistical purposes only and it is not reflected in the award decision.